

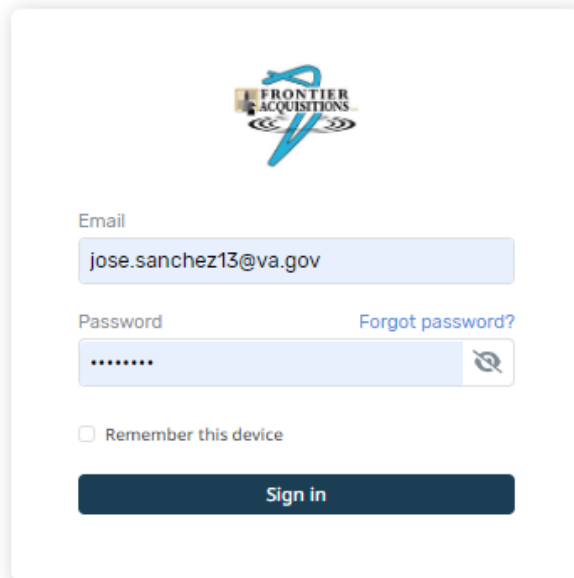


## Changing your DeskPro password


Jose M Sanchez Jr - 2024-12-28 - Comments (0) - DeskPro

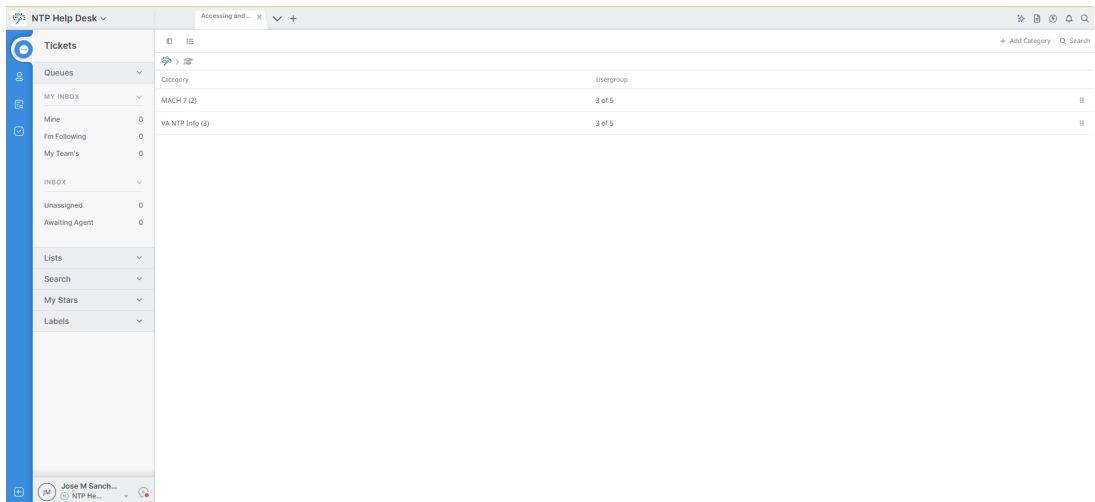
To change your password follow these steps:

1. Logon to the NTP Helpdesk agent page:

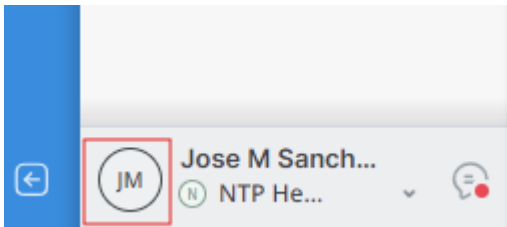


The screenshot shows a login form for the NTP Helpdesk agent page. At the top center is the Frontier Acquisitions logo. Below it, there is an "Email" field containing the text "jose.sanchez13@va.gov". Underneath the email field is a "Password" field with a masked password "....." and a "Forgot password?" link to its right. Below the password field is a checkbox labeled "Remember this device" which is currently unchecked. At the bottom of the form is a dark blue "Sign in" button.

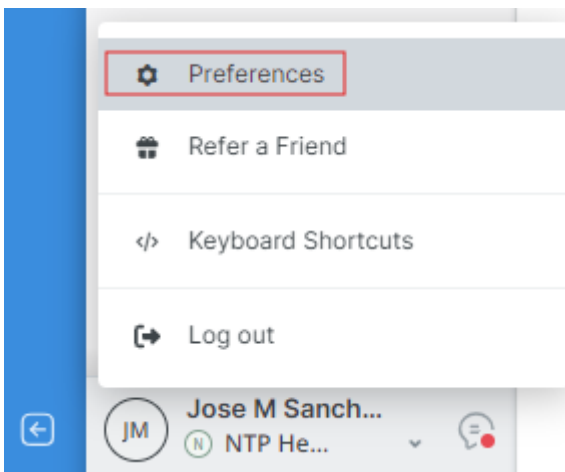
 English ▼



1. On the lower bottom left corner, click on the circle icon with your initials:



1. Select "Preferences"



1. Click on "Security" tab in the Preferences window

## Preferences

Profile

Security

Preferences

Notifications

### Profile

Profile Image



Name\*

Jose M Sanchez Jr

Display an alias to end users

### Contact Information +

Email

jose.sanchez13@va.gov



Send email notifications with plaintext parts

### Language & Locale

Timezone

America/Chicago

Language

English

### Signature

This signature will be appended automatically when you send ticket replies

Rich text editor toolbar with icons for Paragraph, Bold, Italic, Underline, Strikethrough, Bulleted List, Text Color, Background Color, Link, Unlink, Indent, Outdent, Quote, Image, Table, and Undo.

Save

1. Click on the "Reset Password" button

## Preferences

Profile

Security

Preferences

Notifications

### Password Reset

 Reset Password

### Mobile App QR Code



 Refresh

### Reset API Token

 Reset Token

You will need to re-login everywhere, including here.


1. Enter in your current password, and then enter in your desired password in the fields, then click "Submit"




## Enter Your Password

**Current password\***  
Enter password

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**New password\***  
Enter password 

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**Confirm password\***  
Enter password 

Password criteria

- Minimum of 5 characters

**Submit**

Tags

DeskPro

Password