

Knowledgebase > DeskPro > Changing your DeskPro password

Changing your DeskPro password Jose M Sanchez Jr - 2025-07-02 - Comments (0) - DeskPro

To change your password follow these steps:

1. Logon to the NTP Helpdesk agent page:



FAC CONTRACTOR	DNTIER USTTIONS		
Email			
jose.sanchez13@va.	jose.sanchez13@va.gov		
Password	Forgot password?		
•••••	Ø		
Remember this device			
Sig	gn in		
📕 English 🔻			

NTP Help Desk ~		Accessing and _ × ¥ +	*	
Tickets		0 ==	+ Add C	ategory Q Search
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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* lose M Sanchez Ir
<ul> <li>Display an alias to end users</li> </ul>
Contact Information + Email
≥ jose.sanchez13@va.gov
<ul> <li>Send email notifications with plaintext parts</li> </ul>
Language & Locale
Timezone Language
America/Chicago English
Signature This signature will be appended automatically when you send ticket replies
The ParagraphThe BIIThe SIIIIImage: Image:

Save

1. Click on the "Reset Password" button

Preferences				
Profile Security	Preferences	Notifications		
Password Reset	]			
Mobile App QR Code	S Refresh			
Reset API Token				
You will need to re-login	everywhere, includir	ng here.		

 Enter in your current password, and then enter in your desired password in the fields, then clilck "Submit"

	Enter Y	/our Password
Current password*		
Enter password		
New password*		Password criteria Minimum of 5 characters
Enter password	Ø	
Confirm password*		
Enter password	Ø	
	Submit	Cancel
Tags		
DeskPro		
Password		