

## Reset Password

If you have retrieved your password hint and still cannot remember your password, you may request a Password Reset Authorization Code and attempt to reset your password.

### Reset Password Authorization

If you still cannot remember your password, you may attempt to reset your password. You will need an Authorization Code in order to reset your password.

To obtain an Authorization Code:

1. Enter your Customer Number.

Customer Number:

2. Enter the security access code displayed below.

1 1 7 d 2 a 6

3. Click Continue.

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To reset your password:

1. Enter your Customer Number.
2. Enter the security access code by retyping the graphic number displayed in the box above the entry field. This is a protection against computer attacks on our password reset system.
3. Click Continue.

### Verify Email Address

A message containing your Authorization Code and instructions for resetting your password will be sent to the email address on file for this account, which is shown below.

If this email address is valid, click Continue and we will send the email message.

If this email address is not valid, please complete the [Email Change Form](#) and fax it to us with the necessary documentation to change your email address or click Back to return to the previous page.

**Email Address:** \*\*\*\*\*@godaddy.com

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4. Verify your email address. A message containing your Authorization Code will be sent to the email address on file for this account. The name on the email address is masked with \*\*\*\* for security purposes. However, the rest of the email address is visible, for example \*\*\*\*@email.com. The number of \* corresponds to the number of characters in the name of the email address, for example, John@email.com is \*\*\*\*@email.com, while Jennifer@email.com is \*\*\*\*@email.com.
  - If this email address is valid, click Continue and we will send the email.
  - If you believe the email address is not valid, you can complete the Email Change Form and fax it to us with the necessary documentation to change the email address.

**Reset Password**

1. Enter your Customer Number. The Authorization Code from your email message should be automatically populated for you.

Customer Number:

Auth Code:

2. Enter and confirm a new password and then enter a Password Hint.

New Password:

Confirm Password:

Password Hint:

3. Click Continue to reset your password.

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5. After you receive the email containing the authorization code you may reset your password.  
**NOTE:** The authorization code received in this email is valid for **only one reset** and **only for 30 minutes** from the time it was sent out. If the authorization code expires or if you use it and the reset fails for some reason, you must obtain a new authorization code email in order to attempt the password reset again.
  - a. Enter your Customer Number.  
**Note:** The Authorization Code from the email message automatically populates in the Auth Code field.
  - b. Enter and confirm a new password and then enter a Password Hint.
  - c. Click Continue to reset your password.
  - d. The password for the account is reset to the specified password. You may return to the Log In page and attempt to log in to the account.