**AgencyWeb Job Aid**  
*First Time Log On*

<table>
<thead>
<tr>
<th>FIRST TIME Log On</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Use this option when logging on to the AgencyWeb for the first time only.</strong></td>
<td></td>
</tr>
<tr>
<td><em>Once you have created a password, you will log on using your User ID and password.</em></td>
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<tr>
<td><strong>Prerequisite</strong></td>
<td><strong>You will receive an email with the URL of the AgencyWeb and your User ID. You will not receive a temporary password. Follow the FIRST TIME log on process below</strong></td>
</tr>
<tr>
<td>1</td>
<td><strong>Access the AgencyWeb Home Page</strong></td>
</tr>
<tr>
<td>2</td>
<td><strong>Click the <strong>Forgot Password</strong> link</strong></td>
</tr>
<tr>
<td>3</td>
<td><strong>Enter the email address associated with your User Access and click the <strong>Email Link</strong> button</strong></td>
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<td>4</td>
<td><strong>You will see a message on your screen that states:</strong></td>
</tr>
<tr>
<td></td>
<td><em>Please check your email to reset your password. Ensure that your email service does not block the email address: <a href="mailto:AgencyWeb_AccountHelp@mail.maricopa.gov">AgencyWeb_AccountHelp@mail.maricopa.gov</a>.</em></td>
</tr>
<tr>
<td>5</td>
<td><strong>Access your email and open the message from: <a href="mailto:AgencyWeb_AccountHelp@mail.maricopa.gov">AgencyWeb_AccountHelp@mail.maricopa.gov</a></strong></td>
</tr>
</tbody>
</table>

Page 1 of 4
If you are sharing the same email address with other Agency Web users in your organization, skip to Step 6a. Otherwise, click the reset password link in the email message

- You have 30 minutes to click this link and reset your password. If you wait more than 30 minutes start this process with at Step 1 above

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**Reset Your Password**

Dear Agency Web User,

You have requested to reset your password. If you did not make this request, please contact (602)506-8511. Otherwise, [Click on this link to reset your Agency Web password](#).

Your username(s): Train001 (for John Train001).

For security reasons, reset your password within 30 minutes. If this time has elapsed, go to the "Forgot Your Password" page again.

*** This is an automatically generated email. Please do not reply.***

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6a This step applies to users sharing the same email address with other Agency Web users in their organization. Note the username that is assigned to you and click the reset password link in the email message.

- You have 30 minutes to click this link and reset your password. If you wait more than 30 minutes start this process with at Step 1 above

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**Reset Your Password**

Dear Agency Web User,

You have requested to reset your password. If you did not make this request, please contact (602)506-8511. Otherwise, [Click on this link to reset your Agency Web password](#).

Your username(s): testuser2 (for Fritto Bagghro), QATestUser3 (for Alison Wanda Landi), QATestUser7 (for Michelle PUHeiffer), Train001 (for John Train001).

For security reasons, reset your password within 30 minutes. If this time has elapsed, go to the "Forgot Your Password" page again.

*** This is an automatically generated email. Please do not reply.***
7 If you are sharing the same email address with other Agency Web users in your organization, skip to Step 7a. Enter your email address and your new password twice (to confirm). Click the “Reset” button.

7a This step applies to users sharing the same email address with other Agency Web users in their organization. Enter your email address, select the username that is assigned to you and enter your new password twice (to confirm). Click the “Reset” button.

8 You will see a message on your screen that states:

*Reset password confirmation. Your password has been reset. Please click here to log in.*

9 Click the link in the message to return to the AgencyWeb Home Page.
AgencyWeb Job Aid

First Time Log On

10. Enter your User ID in the Username field
    Enter your password in the Password field
    Click the Sign In button

Having trouble logging on? Click the Service Request link to request assistance