**SSO Password Reset Assistance**

A user may reset their SSO password if their account is locked by completing the following:

* Navigate to the SSO log in page at: [https://orion.tneducation.net](https://orion.tneducation.net/)
* Enter your user name and select “*Next*”.
* Select the *“Forgot my password”* text below the password field
  + ***Note***: if "Forgot my Password" does not display automatically, enter and submit random data in the password field to open the password reset window.
* Follow the onscreen prompts to reset password. These prompts are generated by Microsoft’s Azure Active Directory and cannot be edited by the Tennessee Department of Education.
* When all the prompts are completed, navigate to the SSO login page and use the updated information (password) provided in Microsoft’s Azure Active Directory to log in with the new password credentials.