



# Resetting your EOIR eWorld Account Password

## Introduction

This document outlines the process that a user will follow that will allow for the reset of an EOIR eWorld account password without having to call the EOIR Service Desk.

The document details the steps required to register for Self-Service Password Reset as well as the steps required to reset a forgotten password.

## Steps for Registering for Self-Service Password Reset

1. At initial logon, you are prompted to register for Self-Service Password Reset.

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### Additional info required

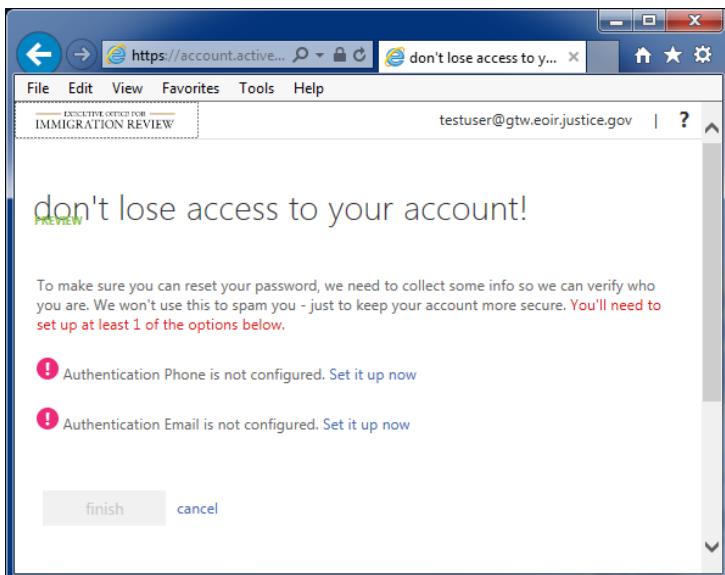
Your administrator requires you to add additional security info to help you recover your account.

Next

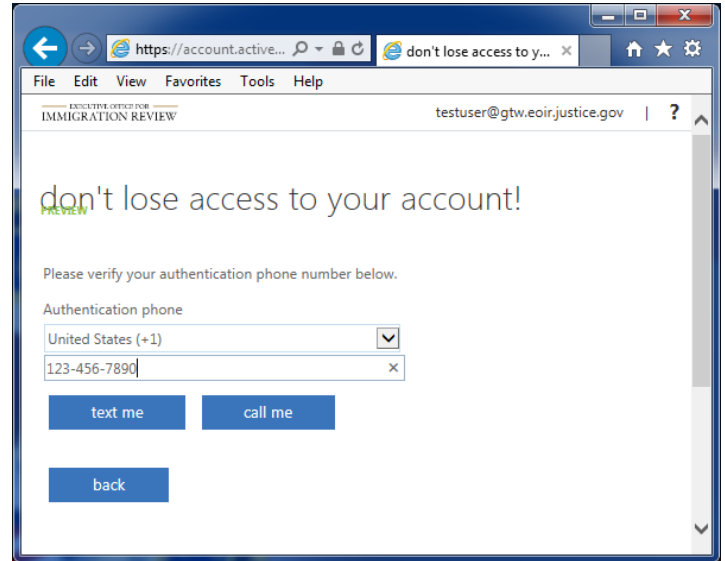
[Sign out and sign in with a different account](#)

[More information](#)

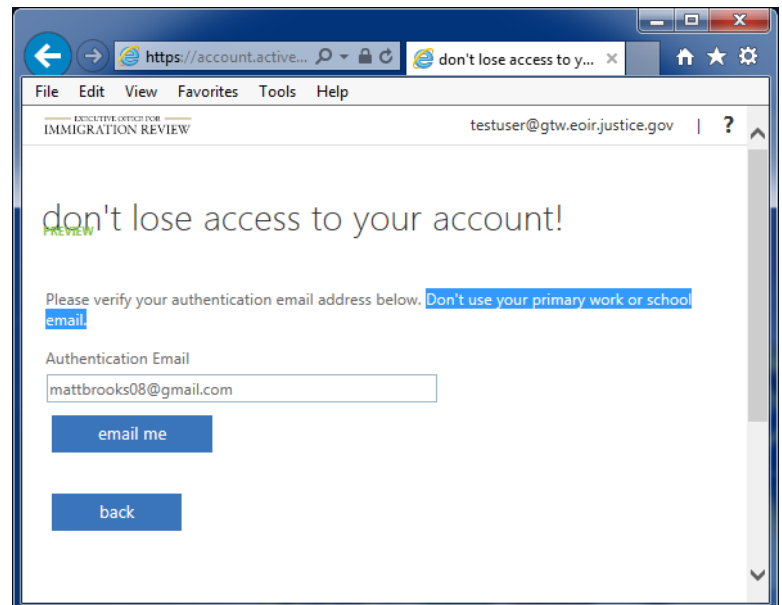
2. You have the option of registering for Self-Service Password Reset by providing an email address or phone number.



3. When registering with a phone number, you have the option to verify the number by phone call or text message.



4. When registering with an email address, the code is emailed to you. While there is a message that states, "Don't use your primary work or school email", the message does not apply to EOIR eWorld users.



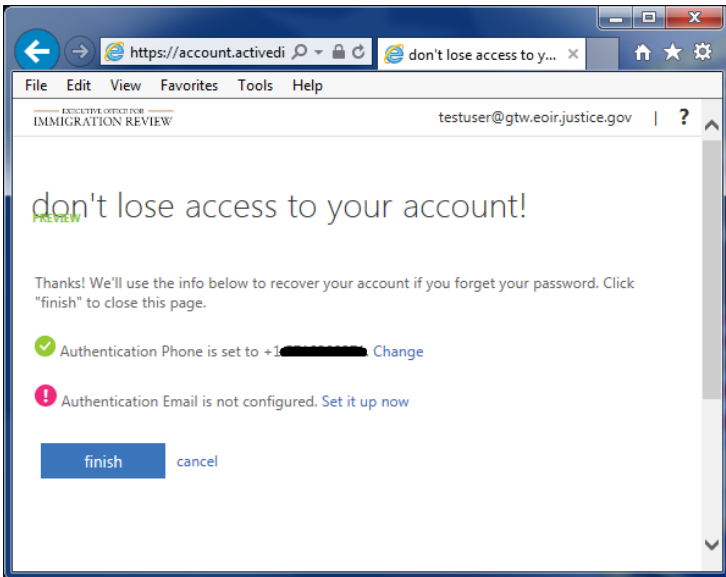


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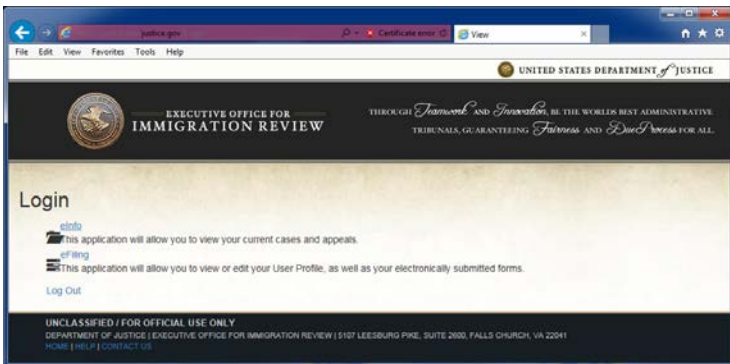
- 5. Once you have received the code, you will enter it and select the “verify” button.

333274  [try again](#)

- 6. You will receive confirmation that you have completed the registration process.



- 7. After selecting “finish”, you are redirected into the EOIR eWorld Portal page where you have access to the eFiling and eInfo applications.

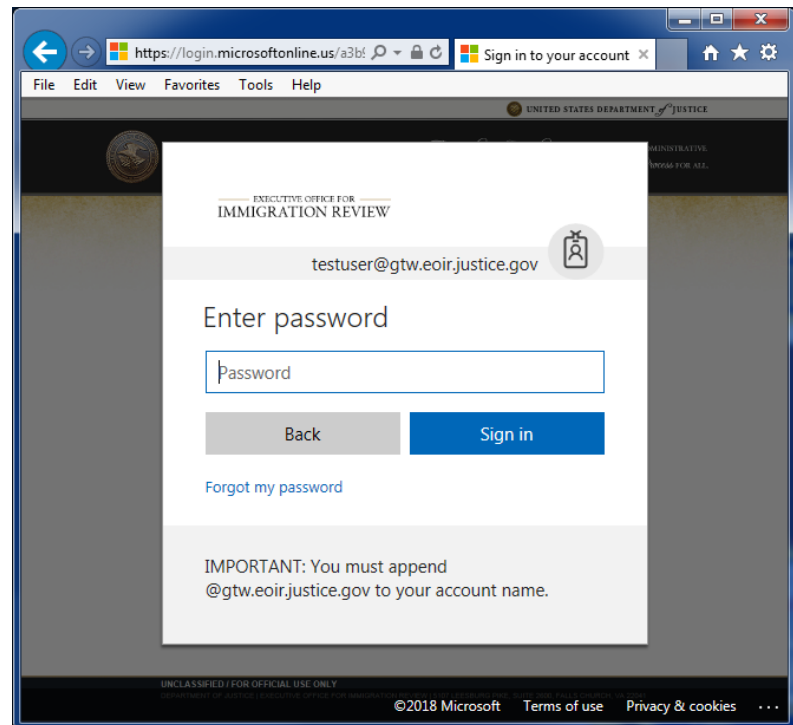


## Steps for Resetting your Password

1. Browse to the EOIR eWorld Portal Home Page at <https://portal.eoir.justice.gov>
2. The EOIR Disclaimer screen opens. Click **Accept** to enter the EOIR eWorld Portal Home Page.



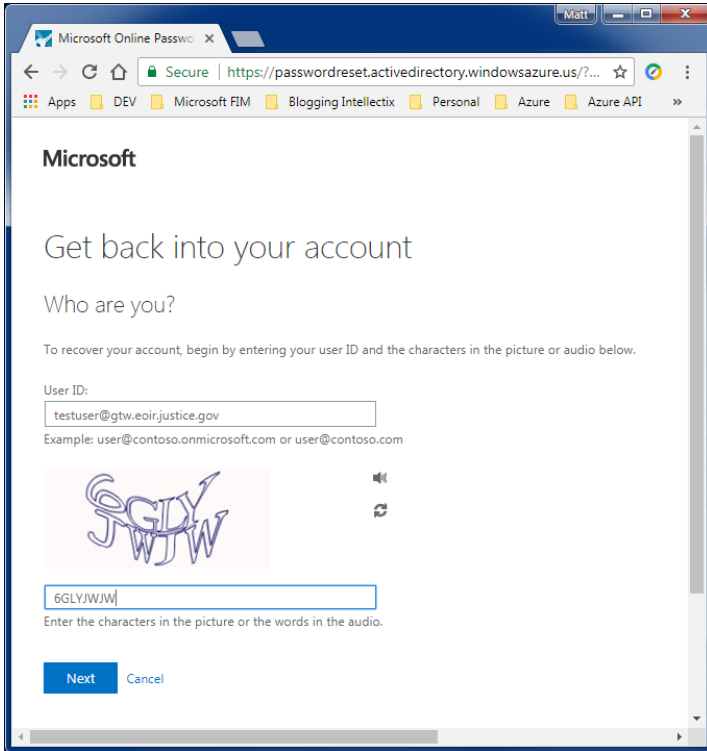
3. When prompted to enter your password, select the **Forgot my password** link



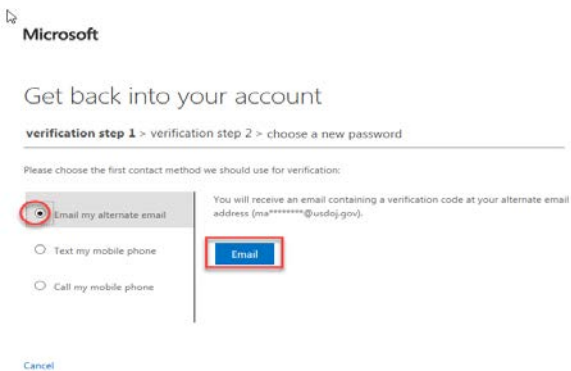


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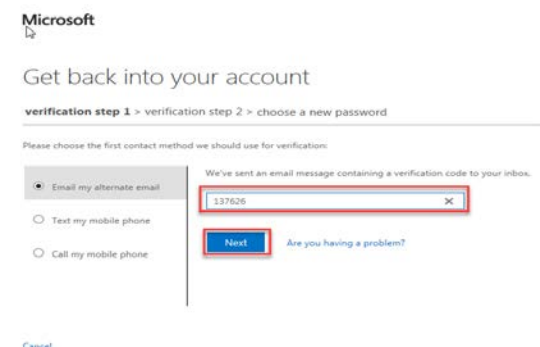
4. Enter the reCaptcha characters provided for account recovery and click Next



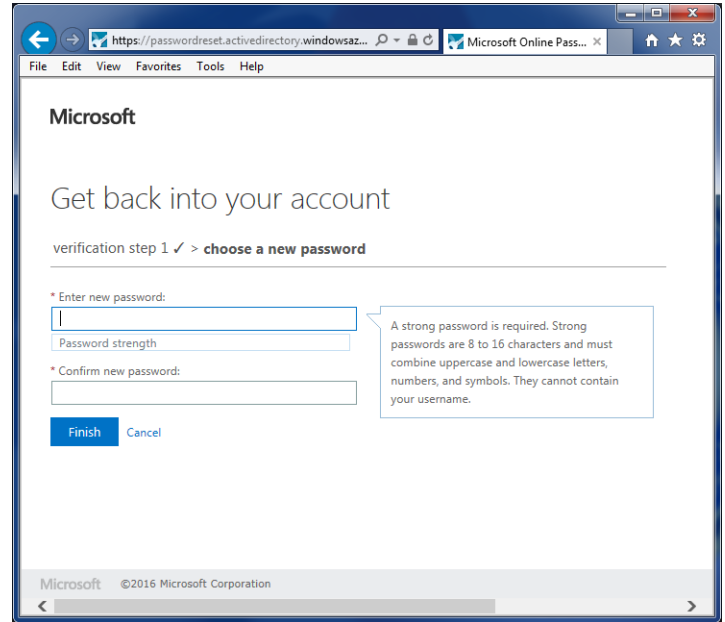
5. Select how you would like the verification code delivered.



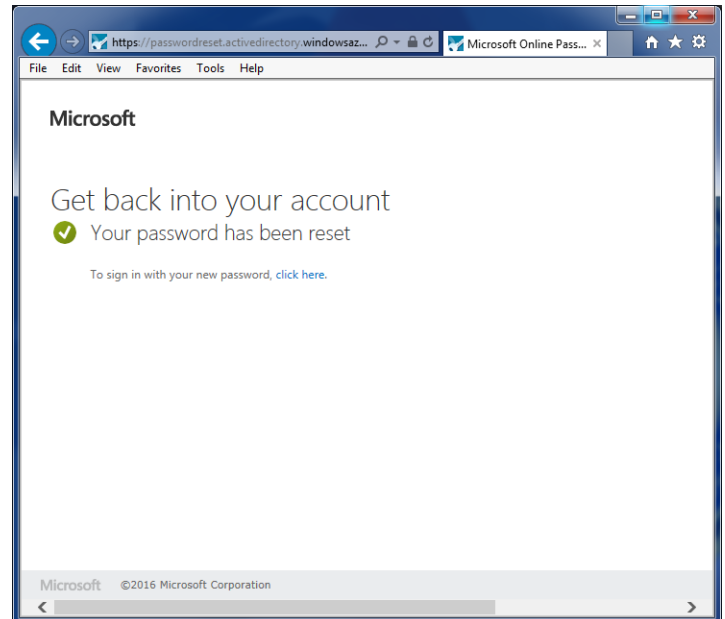
6. Enter the verification code that you received



7. Provide a new password to complete the process



8. You receive confirmation that your password has been reset





## Resetting your EOIR eWorld Account Password

9. You are redirected to a logon page. Enter your new password and you are redirected into the EOIR eWorld Portal page where you have access to the eFiling and eInfo applications.

