Forgot Password

• Click on the **Forgot Password** link on the Log In to MyScheduler Mobile page (Fig. 1) to request the Help Desk to reset your password (Fig. 2)

**Forgot Password**

Enter the User Name associated with your MyScheduler account, then click Next.

Please contact the Help Desk at 1-800-619-7798, Option 1, Monday - Saturday, 7 AM - 10 PM EST or AHST_ITSupport@HomeDepot.com.

User Name

SXG0274

LOG IN

NOTE: Password resets applies to new and existing Users.

Change Password

• Click on the **Change Password** link to change your password. (Fig. 3)

• When the Change Password Screen appear, Enter User Name and press the Next Button

(Your User Name is the same as the New ID you received from the Home Depot E-mail)

**Change Password**

User Name

SXG0274

CANCEL

NEXT

• Pressing the Next Button will take you to the My THD Passport Screen (Fig. 4)

• Enter User Id, the temporary password and the new Password received in the Home Depot E-mail

• Press Sign In to submit your change

**My THD Passport**

SSPR - Auth Service

User ID: BXR9968

Old Password: ********

New Password: ********

Sign In

Steps To Change Password

1. Enter New User ID received in the Home Depot E-mail

2. Press the Next Button

3. Enter New User ID received in the Home Depot E-mail

4. Enter temporary password received in the Home Depot E-Mail

5. Enter new password

6. Press the Sign In Button

Password must meet the following:

❖ 8 character minimum length
❖ Contain letters and numbers.
❖ Special characters allowed
❖ Can’t begin with “zz”
❖ Can’t use the same character 3 times in a row
I do not remember my password. Who can I call to get my password resent or to give me a new password?

Old user name and passwords are no longer valid. You will receive this message the first time you receive a new password or it has expired after the 90 days. Please select the Change Password to update your password. Go to the Change Password page for instructions on how to change your password.

**WARNING**

All MyScheduler user names are expiring by 12/1/2015. You should have received an email with a new User Id and Password. Please ensure you are using your new user name. If you have not received a new user name via email, please contact AHS_ITSupport@homedepot.com and request a new user name.

**FACT SHEET**

- Password must meet the following:
  1. 8 character minimum length
  2. Contain letters and numbers.
  3. Special characters allowed
  4. Can’t begin with “zz”
  5. Can’t use the same character 3 times in a row

- Only Installers on-boarded to MyScheduler has access to the Mobile – Only new user Id and passwords will be allowed for logging into the Mobile App.
- Repeated log-in failures WILL lock your account. You will need to wait 30 minutes for account to auto-unlock.
- Passwords will expire after 90 days, so you will be required you to reset your password at that time. A notice is sent to remind you of the upcoming expiration date.
- Old user name and passwords are no longer valid. You will receive new User Id and Password to login to MyScheduler Mobile.
- User ID, Old Password and New Password are required to Change your password

**FORGOT PASSWORD**

1. I do not remember my password. Who can I call to get my password resent or to give me a new password?
   - You will need to contact your BIM to reset your password or you may contact the Help Desk at 1-800-839-7798 Option: 1 between the 7 AM and 10 PM EST. 7 Days per week.

2. I was given a temporary password to login to the Mobile. It does not work.
   - Passwords are case sensitive, so please enter your password exactly as you received it. If that does not work, please contact your BIM for assistance.

**CHANGE PASSWORD**

1. I entered the User Name and Password that I have been entering for the last few months, and now it does not work? Why can’t I login?
   - You now have a new User Id and Password that you should have received from Home Depot. Please check your e-mail. If you cannot find the e-mail, it may have gone to your Spam Folder. If you do not see it please contact the Home Depot Help Desk @ 1-800-839-7798 Option: 1 between the 7 AM and 10 PM EST. 7 Days per week.

2. When I entered my new id and password, I received a message saying my password has expired. Why does it ask me to change my password when I just got the new password?
   - Using your new User Id and password requires you to change the password the first time you are using it. This is a security requirement to ensure you information is protected and you are the only one that knows the password. We do not store your passwords. Please follow instructions you received in your Home Depot e-mail to change your password.

3. I get “Login/password combination not found. Please correct the fields below.” I used password sent to me.
   - Please check your User Id and Password and re-enter. Otherwise, please contact the Help Desk.

4. I tried to login and received this message “Our apologies. Your account has been locked due to repeated log-in failures. Account will auto-unlock in 30 minutes!” I still am not able to login, it keeps appearing after waiting 30 minutes.
   - You are probably entering the incorrect password. Please contact the Home Depot Help Desk @ 1-800-839-7798 Option: 1 between the 7 AM and 10 PM EST. 7 Days per week.

5. Your Account is locked appeared when I entered my User Id and Password. What does that mean?
   - You tried to login more that 3 times without success. Please contact helpdesk to reset your password.

6. Your password is expired. Please change your password. Why?
   - You will receive this message the first time you receive a new password or it has expired after the 90 days. Please select the Change Password to update your password. Go to the Change Password page for instructions on how to change your password.

7. “Operation Successful!” Pressing Back, ask me to update my password again. This is confusing to me?
   - Please ignore the Back button and just close the screen to return to the login screen.

8. “Operation Failure!” Pressing Back to Menu. What should I do next?
   - Close this screen, and contact the Help Desk for assistance.

9. “New Password is not an allowed Password.” I entered the correct password.
   - “Press Back to start over

10. “Character repeated too many times in password.”
    - Press Back to start over