

# RESET CORE PASSWORD

If your password does not work and you cannot access CORE, select the “Forgot your password” link on the login page and follow these steps to reset it:

1. Enter your **email address** in the Password Reset box.
2. Select **Send verification code**.

## Password Reset for Existing CORE Account Users

Please provide the following details.  
Verification is necessary. Please click Send  
button.

**Email Address**  
Please enter a valid email address.

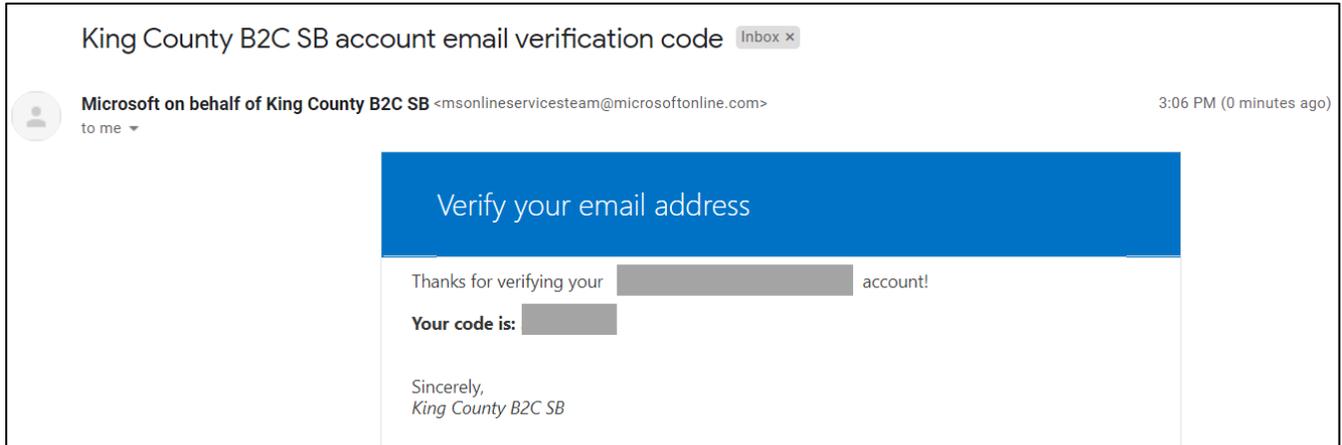
Email Address **1**

[What is this?](#)

**Send verification code 2**

Cancel

The verification code is sent from "Microsoft on behalf of King County B2C" at the address [msonlineserviceteam@microsoftonline.com](mailto:msonlineserviceteam@microsoftonline.com).



3. Enter the emailed verification code inside CORE's Password Reset box, and then select **Verify Code**.
4. If the code was correct, the Password Reset box changes to read, "Email address is verified. You can now continue." Select **Continue**.

**Password Reset for Existing CORE Account Users**

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

**Email Address**  
Please enter a valid email address.

ecreecy@kingcounty.gov  
[What is this?](#)

**Verification code**

Verification code

**Verify code 3**

Send new code

Cancel

**Password Reset for Existing CORE Account Users**

Please provide the following details.

E-mail address verified. You can now continue.

**Email Address**  
Please enter a valid email address.

ecreecy@kingcounty.gov  
[What is this?](#)

**Continue 4**

Cancel

5. Enter and confirm your password, then select **Continue** to finish resetting.

## Password Reset for Existing CORE Account Users

Please provide the following details.

- New Password**  
8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

What is this?

- Confirm New Password**  
8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

What is this?

**Continue 5**

You can change your password at any time within the CORE portal. Select the **Change your password** option in the left menu on the **My Account** page and follow these same steps.

Home > My Account

## My Account

 Emily Creecy

- My Account
- Edit Profile
- Add Provider Agency Worker
- Manage Provider Staff
- Change your password**

### Edit Profile

<b>Organization Name *</b> Public Health-Seattle & King County	<b>Role</b> CORE Account Coordinator
<b>First Name *</b> Emily	<b>Last Name *</b> Creecy
<b>E-mail *</b> <a href="mailto:ecreecy@kingcounty.gov">ecreecy@kingcounty.gov</a>	<b>Business Phone</b> Provide a telephone number

If you are still not able to access your CORE account after following these steps, please email [core@kingcounty.gov](mailto:core@kingcounty.gov) for further assistance.