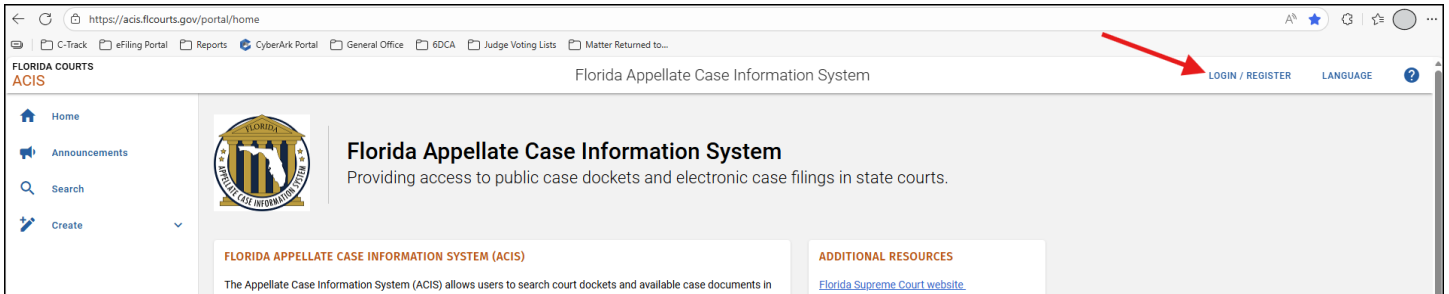


Updating Your ACIS Password

Follow the steps below to update your ACIS password.

1. Start at the ACIS Home Page

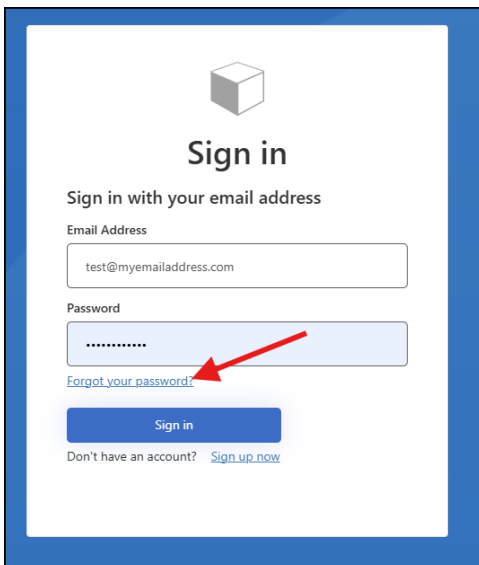
Click the **LOGIN / REGISTER** link in the upper-right corner of the ACIS website.



2. Open the Login Page

Depending on your browser settings, your email address or password may autofill—or the fields may appear blank.

In either case, click **Forgot your password?**

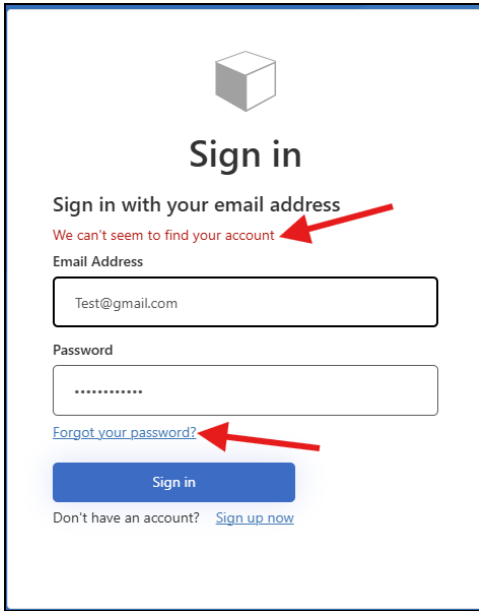


Important:

If you click **Sign in** before resetting your password, you may receive an error message stating:

“We can’t seem to find your account” or “Your password has expired.”

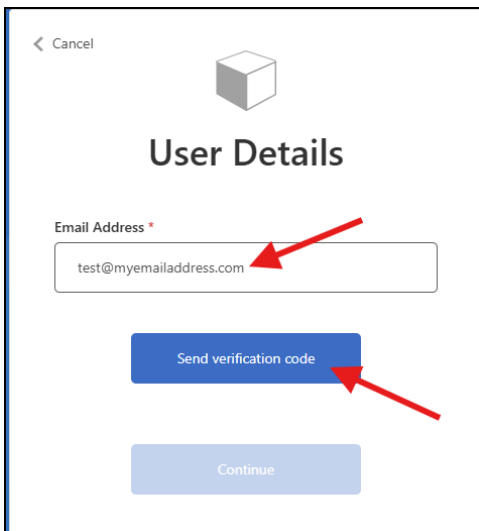
If this occurs, click **Forgot your password?** to proceed.



The screenshot shows a 'Sign in' page with a cube icon at the top. Below the icon is the text 'Sign in'. Underneath, it says 'Sign in with your email address'. A red arrow points to a red error message: 'We can't seem to find your account'. Below this is an 'Email Address' field containing 'Test@gmail.com' and a 'Password' field with masked characters. A red arrow points to a blue link labeled 'Forgot your password?'. At the bottom, there is a blue 'Sign in' button and a link for 'Don't have an account? Sign up now'.

3. Request a Verification Code

Enter the email address associated with your ACIS account, then click **Send verification code**.



The screenshot shows a 'User Details' page with a cube icon at the top. Below the icon is the text 'User Details'. Underneath, it says 'Email Address *'. A red arrow points to an input field containing 'test@myemailaddress.com'. Below this is a blue button labeled 'Send verification code' with a red arrow pointing to it. At the bottom, there is a light blue button labeled 'Continue'.

Note:

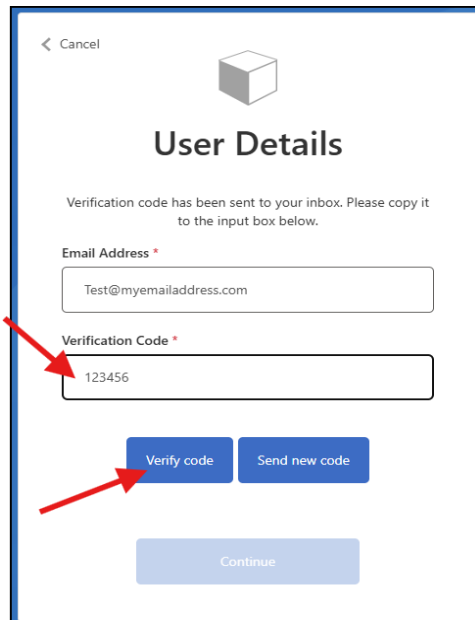
If you no longer have access to the email address you used when registering, you must create a new ACIS account. Instructions are available here:

<https://www.flcourts.gov/Courts-System/acis/Registration-Guide>


4. Enter the Verification Code

After receiving the code via email:

1. Enter the code in the required field.
2. Click **Verify code**.



Cancel



User Details

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

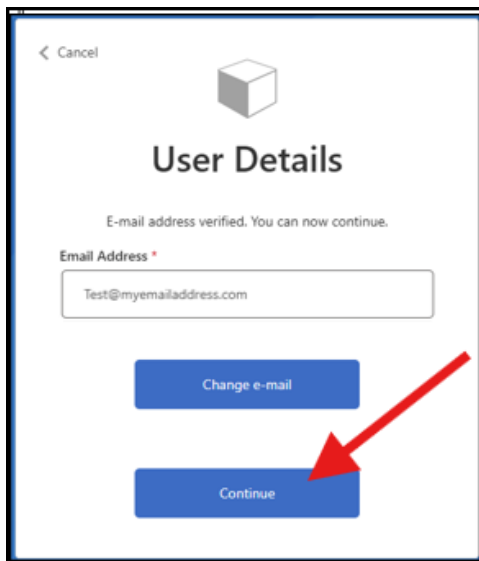
Email Address *

Verification Code *


Verify code Send new code

Continue

3. Once verified, click **Continue**.



Cancel



User Details

E-mail address verified. You can now continue.

Email Address *

Change e-mail

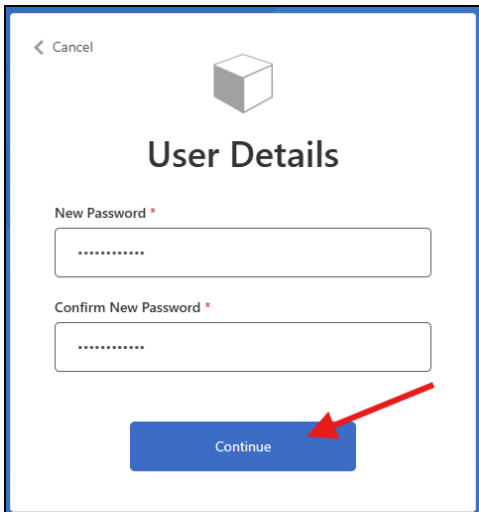
Continue

5. Create Your New Password

Enter a new password that meets ACIS security requirements:

- Must be **8-64 characters** long
- Must include **at least 3** of the following:
 - a lowercase letter
 - an uppercase letter
 - a digit
 - a symbol

Click **Continue** to finalize the update.



The screenshot shows a mobile application interface for updating user details. At the top left, there is a back arrow and the text '< Cancel'. In the center, there is a 3D cube icon and the title 'User Details'. Below the title, there are two password input fields. The first is labeled 'New Password *' and the second is labeled 'Confirm New Password *'. Both fields contain a series of dots representing masked text. At the bottom of the form, there is a blue button labeled 'Continue'. A red arrow points to the 'Continue' button.

6. Completion

Your password has now been successfully updated.

If you use saved passwords in your browser or password manager, be sure to update them to avoid login issues.

Need Help?

If you encounter any problems, contact acishelp@flcourts.org for assistance.