



Information Technology

Update

For legacy iCMS International employees

Action Required – Change to Self-Service Password Reset

What You Need to Do

Starting **September 13, 2025 at 01:00 UK time**, the way that you use the Self-Service Password Tool (SSPR) will be changing.

From then, all AmentumCMS users will be required to complete an additional authentication step in the SSPR process - and this will be the only method going forward as we transition from the legacy iCMS tool.

This change enhances security by requiring you to register for the Microsoft Authenticator app. This is mandatory.

To complete your one-time registration please follow the step-by-step guide linked below:

[Step-by-step guide](#)

Important Notes

- You will need to use two authentication methods (e.g. Authenticator + phone code, or Authenticator + personal email) to reset your password.
- Your Jacobs login will no longer apply. **Please use your Amentum credentials only.**
- Use this detailed [step-by-step guide](#) to walk you through the process.

Need Help?

If you encounter issues completing registration or resetting your password, please submit a ticket at https://amentum.servicenowservices.com/amtm?id=support_portal

Thank you,

Amentum IT and Cybersecurity Teams