

**THD Password Update Process**

**If you are new to the Home Depot Program, please proceed with STEP 1:**

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| 1. From your desktop / laptop go to   <https://myfirstTHDpassword.homedepot.com>  Click on **“I’m a Contractor”** |  |
| 1. **Input your LDAP ID** from your credentials email and **click “Continue”** |  |
| 1. You will receive a code in the email that you are registered with on the Arise Portal. Please see sample email in section below.   Input **Code** from that email  Click **“Continue”** |  |
| This is an example of what the reset code email will look like: | |
| 1. Change your password.   At least **9 characters**  At least **1 letter**  Your password **MUST** include 3 of the 4:   * + At least 1 number (1,2,3, etc)   + At least 1 special character (#,$,&,@, etc)   + At least 1 uppercase letter   + At least 1 lowercase letter |  |

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| 1. You will see **“Processing”** while the system is updating your password. |  |
| 1. You will see **“Success!”** Once your password has been updated. |  |

**You may now continue to the process to set up your RSA token.**

**If you are a returning user to the Home Depot program (you have either serviced previously or signed up for the program and didn’t complete certification), you may have to follow a different path to change your temporary password.**

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| 1. Please click on the link below to change your password.   <https://hdapps.homedepot.com/MYTHDPassport/loginvis.html> |  |
| **2.** Input your LDAP ID |  |
| 1. Answer one of your security questions. |  |
| 1. Create New Password |  |
| 1. Password successfully changed.   **Please close the browser. Do NOT attempt to log in with new password.** |  |

**You may now continue to the process to set up your RSA token.**

**If for some reason you cannot change your LDAP password as a new user or returning user, please partner with the Home Depot Help Desk.**

**Please ask them for an LDAP Password Reset.**

**Home Depot Help Desk:**

**You’ll ask them for an LDAP Password Reset**

Phone Number: 1-800-839-7798

For the technology support center press #1

Listen to recording (it could be long) - do not go to ANY of the websites that this recording mentions

For THD password resets, press #1

**YOU’LL NEED THE FOLLOWING INFO:**

>>Manager name: Patricia Guyton (Do not ever contact Patricia Guyton directly, even if told to do so. She is with the client. Come back to the person that sent you to the help desk instead)

>>Job Title: ARISE CONTRACTOR (you are not an employee)

>>First and Last Name

>>Date of birth: (mm/dd, the year defaults to 1776 for everyone)

>>Your LDAP ID

>>Location: TEMPE, AZ