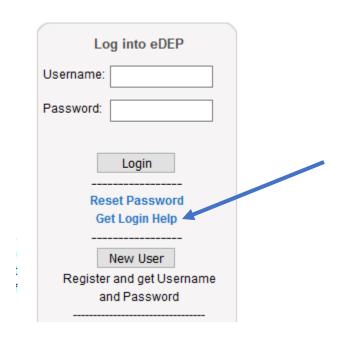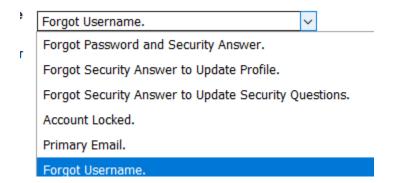# Steps for resetting items in eDEP

If user doesn't know the password or previous security questions:
Step 1: Click on Get Login Help

Step 2: Fill out the form and select either Forgot Username, Forgot Password and Security Answer , Forgot Security Answer to Update Profile or Forgot Security Answer to Update Security Questions. All those four will send an email to the user to reset their security questions.

Step 3: Email will be send to the user that an email to reset the security question will be sent within 48 hours but if 'Forgot Username' is selected then they will get it within 15 Minutes if the system automatically finds a unique user based on the details filled out.

Step 4: Once email has been received by user they can create new Security Questions and Answers.

If user knows the password.
Steps: Login --> My profile --> Update Security Question