# Attorney Information System (AIS) Resetting an Account Password Quick Reference Card

#### **Overview**



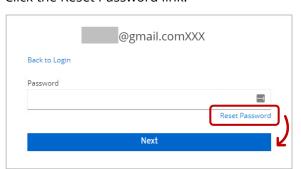
The Attorney Information System is a secure, comprehensive information database for Maryland lawyers available online. Take the following steps to reset an account password.

#### **Resetting an AIS Account Password**

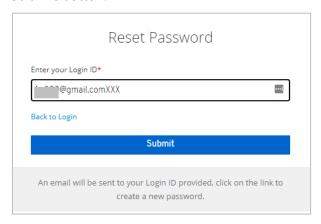
- Navigate to the Attorney Information System
   (AIS) portal at
   https://jportal.mdcourts.gov/aisattorneyportal/security/login.xhtml
- 2. The AIS Sign in page will display. Enter your **Login ID/Email ID** and click the **Next** button.



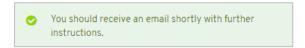
3. Click the Reset Password link.



4. The **Reset Password** page will display. Click the **Submit** button.



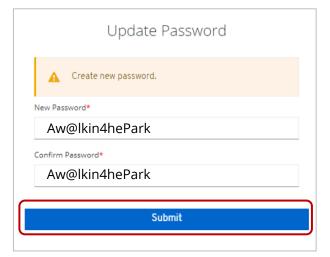
A confirmation notice will display.



 An email will be sent to the registered email address, with a link to reset your password. Click the link to complete the steps to reset your password.



- 6. Enter a password in the **New Password** field and again in the **Confirm Password** field using the following requirements:
  - A minimum of 12 characters
  - At least 1 Upper case letter
  - At least 1 Lower case letter
  - At least 1 Number





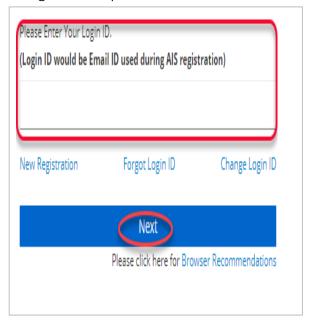
AIS password will expire every six (6) months

7. Click the **Submit** button.

8. A confirmation message will display.

Your account has been updated.

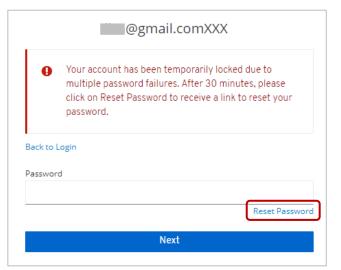
9. Sign in with updated credentials.



### **AIS Account Lockout**

When an attorney exceeds five (5) attempts to enter an invalid password, the account will lock for **30** minutes.

After 30 minutes, the attorney must select **Reset Password** on the **Reset Password** page to receive an email with a link to reset the password. Refer to **Resetting an AIS Account Password** section above.



## **Getting Help**



For assistance with AIS, contact JIS Support @ 410.260.1114 or <a href="mailto:mdcourts@service-now.com">mdcourts@service-now.com</a>.