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

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.
   
   ![Reset Password Page]
   
   A confirmation notice will display.
5. 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.

   ![Email Confirmation]
   
   The link will expire in one hour from receipt of the email.
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

   ! IMPORTANT! AIS password will expire every **six (6) months**

7. Click the **Submit** button.

8. A confirmation message will display.


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**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.

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**Getting Help**

For assistance with AIS, contact JIS Support @ 410.260.1114 or mdcourts@servicenow.com.