

How to Reset Your FTW Password

11/19/2025 8:53 am CST

If you've forgotten your password, follow these steps to reset it:

Step 1: Enter Company Code and Username

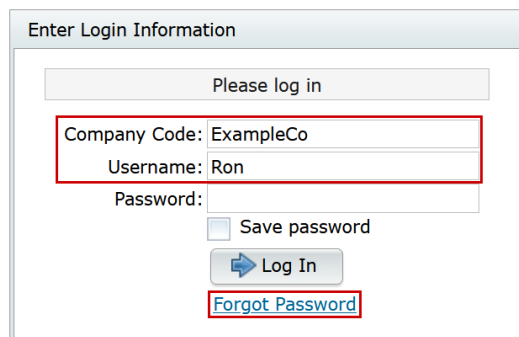
To begin the reset process:

- Go to the login screen.
- Enter your **Company Code** and **Username**.

These fields are required to confirm your association with an FTW account. If either is missing, you'll receive an error message and cannot proceed.

Important: support@ftwilliam.com cannot provide your Company Code or Username. If you're unsure of these fields, please contact an administrator for your account.

Once entered, click the **Forgot Password** link to continue.



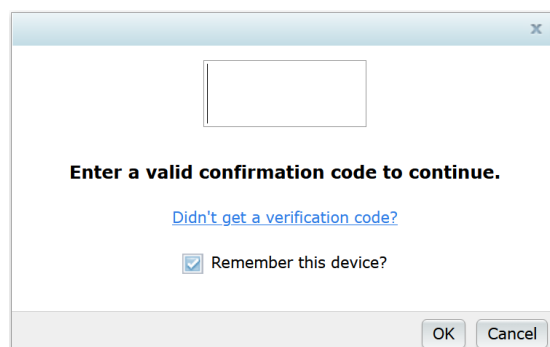
The screenshot shows a dialog box titled "Enter Login Information". Inside, there is a "Please log in" header. Below it are three input fields: "Company Code:" with the value "ExampleCo", "Username:" with the value "Ron", and "Password:". To the right of the password field is a "Save password" checkbox. Below these fields is a "Log In" button with a right-pointing arrow. At the bottom of the dialog is a "Forgot Password" link, which is highlighted with a red box.

Step 2: Receive Verification Code

A 5 digit verification code will be sent to the **phone number or email** on file for your account. If both are listed, the code will default to your phone number.

- The code is valid for **15 minutes**.

You will be redirected to a page to enter the code. *If you don't receive the code, click the '**Didn't get a verification code?**' hyperlink.

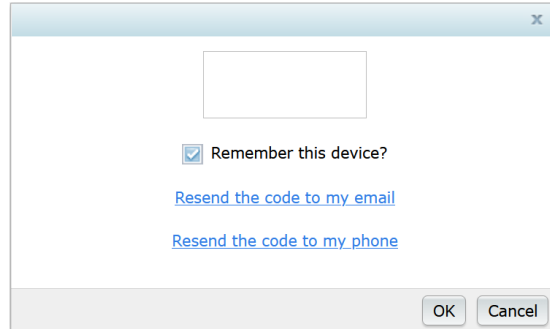


The screenshot shows a window for entering a verification code. At the top is a large, empty text input field. Below it, the text "Enter a valid confirmation code to continue." is displayed. Underneath is a blue hyperlink that says "Didn't get a verification code?". Below the link is a checked checkbox labeled "Remember this device?". At the bottom right of the window are two buttons: "OK" and "Cancel".

You'll be given the option to resend the code. Choose one of the following:

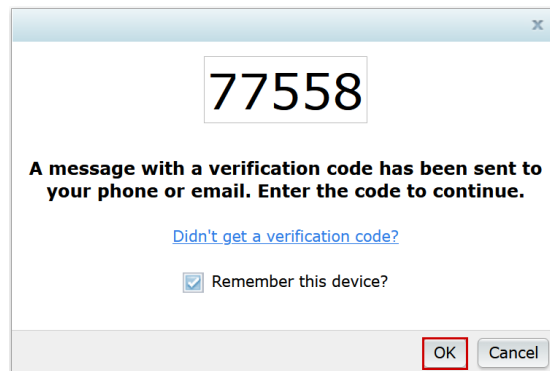
- **Resend the code to your email** - Sends the verification code to the email address listed in your FTW account profile.
- **Resend the code to your phone number** - Sends the verification code to the phone number listed in your FTW account profile, if present. If your account does not have a phone number listed, a **No phone number on record** error message will appear.

If this option is selected and you do not receive either the validation code or error message, it's possible that a landline is listed in your account profile. In that case, select **Resend the code to my email** instead.



A screenshot of a web dialog box with a light blue header and a close button (X) in the top right corner. The dialog contains a large empty rectangular box at the top. Below it is a checkbox labeled "Remember this device?" which is checked. Underneath the checkbox are two blue hyperlinks: "Resend the code to my email" and "Resend the code to my phone". At the bottom right of the dialog are two buttons: "OK" and "Cancel".

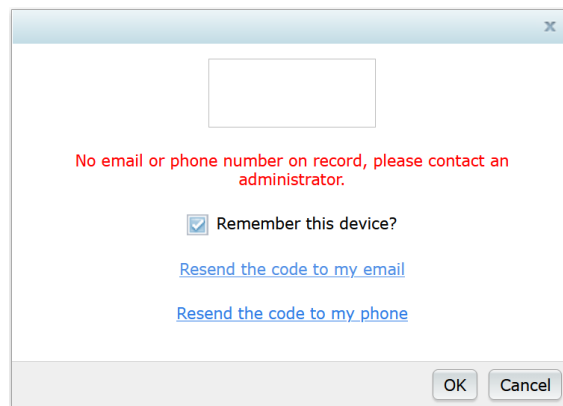
Once you receive and enter the 5 digit verification code select **OK**.



A screenshot of a web dialog box with a light blue header and a close button (X) in the top right corner. The dialog displays the 5-digit verification code "77558" in a large black font inside a white box. Below the code box, a bold message reads: "A message with a verification code has been sent to your phone or email. Enter the code to continue." Underneath this message is a blue hyperlink: "Didn't get a verification code?". At the bottom of the dialog is a checkbox labeled "Remember this device?" which is checked. At the bottom right are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

NOTE: If neither an email address or phone number is listed in your account profile, you will receive the following error message.

It is suggested that you reach out to a manager or internal contact with administrative privileges in [ftwilliam.com](mailto:support@ftwilliam.com) to review your account profile and make updates as support@ftwilliam.com will be unable to send a manual password reset if the e-mail address is missing.



No email or phone number on record, please contact an administrator.

☒ Remember this device?

[Resend the code to my email](#)

[Resend the code to my phone](#)

OK Cancel

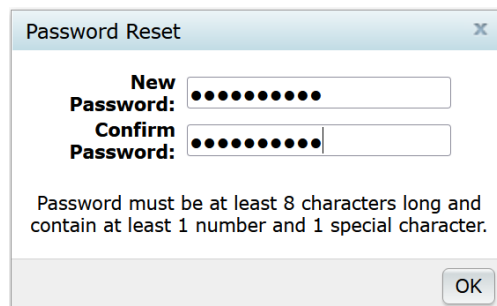
Step 3: Create a New Password

You'll be prompted to enter a new password.

Unless otherwise specified, your password must meet the following criteria:

- At least **8 characters** long
- Include **1 number**
- Include **1 letter**
- Include **1 special character**

NOTE: If your company has set up alternative password restrictions, the password criteria will be listed on the screen instead of the default criteria.



Password Reset

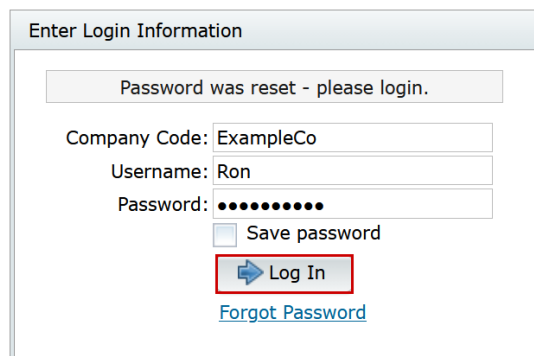
New Password:

Confirm Password:

Password must be at least 8 characters long and contain at least 1 number and 1 special character.

OK

After entering and confirming your new password, you'll be redirected to the login screen where it indicates your password has been reset. Please enter your new password to access your account.



Enter Login Information

Password was reset - please login.

Company Code: ExampleCo

Username: Ron

Password:

☐ Save password

 Log In

[Forgot Password](#)

