

# Create or Reset Your Password Using a Mobile Device

Follow the steps below to create or reset your password from your mobile device (e.g., phone or tablet).

**Note:** You will need your BayCare ID badge and the phone associated to the phone number you provided to BayCare as your iConnect phone number to complete this process.

If you do not have your badge, contact the IS Service Desk by calling **727-467-4700**.

## Create Your BayCare Password

1. Navigate to <https://pwdreset.baycare.org/> from your browser window.
2. The *iConnect* screen displays. Enter your BayCare **Username**. (Your BayCare Username is b + your Emp# listed on the back of your badge)
3. Touch the **Submit** button.
4. Select your delivery method.
5. Touch the **Submit** button.
6. Enter the **Registration Code** you received.
7. Touch the **Submit** button.
8. The BayCare Password Reset Tool screen displays. Touch the **Password Reset** button.
9. Enter your BayCare **Username**.
10. Touch the **Next** button.
11. Answer the **Security Questions** and touch the **Next** button.
12. Enter and confirm your new password.

Emp # 123456      Badge# 987654  
TRUST-DIGNITY-RESPECT-RESPONSIBILITY-EXCELLENCE

2 Username: [ ]

3 Submit

4 Phone/Mobile xxx-xxx-538      Voice      SMS/Text

5 Submit

6 Registration Code: [ ]

7 Submit

8 Password Reset

9 b123456

10 User Verification      Next

11 Security Questions      Next

13 Password Reset      Reset

12 New Password [ ]      04:54