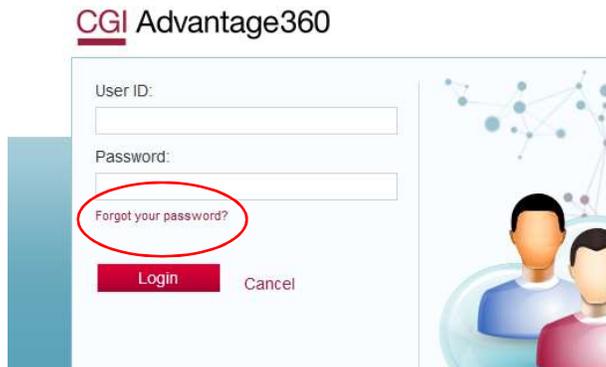


I forgot my A360 password!

1. On the Login page, click **“Forgot your password?”**



CGI Advantage360

User ID:

Password:

Forgot your password?

Login Cancel

2. On the following page, enter your User ID. Your user ID is your *first initial + middle initial (or x if you do not have a middle initial) + first 6 letters of your last name @kentcountymi.gov* Click **Continue**



Forgot Password

1. User ID 2. Security Questions 3. Password Reset

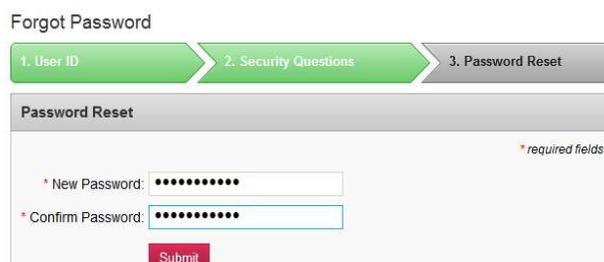
User ID

* User ID: * required fields

Continue

3. You must answer all three security questions correctly. Click **Continue**. *Answers to security questions are case sensitive.*
4. Create a new password. Your password must be a minimum of 10 characters and contain characters from **each** of the following categories:
 - English **uppercase** characters (A through Z)
 - English **lowercase** characters (a through z)
 - Base 10 **digits** (0 through 9)

Note: You cannot use a password that you have used within the last 18 months.



Forgot Password

1. User ID 2. Security Questions 3. Password Reset

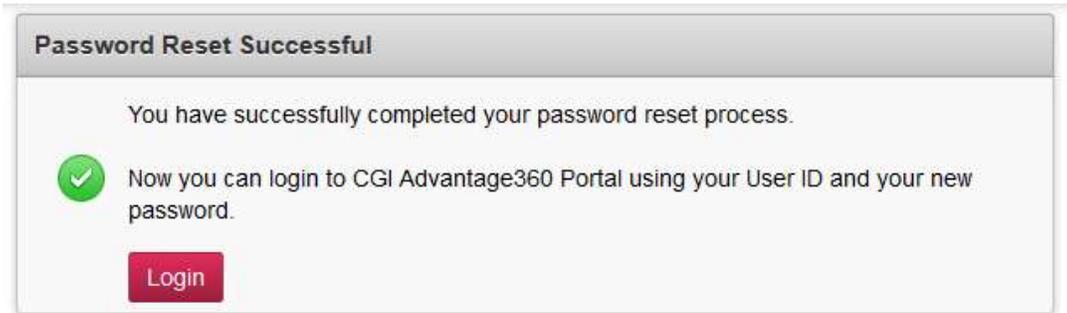
Password Reset

* New Password: * required fields

* Confirm Password:

Submit

5. Upon successful password change you will receive the following message:



6. You should now be able to log in to A360. Click the Login button, your bookmarked page or <https://myadvantagecloud.cgi.com/PROD/portal/Advantage360Home> to get back to the login page.

!! If you have problems logging in after successfully changing your password, please close all your internet browser windows and wait 5 minutes, then try again. If you continue to have issues, please contact the Kent County IT Service desk at 632-6600.