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# Archives and Records Centers Information System (ARCIS)

System Login and Password Resets

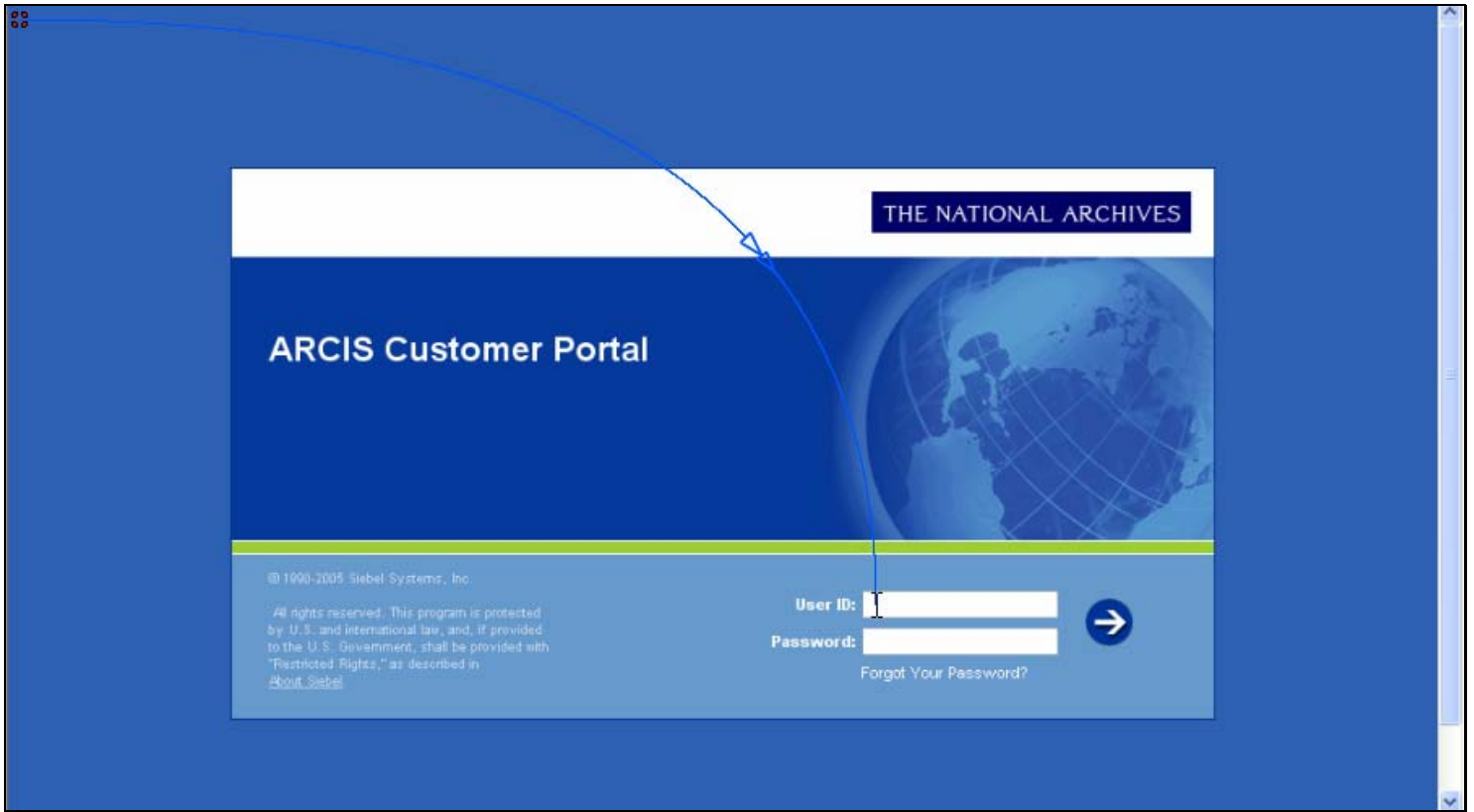
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**This module demonstrates Archives and Records  
Centers Information System (ARCIS) login and  
password reset procedures.**

*Duration: 3 minutes*

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THE NATIONAL ARCHIVES

### ARCIS Customer Portal

Your **User ID** is your e-mail address at the time your account was created.

If your e-mail address changes, you can update it through the Personal Preferences screen. However, your User ID will remain the same.

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User ID:

Password:

[Forgot Your Password?](#)


The screenshot shows a blue-themed login page for the ARCIS Customer Portal. At the top right, there is a dark blue box with the text "THE NATIONAL ARCHIVES" in white. Below this, the title "ARCIS Customer Portal" is displayed in white. A yellow callout box with a drop shadow contains two paragraphs of text explaining the User ID. The login form consists of two white input fields: "User ID:" and "Password:". To the right of the password field is a blue circular icon with a white hand cursor pointing to the right. Below the password field is a link that says "Forgot Your Password?". The background of the page features a faint globe graphic.

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THE NATIONAL ARCHIVES Archives.gov Home

Application Administration Personal Profile Log Out

Home Records Transfers Dispositions Reference Requests Interfiles Refiles Application Help

 Welcome Don Greenlee! from Department of Veterans Affairs.  
Today is Thursday, September 04, 2008! Please verify that your [Profile](#) is current.

**ARCIS Online**

**After you login, you will first be directed to the ARCIS Home screen.**

**My Transactions**

- My Records Transfers
- My Dispositions
- My Reference Requests
- My Interfiles
- My Refiles


**Agency Transactions**

- My Agency Records Transfers
- My Agency Dispositions
- My Agency Reference Requests
- My Agency Interfiles
- My Agency Refiles

**Record Center Locations by State/Territory**

- California
- Illinois
- Maryland
- Massachusetts
- Missouri
- Ohio
- Pennsylvania
- Texas
- Washington (State)

**User Alerts**

 **News National Archives**

**Top FAQs**

Archives.gov Home Contact Us Privacy Policy Accessibility Freedom of Information Act

The U.S. National Archives and Records Administration  
8601 Adelphi Road, College Park, MD 20740-6001  
Tel: 301-837-1000 TDD: 301-837-6072

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The screenshot shows a web browser window displaying the ARCIS Customer Portal. At the top right, there is a logo for 'THE NATIONAL ARCHIVES'. The main heading is 'ARCIS Customer Portal' in white text on a dark blue background. Below the heading is a light blue area containing a login form with two input fields: 'User ID:' and 'Password:'. Below the password field is a link that says 'Forgot Your Password?'. A yellow callout box with a pointer to the link contains the text: 'To reset a forgotten password, click the **Forgot Your Password** link.' In the bottom left corner, there is a copyright notice: '© 1990-2005 Siebel Systems, Inc. All rights reserved. This program is protected by U.S. and international law, and, if provided to the U.S. Government, shall be provided with "Restricted Rights," as described in About Siebel.'

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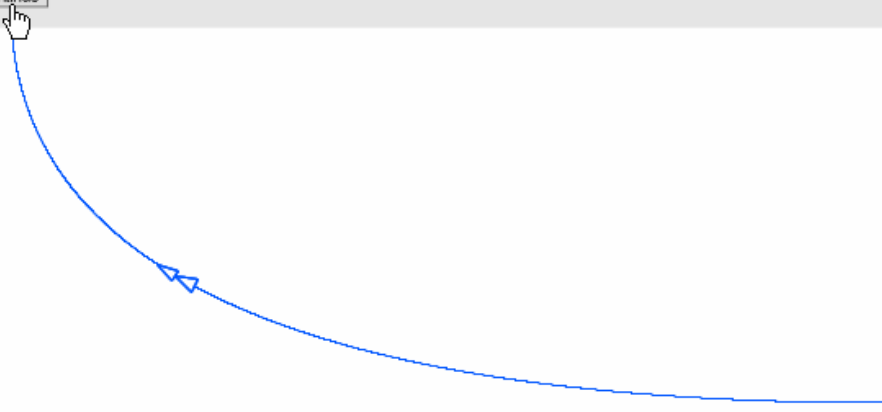
Application Administration Personal Profile Log In

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**Reset Password - Online**

Please Continue to reset your password



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The screenshot shows the 'Reset Password - Online' form on the National Archives website. The page header includes 'THE NATIONAL ARCHIVES' and 'Archives.gov Home'. A navigation bar contains links for 'Home', 'Records Transfers', 'Dispositions', 'Reference Requests', 'Interfiles', 'Refiles', and 'Application Help'. The main content area has a sub-header 'Reset Password - Online' and a note: 'Please enter the following information. All information is required and case sensitive. Once verified, we will provide you a password online.' The form contains three input fields: '\*First Name:', '\*Last Name:', and '\*Email Address:'. Below these fields are 'Cancel' and 'Continue' buttons. A blue arrow points from the 'Continue' button to a yellow callout box. The callout box contains the text: 'This e-mail address is the one shown in your Personal Preferences screen. It will most likely be the same as your User ID, but might be different if you have had an e-mail address change since your account was created.'



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[Application Administration](#) [Personal Profile](#) [Log In](#)

[Home](#) [Records Transfers](#) [Dispositions](#) [Reference Requests](#) [Interfiles](#) [Refiles](#) [Application Help](#)

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**Reset Password - Online**

Please enter the following information. All information is required and case sensitive. Once verified, we will provide you a password online.

\*First Name:

\*Last Name:

\*Email Address:

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**Reset Password - Online**

Please answer the following question to reset your password:

**Challenge Question:** What is your pet's name?

\* **Answer to Challenge Question:**

Back Continue

Users establish **Challenge Questions** through the Personal Profile screen. If a challenge question does not appear, you will not be able to reset your password online. Contact your system administrator.

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### Reset Password - Confirmation

We suggest once you login with your reset password, you may change it to something you'll remember easily. Please change the password in the Personal Profile Screen, after you login.

Your password has been reset to: **b4a76ib**

Your new password will appear on the screen. You can change it through your Personal Preferences screen.

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***The End***