RTD Password Reset
RTD Password Reset

• If an error message, such as “User Authentication Failed” is received when trying to log into the RTD Web External Business Portal, a password reset in AMPS will be required.

• Follow the next slides to log into AMPS and reset the AMPS password which will reset the RTD password.

**Note:** If resetting the password in AMPS is unsuccessful, please call the DLA Enterprise Help Desk at (855) 352-0001, select option #2.
Log into AMPS using [https://amps.dla.mil/oim](https://amps.dla.mil/oim)

Click “Click HERE for access to AMPS”
RTD Password Reset

Note: If the User ID or Password is not known, please select applicable link and follow the screen prompts.

Type in your User ID and Password and then click “Login”.
Click on "MY INFORMATION"
RTD Password Reset

Click on “CHANGE PASSWORD”
RTD Password Reset

This box will appear with a grey background.

1. Enter old password
2. Enter new password
3. Confirm new password
4. Click “OK”

After clicking “OK”, a notification that the password was changed successfully will appear and an email notification of the password change will be sent.
Questions?

• Please contact your respective State Coordinator’s Office with any questions. To find your State Coordinator contact information, visit the below website:
