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# Archives and Records Centers Information System (ARCIS)

System Login and Password Resets

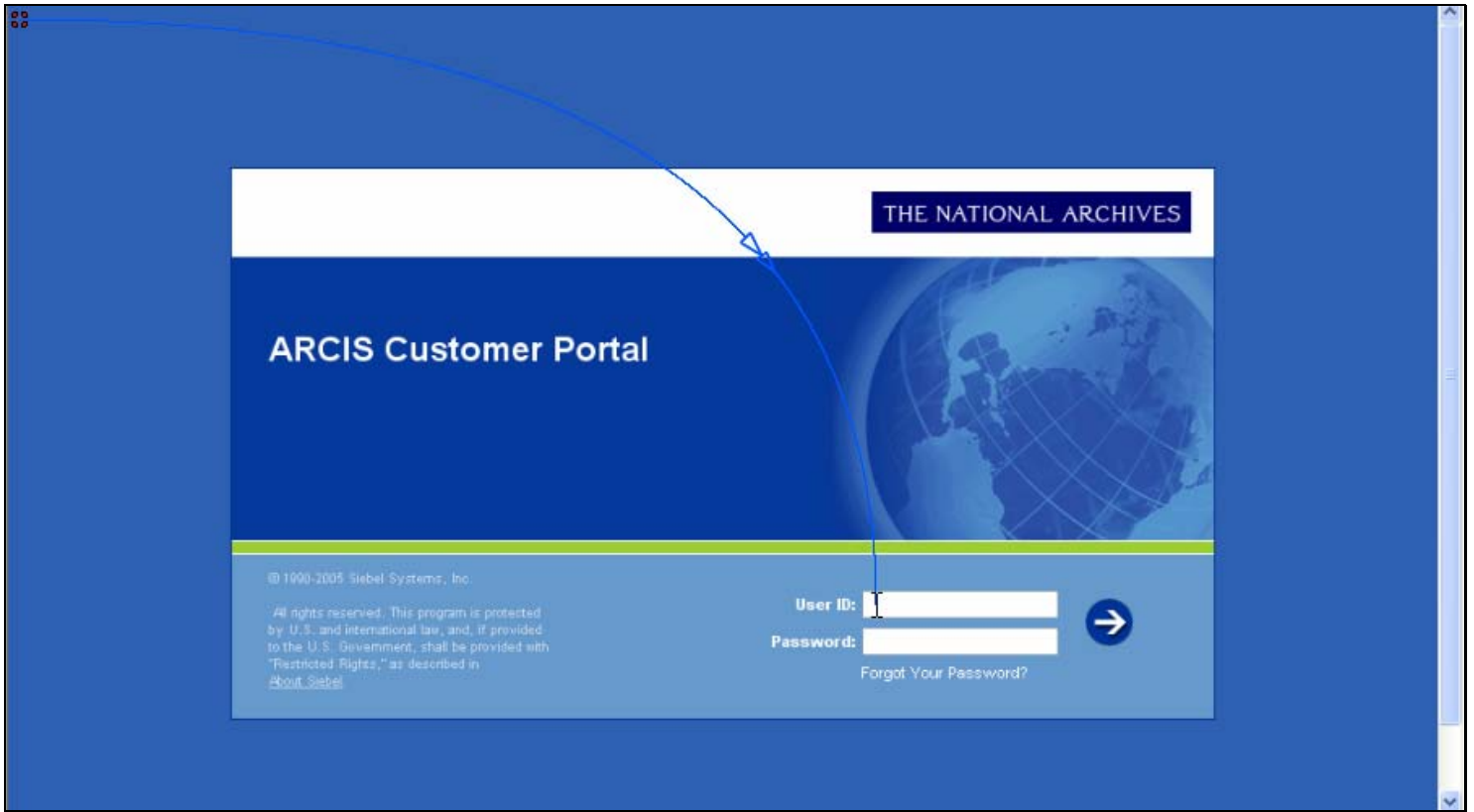
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**This module demonstrates Archives and Records  
Centers Information System (ARCIS) login and  
password reset procedures.**

*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 web interface for 'THE NATIONAL ARCHIVES'. At the top right, the text 'THE NATIONAL ARCHIVES' is displayed in a dark blue box. Below this, the title 'ARCIS Customer Portal' is centered. A yellow callout box with a drop shadow contains two paragraphs of text explaining the 'User ID' concept. Below the callout, there is a login form with two input fields: 'User ID' and 'Password'. To the right of the 'Password' field is a circular icon with a hand cursor pointing to a right-pointing arrow. Below the password field is a link that says 'Forgot Your Password?'. In the bottom left corner, there is a small 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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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**

**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**

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

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 Fax: 301-837-1001

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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 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.' A mouse cursor is positioned over the link. In the bottom left corner of the page, 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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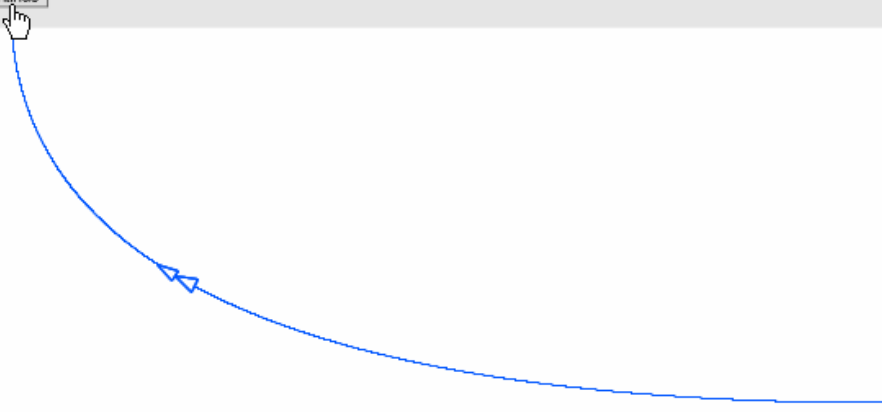
Application Administration Personal Profile Log In

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**Reset Password - Online**

Please Continue to reset your password



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The screenshot shows the 'Reset Password - Online' page from the National Archives website. The page has a dark blue header with 'THE NATIONAL ARCHIVES' on the left and 'Archives.gov Home' on the right. Below the header is a navigation menu with links for 'Home', 'Records Transfers', 'Dispositions', 'Reference Requests', 'Interfiles', 'Refiles', and 'Application Help'. On the right side of the header, there are links for 'Application Administration', 'Personal Profile', and 'Log In'. The main content area is titled 'Reset Password - Online' and contains the following text: 'Please enter the following information. All information is required and case sensitive. Once verified, we will provide you a password online.' Below this text are three input fields: '\*First Name:', '\*Last Name:', and '\*Email Address:'. Each field is followed by a text input box. At the bottom left of the form are two buttons: 'Cancel' and 'Continue'. A mouse cursor is pointing at the 'Continue' button. A yellow callout box with a pointer to the 'Email Address' field 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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THE NATIONAL ARCHIVES Archives.gov Home

[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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The screenshot shows the National Archives website interface. At the top, there is a navigation bar with the text "THE NATIONAL ARCHIVES" on the left and "Archives.gov Home" on the right. Below this, there are links for "Application Administration", "Personal Profile", and "Log In". A secondary navigation bar contains links for "Home", "Records Transfers", "Dispositions", "Reference Requests", "Interfiles", "Refiles", and "Application Help".

The main content area features a section titled "Reset Password - Online". Below this title, it says "Please answer the following question to reset your password:". A "Challenge Question" is displayed: "What is your pet's name?". Below the question is a text input field with a red cursor. Underneath the input field are two buttons: "Back" and "Continue". A red hand icon is pointing at the "Continue" button.

A yellow callout box with a black border is positioned over the top right of the challenge question area. It contains the text: "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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Application Administration Personal Profile Log In

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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: **b4a76ibx**

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

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***The End***