

# Self-Represented Litigants

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Create a New Password in Odyssey File & Serve





## Create a new password

If you forget your password, you need to create a new one. After several failed attempts to sign in to the system, your account is locked. You will need to create a new password.

### ➔ Tell Odyssey File & Serve you forgot your password

1. At the login screen, click **Forgot Password?**

The screenshot shows a login form with the following elements: a message box at the top that says "Please sign in to continue" with an information icon; an "Email" input field; a "Password" input field; a blue "Sign In" button; and a "Forgot Password?" link at the bottom, which is highlighted with a red box.

2. Enter the email address you used when you registered for your Odyssey File & Serve account.

Please enter the email address associated with your account.

The screenshot shows the "Email Address" input field, which is highlighted with a red box. Below the input field is a blue "Next" button, also highlighted with a red box.

3. Click **Next**.

4. Check the box next to **I'm not a robot**.

The screenshot shows the "Email Address" label above a reCAPTCHA widget. The widget includes an unchecked checkbox labeled "I'm not a robot" and a reCAPTCHA logo with "reCAPTCHA Privacy - Terms" text. Below the widget is a blue "Reset Password" button, highlighted with a red box.

5. Click **Reset Password**.

6. The following message will pop up. Check your email to find the link to reset your password.



A password reset link has been sent to the email address associated with your account. If you do not see the password reset email in your Inbox, please check to see if it was delivered to your spam folder.

7. This is what the email will look like. Click **click here**.



## Password Reset Request

A request to reset your password has been processed. **If you did not request a password reset, take no action. Your account will be left unaltered.**

To complete your password reset, [click here](#)

If the link above is not accessible, copy and paste the URL below into your web browser:  
<https://illinois.tylerhost.net/ResetPassword.aspx?rid=4bd5d3cd-85a0-41f7-90c9-f25742625845&skey=798E4AEB-A7D5-457F-9631-3EC607485505>

For technical assistance, contact your service provider

Odyssey File & Serve  
(800) 297-5377

Please do not reply to this email. It was automatically generated.

8. Enter your new password in the first box and then enter the same new password again.

9. Click **Change Password**.



To complete the process of resetting your password for your account, you will need to select a new password.

Email Address

New Password

Repeat New Password

[Change Password](#)

10. This message will pop up and confirm you successfully changed your password.



Your password has been changed successfully.

[Return to Odyssey File & Serve](#)



**You have successfully created a new password. You can now login to your Odyssey File & Serve account.**