

Forgot Password (Olvidé mi contraseña)

Table of Contents

	_
orgot Password	1
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Forgot Password

This page is used to reset your password if you forgot it. If you are an existing user and you know your current password and want to change it, use the Change Password page. If you are locked out of your account, contact your EmployeePortal district administrator.

Log on if you forgot your password:

 \square From the EmployeePortal Login page, click **Forgot Password**. The Forgot Password page is displayed.

Field	Description		
	Depending on your LEA's settings, you are prompted for either you employee number or your nine-digit social security number.		
Date of Birth	Type your birth date in the MMDDYYYY format.		
Zip Code	Type your five-digit zip code.		

☐ Click **Retrieve**.

- The entered data is verified to ensure that you are authorized to use EmployeePortal.
- The Employee Number or Social Security Number, Date of Birth, Zip Code, Last Name, and First Name fields cannot be modified.

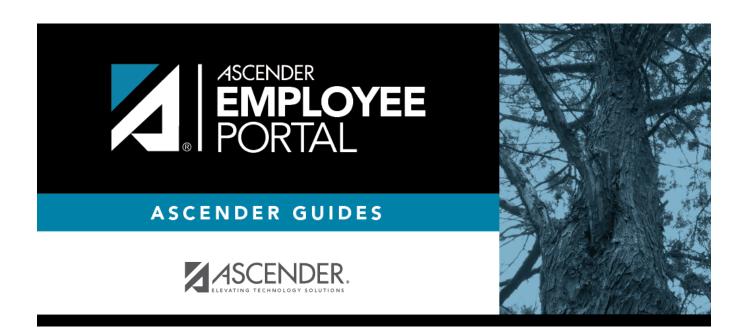
☐ You are prompted to answer the hint question that you entered when you created your user account. In the hint answer field, type the answer to the hint question.

- You have three opportunities to answer the question correctly.
- If the question is not correctly answered, the answer is protected, and you are prompted to call your EmployeePortal administrator to have your user account deleted. Once your user account is deleted, you can use the Create Account page to create your account again.

☐ Click Submit .	You are redirected	to the EmployeePortal	Login page.	An email	message	containing
your temporary	password is sent to	your email address.				

☐ Obtain your temporary password from your email and return to the EmployeePortal Login page. The temporary password is only valid for 24 hours.

☐ Type your user name and the temporary password and click **Login**. You are redirected to the Change Password page. Follow the instructions for changing your password.



Back Cover