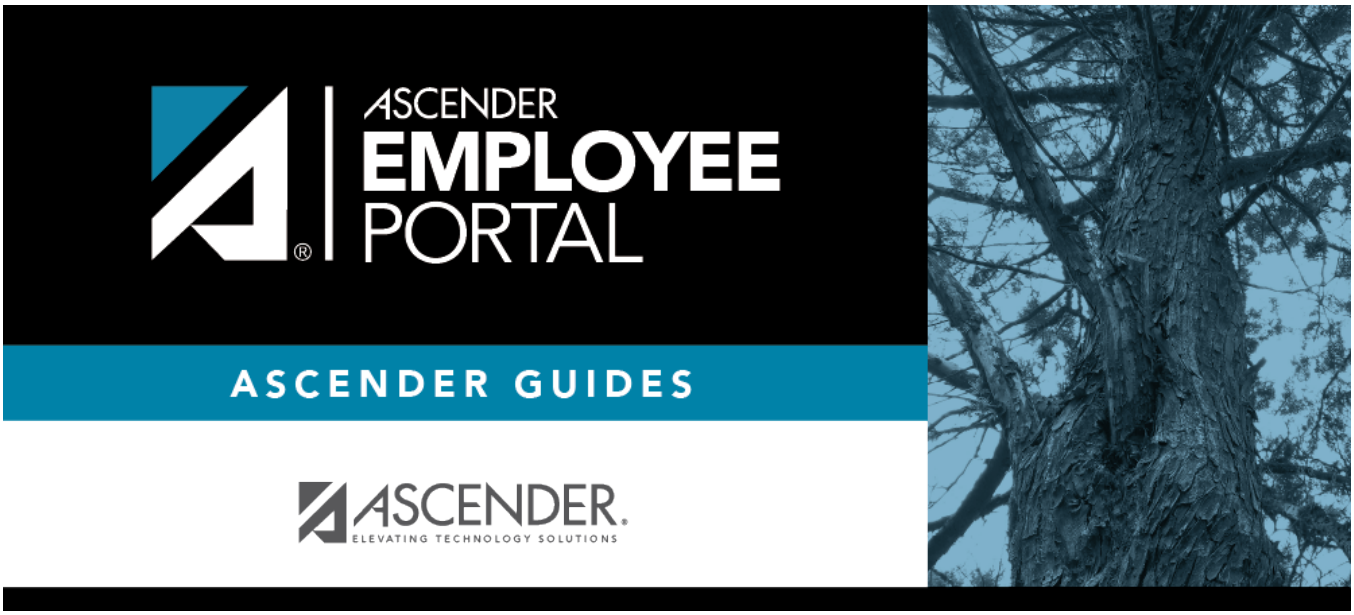



# Forgot Password (Olvidé mi contraseña)

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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:

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

| Field | Description |
|---|---|
| **Employee Number or Social Security Number** | Depending on your LEA's settings, you are prompted for either your 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.

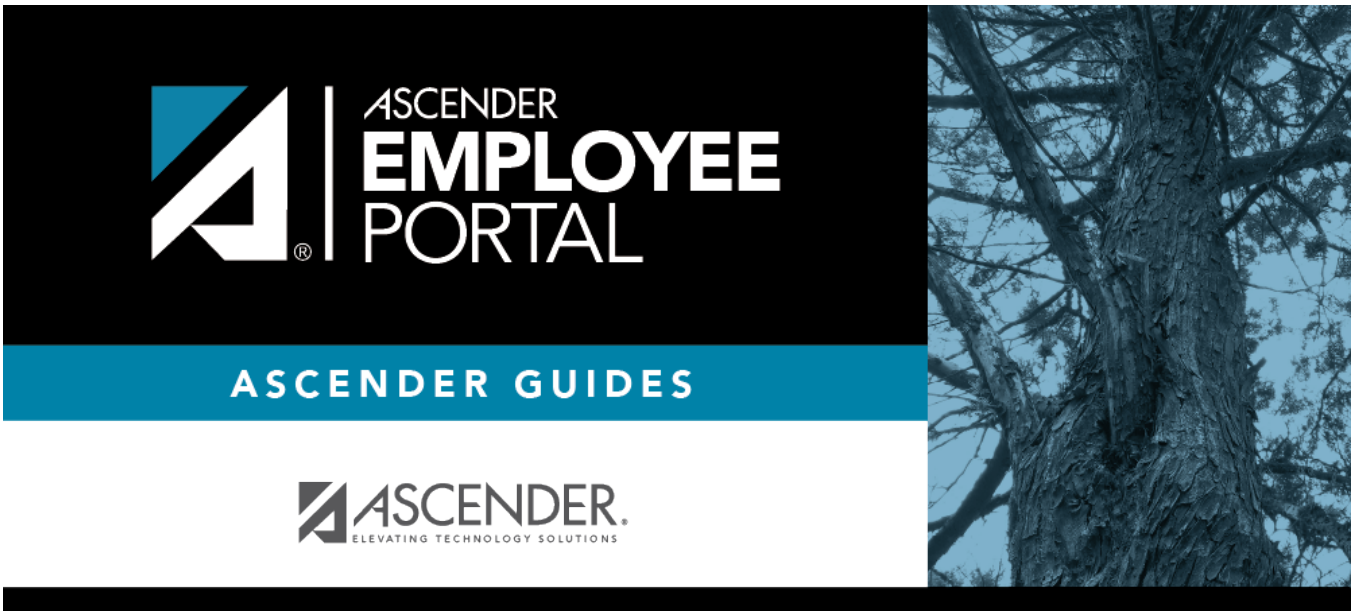
❑ You are prompted to answer the hint question that you entered when you created your user account. In the hint answer field, type the answer to the hint question.

- 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.


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# Back Cover