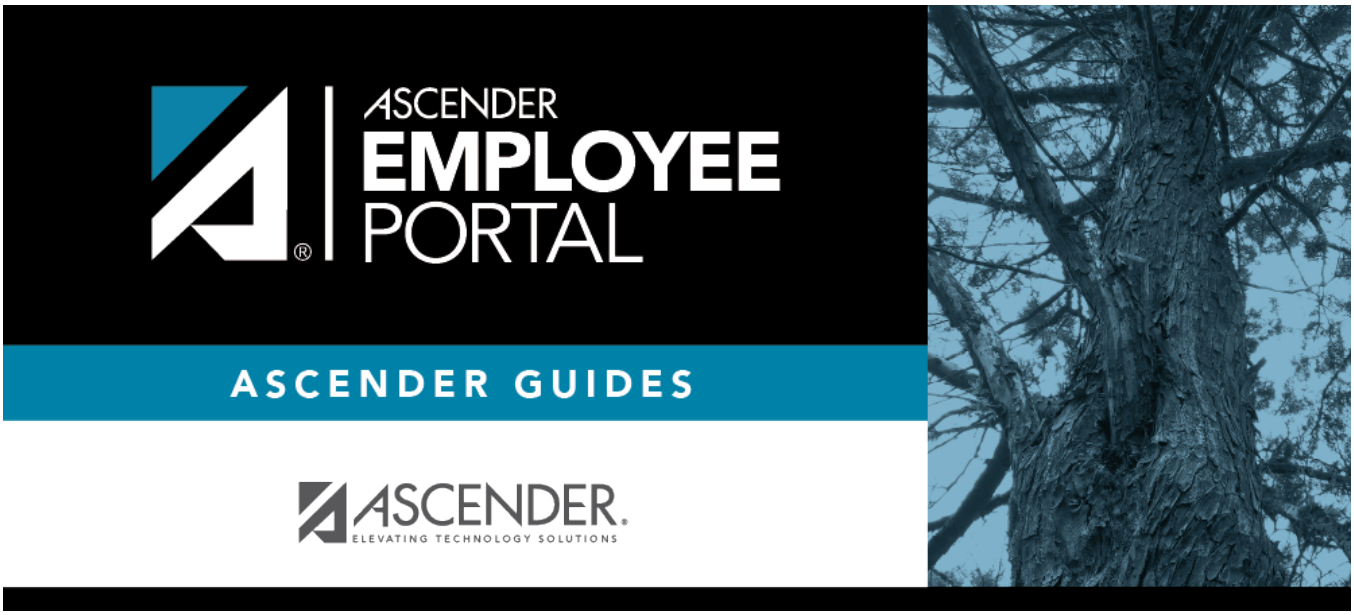

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Olvidé mi contraseña 1

Olvidé mi contraseña

Esta página se usa para restablecer su contraseña si la olvidó. Si es un usuario existente y conoce su contraseña actual y desea cambiarla, use la página Cambiar contraseña. Si su cuenta está bloqueada, comuníquese con su administrador de EmployeePortal.

Inicio de sesión si olvidó su contraseña:

❑ Haga clic en Olvidé mi contraseña. Aparece la página de Olvidé mi contraseña.

Número de empleado o número de seguro social	Dependiendo de la configuración de su LEA, se le indicará que capture su número de empleado o los nueve dígitos de su número de seguro social.
Fecha de nacimiento	Escriba su fecha de nacimiento en formato mm dd aaaa.
Código postal	Escriba su código postal de cinco dígitos.

❑ 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.

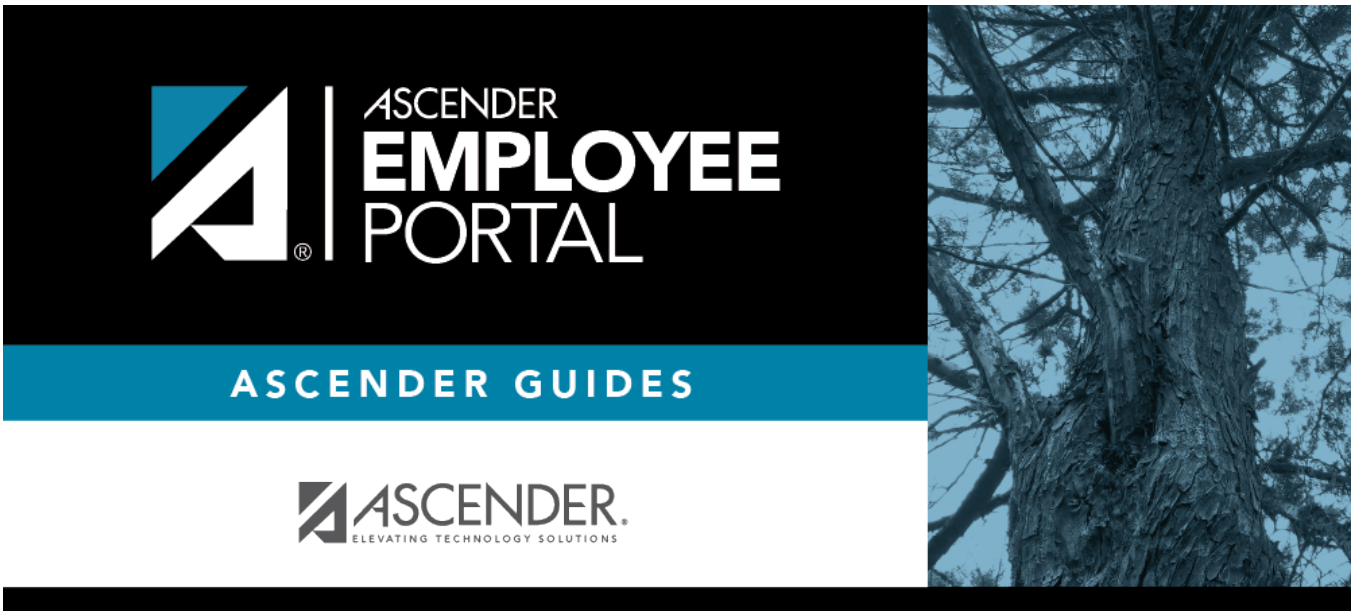
❑ You are prompted to answer the hint question that you entered when you created your user account. In the hint answer field, type the answer to the hint question.

- 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 New User 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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