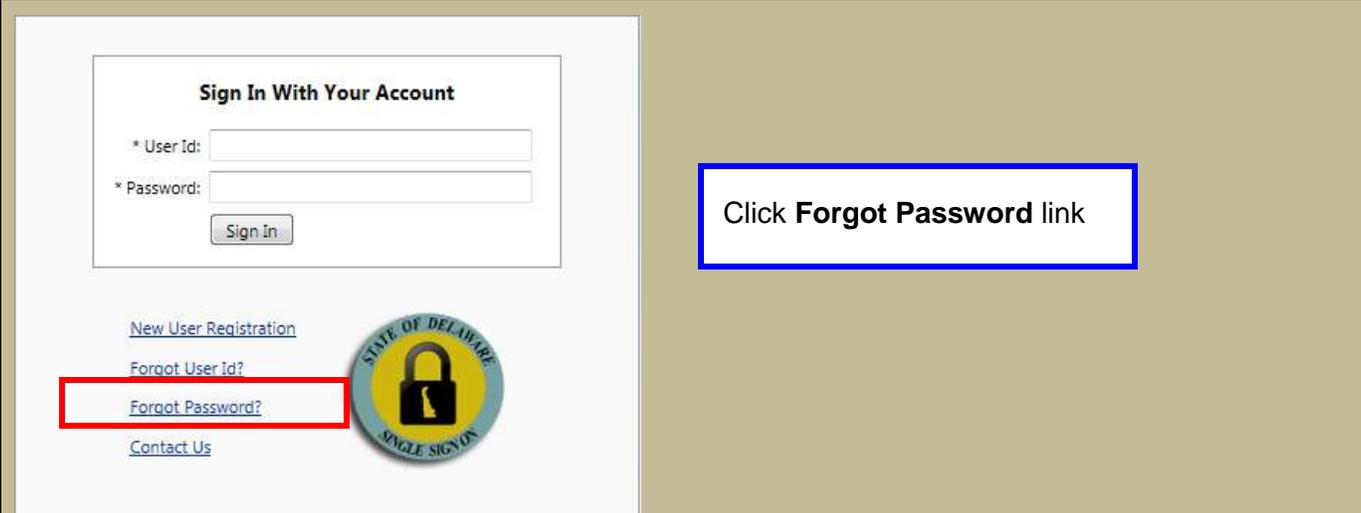


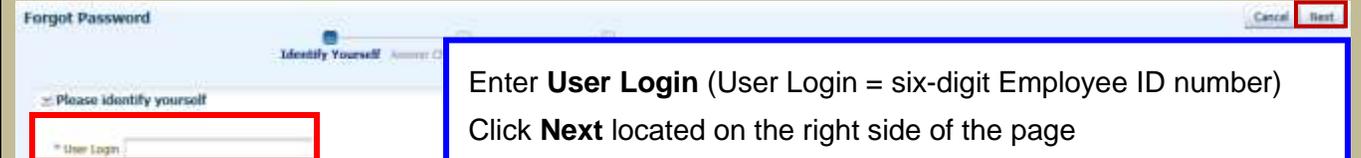
Forgot Password Instructions

SSO provides the ability to reset your password using “Forgot Password” functionality. Once Challenge Questions and Answers have been set-up during the “New User Registration”, you can reset your password. The following pages contain detailed instructions for using the “Forgot Password” functionality.



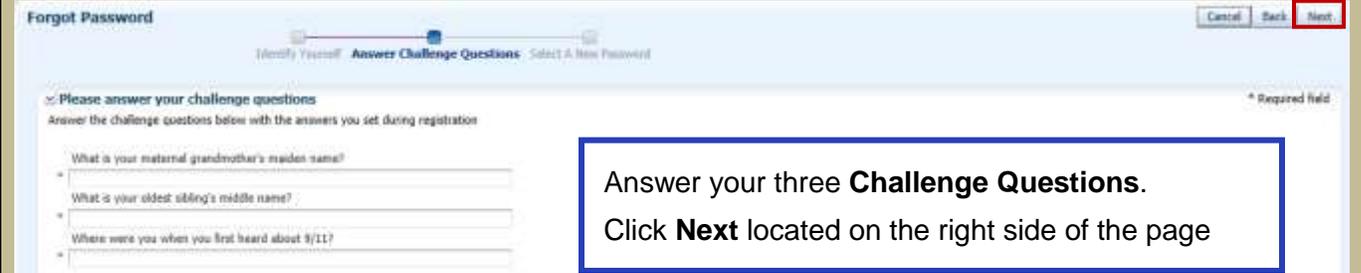
Click **Forgot Password** link

The **Forgot Password** page opens



Enter **User Login** (User Login = six-digit Employee ID number)
Click **Next** located on the right side of the page

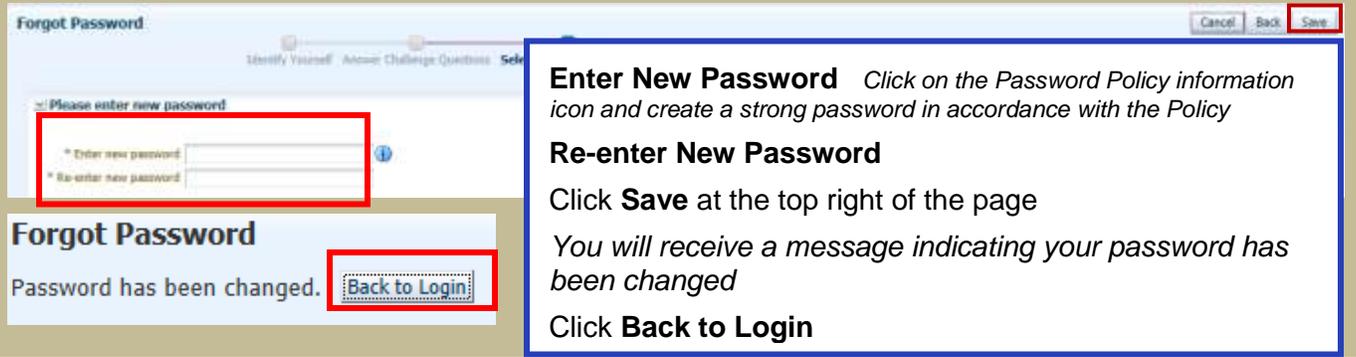
The **Answer Challenge Questions** page opens



Answer your three **Challenge Questions**.
Click **Next** located on the right side of the page

Forgot Password Instructions

The **Select A New Password** page opens



The screenshot shows a web browser window titled "Forgot Password". At the top right, there are buttons for "Cancel", "Back", and "Save". The main content area has a heading "Forgot Password" and a sub-heading "Please enter new password". Below this, there are two input fields: "* Enter new password:" and "* Re-enter new password:". A red box highlights these two fields. To the right of the second field is a blue information icon. Below the input fields, there is a confirmation message: "Forgot Password" followed by "Password has been changed." and a "Back to Login" button. A red box highlights the "Back to Login" button. A blue box on the right side of the screenshot contains instructions for the user.

Enter New Password Click on the Password Policy information icon and create a strong password in accordance with the Policy

Re-enter New Password

Click **Save** at the top right of the page

You will receive a message indicating your password has been changed

Click **Back to Login**