

Employee Self Service

Password Assistance

The best way to protect your personal information is to have a very strong password, and to never share that password with anyone. The PeopleSoft login process is designed to help employees maintain a secure password. Here's what you need to know:

1. Employees are required to set up a security question that will be used when they later change their password. Without a security question set up, you cannot use the "forgot password" link.
 - a. This is a one-time setup (however you can change your security question later too.)
2. Password criteria now requires the following:
 - a. Minimum length of 8 characters
 - b. 1 upper case letter
 - c. 1 lower case letter
 - d. 1 number
 - e. 1 special character: ! @ # \$ % ^ & * () - _ = + \ | [] { } ; : / ? . > <
3. Passwords expire every 90 days
4. Account lockout occurs after 4 failed attempts to sign in
5. Users cannot reuse a password that is one of the last 6 passwords used

IMPORTANT:

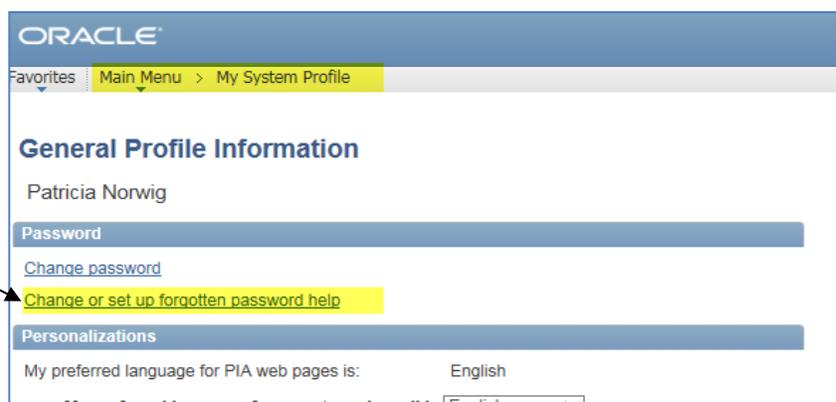
Employees *must* add a security question the first time they log in to PeopleSoft. (See instructions below). If this is not done before your password expires, you will be unable to use the "forgot password" link to reset it.

Type in your user ID and your current password. Your User ID is your Employee ID *without* the "e", and often referred to as your Employee Number. Your User ID is a 6-digit number.



To set your security question follow this menu path: **Main Menu > My System Profile**

Click on the "change or set up forgotten password help" link



Select a security question from the drop down box.

Type in your response.

Click OK.

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you.

Question:

Select from the list of questions.

Response:

To change your password follow this menu path: **Main Menu > Change My Password**

Type in your current password.

Type in your new password using the stronger criteria listed at the top of this help sheet.

Click "Change Password".

ORACLE

Favorites Main Menu > Change My Password

Change Password

User ID:

Description:

*Current Password:

*New Password:

*Confirm Password:

When you change your password, PeopleSoft will require that you use the password criteria listed on the first page of these instructions. You will be prompted to change it every 90 days (when it expires) however you can change it sooner if you prefer.

If you have locked yourself out of your PeopleSoft account by entering an incorrect password 4 times, or if you do not have a district e-mail to use the "forgot password" link, contact payroll for additional assistance. You can either call your designated payroll specialist, or call the HR Receptionist at 651-767-8200.

Still Having Trouble? *Here are some tips to common problems logging in:*

- Make sure you are not using the "e" in front of your Employee ID number.
- Make sure your password includes at least 8 characters, an upper case letter, a lower case letter, a number, and a special character: ! @ # \$ % ^ & * () - _ = + \ | [] { } ; : / ? . > <
- Make sure you don't have your "Caps Lock" set making all characters capitalized.
- If you cut/pasted a temporary password sent to you, try manually typing it instead. (Sometimes there is a hidden blank space that you may be copying that isn't part of the password.)
- Your login to the Finance side of PeopleSoft is separate from your login to the HR side. If you updated your password on one side, it will *not* automatically update the other side.
- If you clicked the "forgot password" link and received a message that a new one has been emailed to you, but you haven't received it, your district e-mail may be missing or incorrect in PeopleSoft. When you contact HR/Payroll, have them verify that your e-mail is correct.
- If you clicked the "forgot password" link and receive the message that you don't have a security question set up, you will need to call either Payroll or the HR Receptionist to get a new password.
- If you have tried 4 times to enter a password unsuccessfully, you have locked your account and will need to call either your Payroll Specialist or the HR Receptionist at 651-767-8200 to unlock it.