

Employer Access Forgot Password Procedure

Summary

The *Forgot Password* procedure describes how a User would reset their password to Employer Access.

Procedure

1. Click the **Forgot your password?** Link on the **Sign In** screen.
2. Enter your business email in the **User ID** field.
3. Enter the CAPTCHA text, which is case sensitive, that appears in the second field.
4. Check the “I’m not a robot” box.
5. Click the **Next** button.
6. Select **one** of the following two password recovery methods:
 - **Send a Recovery Email. Note:** The email link will be valid for 24 hours.

OR

 - **Let me Answer Security Questions.**
 - i. Enter your answers to the security questions.
 - ii. Click the **Next** button.
 - iii. If your security answers are correct, you will be prompted to set up a new password.
7. Enter your **New password** based on the following criteria:
 - Is not one of your previous 5 passwords
 - Has not been used within the last 365 days
 - Contains between 10 and 30 characters
 - Includes at least 1 uppercase letter
 - Includes at least 1 lowercase letter
 - Includes at least 1 number
 - Includes at least 1 special character
 - A. Enter your new password in the **Confirm password** field.
 - B. Click the **Save** button.
 - C. You will be taken to the main screen to Sign In with your **User ID** and new **Password**.

NOTE - If you are currently signed into Employer Access and want to change your existing password, click the padlock on the top-right of your screen (next to “Sign Out”) and then select **Change Password**. Enter your **Existing password**, followed by your **New password** and **Confirm password**. Then, click **Save**.

This procedure is complete.