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 User ID 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 the answers to your 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 required criteria.
8. Enter your new password in the **Confirm password** field.
9. Click the **Save** button.
10. 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.