

## INSTRUCTIONS TO SETUP "FORGOT MY PASSWORD" IN EMPLOYEE SELF SERVICE

What you need to do:

1) Verify that your Bristol email address is in your Employee Self Service Profile (instructions below):

- ¾ Log into Employee Self Service
- ¾ On the home page, click on Personal Details
- ¾ Click on Contact Details
- ¾ Under "Email", make sure your Bristol email is displayed as your Preferred address. You must use your Bristol email address as your preferred address.
- ¾ If you need to make changes, click on the "+" button.
- ¾ NOTE: If you are just now entering your email address, it will take overnight for the state to confirm.

2) Know the answer to your security question (instructions below):

- ¾ Main Menu
- ¾ System Settings
- ¾ My System Profile
- ¾ Change or set up forgotten password help
- ¾ Enter date of birth and last four digits of your SSN

\*If you do not want to change your question or the answer to the question, log out.

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Now that you have verified all your information, the "Forgot my Password" function can be used the next time you log in.

How the "Forgot my Password" works:

- ¾ Enter User ID
- ¾ Click "Forgot my Password"
- ¾ Enter User ID > continue
- ¾ Answer your security question
- ¾ Click "email new password"
- ¾ Get your temporary password from your email
- ¾ Go back to the sign in page
- ¾ Enter your User ID
- ¾ Enter the temporary password you were just emailed
- ¾ Click "sign in"
- ¾ Click on "Click here to change my password"
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