HOW TO RESET YOUR PEOPLESOFT PASSWORD WHILE TELECOMMUTING

CREATION DATE: September 4, 2020

Practice Overview

This tip sheet will provide guidance on how to reset your password for Peoplesoft login while telecommuting.

Pointers to Remember:

1. Change your Peoplesoft password when prompted.
2. Do not allow your password to expire.

How to reset your Peoplesoft Password

Step 1: Visit the PeopleSoft website https://ess.dc.gov.

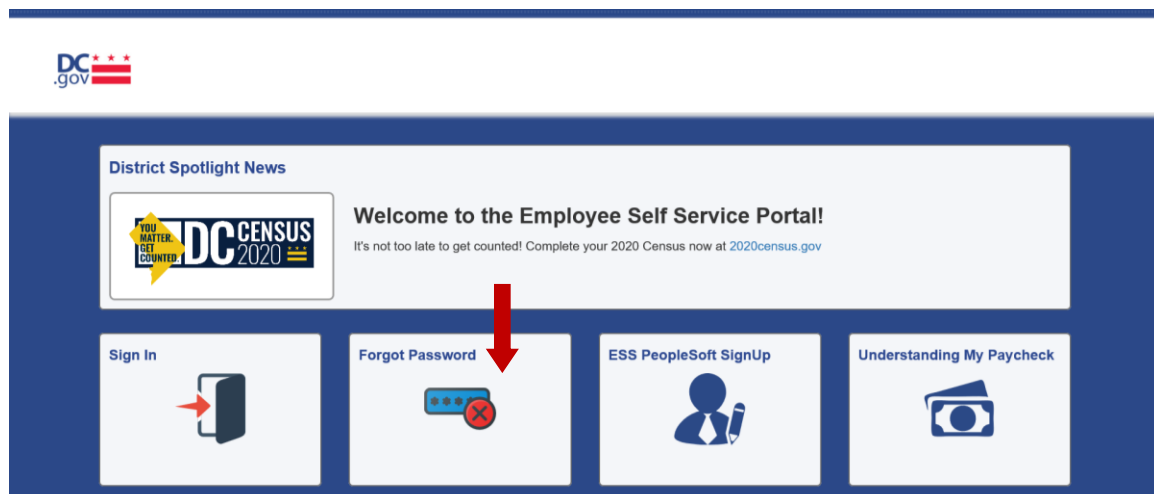**Step 2**: On the PeopleSoft homepage, select ""**Forgot My Password"**.

Figure 1

Step 3: Enter your user ID or employer ID

Step 4: Click Continue.

If you have additional questions, please call the HelpDesk at (202) 434-0009 or ITServUs at (202) 671-1566.

Forgotten Password

If you have forgotten your password, or your password has expired,

you can have a new password emailed to you.

If this process is unsuccessful, please contact OCTO Helps at (202) 671-1566. The Call Center is open for 24 hours/365 days.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID or EMPLID [   ]

[Continue]

Figure 2

Step 5: Enter your last four digits of your **SSN**.

Step 6: Click **Email New Password**.

Security Question

User ID

Please answer the following question below for user validation.

What are the last four digits of your SSN [   ]

[Email New Password]

Figure 3

Note:

- PeopleSoft will then share that an email has been sent to your dc.gov account with a temporary, one-time use password.
- Temporary passwords can only be sent to a dc.gov email account, not a personal account. If you are also unable to access your dc.gov email account, you will need to call OCTO at (202) 442-5715 to have this reset.

Step 7: Check your dc.gov email account for the email sent by the PeopleSoft system. Either

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copy (Cntrl+ C) or write down this temporary password. The password is case-sensitive, so be mindful of this if you choose to write the password down to enterlater.


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**Please do NOT reply by email to this message**

Dear user,

Here is your temporary password. Please change it after logging in.

Password: mxktjbnpC6

The password is case sensitive, so please make sure you enter it exactly as it appears.

If you have trouble, please visit http://peoplesoft.dc.gov for on-line help in how to complete all

PeopleSoft Security Administrator.

IMPORTANT: If you are still unable to log in using the temporary password shown above, please contact the PeopleSof
number of unsuccessful "log on" attempts.

**Please do NOT reply by email to this message**.
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Figure 4

Step 8: Return to the PeopleSoft homepage. Type in your username into the User ID field, and the temporary password that was just sent to you in the Password field.
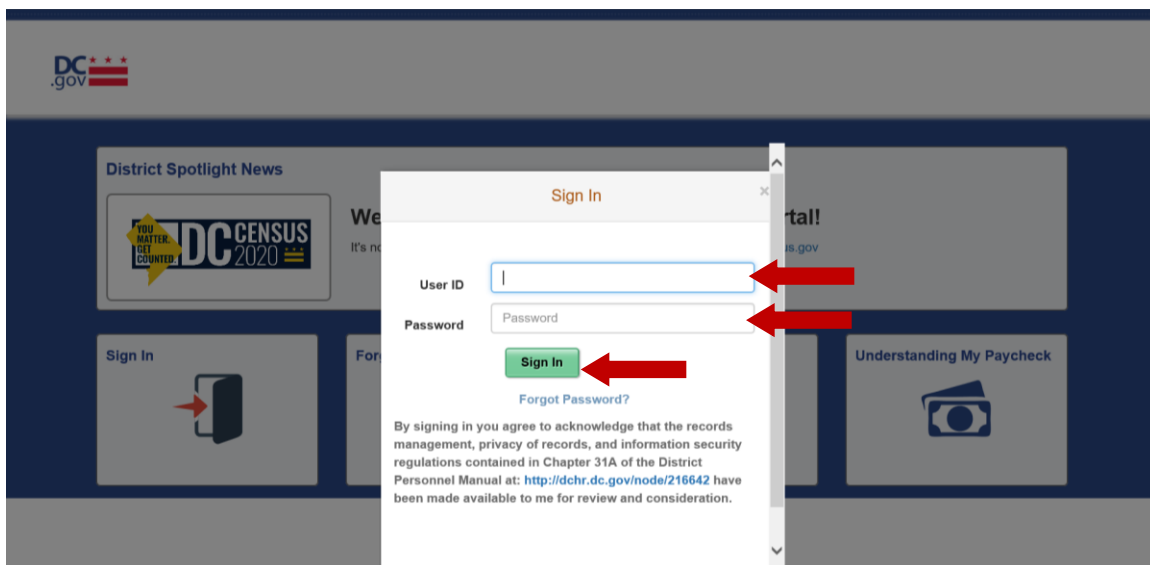
Step 9: Click **Sign In**.

Figure 5

 Note:

If you have additional questions, please call the HelpDesk at (202) 434-0009 or ITServUs at (202) 671-1566.

- Once you have selected the "Sign In" button, the PeopleSoft screen will indicate that your password has expired (as the temporary password is for one-time use only) and that you need to reset your password.

Step 10: Click on the "**Click here to change your password**" link.

Figure 6

Step 11: Type in the **Temporary Password (current password)**, **New Password**, and **Confirm Password**.
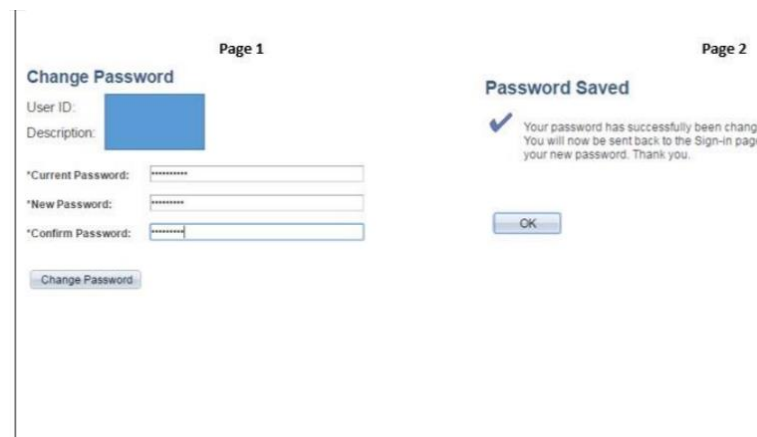

Figure 7

Step 12: Click **Change Password**. Once you have selected the "Change Password" icon on this screen, PeopleSoft will then prompt you to log in with your new password.

If you have additional questions, please call the HelpDesk at (202) 434-0009 or ITServUs at (202) 671-1566.

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