

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):
 - Log into Employee Self Service
 - On the home page, click on Personal Details
 - Click on Contact Details
 - Under “Email”, make sure your Bristol e-mail is displayed as your Preferred address. **You must use your Bristol e-mail address as your preferred address.**
 - If you need to make changes, click on the “+” button.
 - 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):
 - Main Menu
 - System Settings
 - My System Profile
 - Change or set up forgotten password help
 - 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.

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:

- Enter User ID
- Click Forgot my Password
- Enter User ID > continue
- Answer your security question
- Click email new password
- Get your temporary password from your email
- Go back to the sign in page
- Enter your User ID
- Enter the temporary password you were just emailed
- Click sign in
- Click on “Click here to change my password”
- Current password (is the temporary password you were emailed)
- New password (create a new password – must be 10 characters – letters and numbers with minimum of 1 capital letter)
- Confirm password
- Click change password
- Click OK

*Please note the “Forgot Password” option will not work if you try to reset and your current password is expired. You will need to call the Payroll office to assist you in resetting.