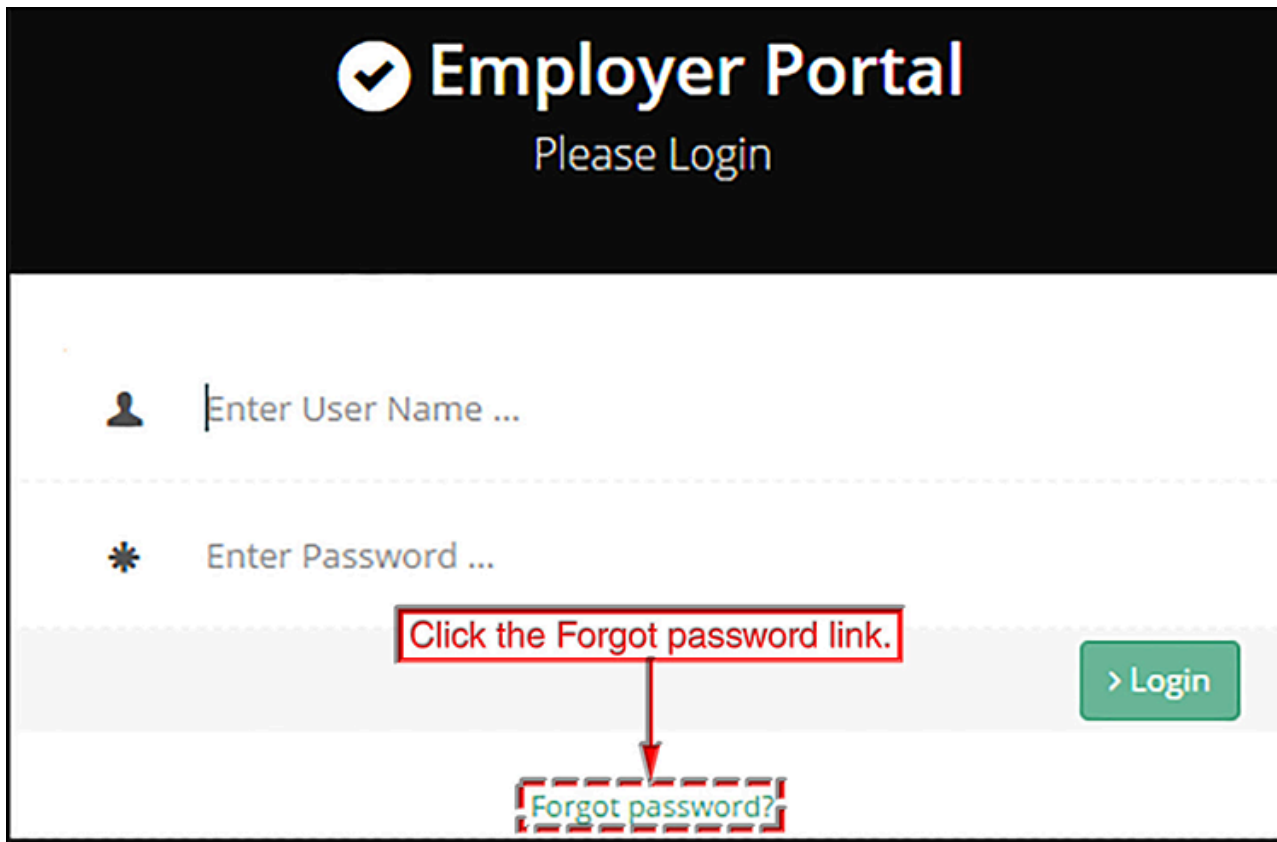


Reset Password in Employer Portal

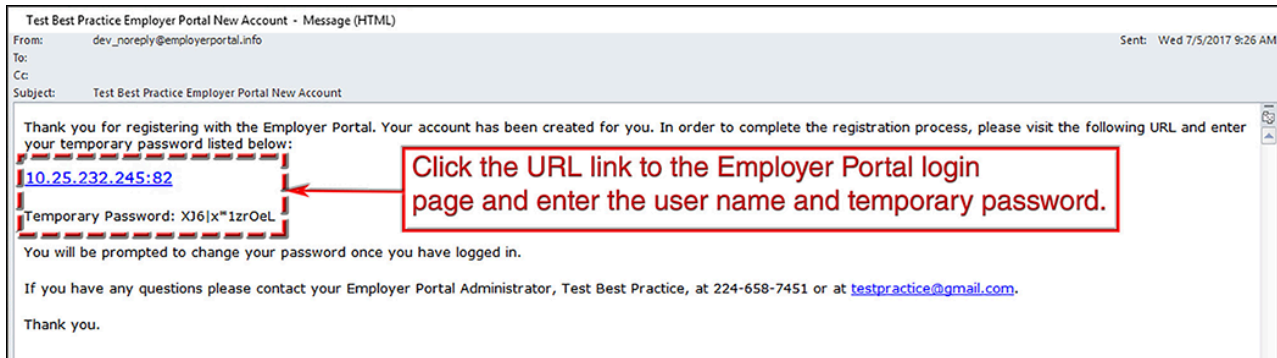
If an *Employer Portal* user forgets a password, the user can click the *Forgot password* link, located on the *Employer Portal* login page.



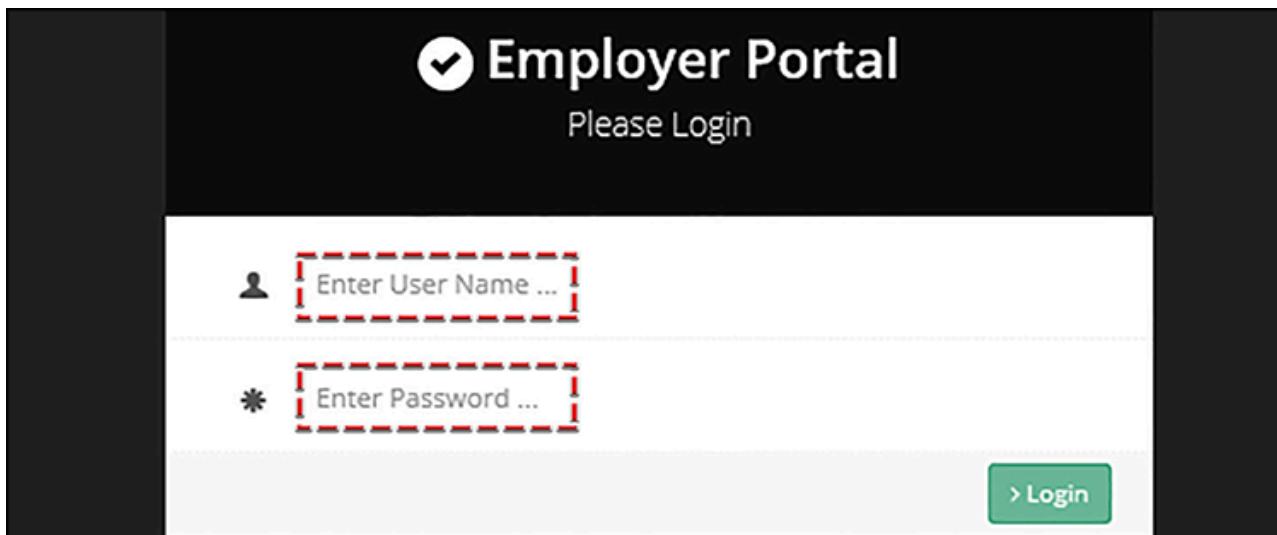
The screenshot shows the 'Employer Portal' login page. At the top, there is a black header with a white checkmark icon and the text 'Employer Portal' and 'Please Login'. Below the header, there are two input fields: 'Enter User Name ...' and 'Enter Password ...'. To the right of the password field is a green button labeled '> Login'. Below the password field, there is a red box with the text 'Click the Forgot password link.' and a red arrow pointing down to a dashed red box containing the text 'Forgot password?'.

The *Employer Portal* user receives an email with a *Temporary Password* and *URL link* to *Employer Portal*.

The *Employer Portal* user opens the *Temporary Password* email to access the temporary password.



The *Employer Portal* user clicks the *URL hyperlink* to launch the *Employer Portal* login page. The user enters their *user name* and *temporary password* in the corresponding fields and clicks the *Login* button.



The *Reset Password* page displays and the user answers the *two security questions* defined during initial setup. The user also enters and confirms *a new password*.



Reset Password

Security Question*

What is your best friend's last name?



Answer*

Security Question 2*

What city were you born in?



Answer 2*

New Password*

Enter New Password ...



Confirm New Password*

Confirm New Password ...



Password must be at least:

- 11 characters
- 1 lower case character(s)
- 8 upper case character(s)
- 1 digit(s)
- 1 symbol(s)
- Cannot reuse the last 2 passwords

✓ Submit