



Forgot Password Self-Serve Process for Extended Enterprise Learners

Job Aid Purpose

This job aid provides step-by-step instructions on how to use the [Forgot Password self-serve feature](#).

Supplemental Resources

The following companion-based resources support this job aid:

- [The Extended Enterprise Learner Account job aid](#)

Intended Audience

Individuals with the following Workday Learning roles:

- Extended Enterprise Learners

Revision Date

This document was revised on May 25, 2021. Disregard all previous iterations.

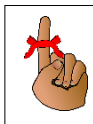
Questions and Assistance

For additional resources and information, visit the Workday Learning webpage: <https://www.oregon.gov/das/HR/Pages/Workday-Learning.aspx>

Icon Key



Additional Information



Reminder



Important

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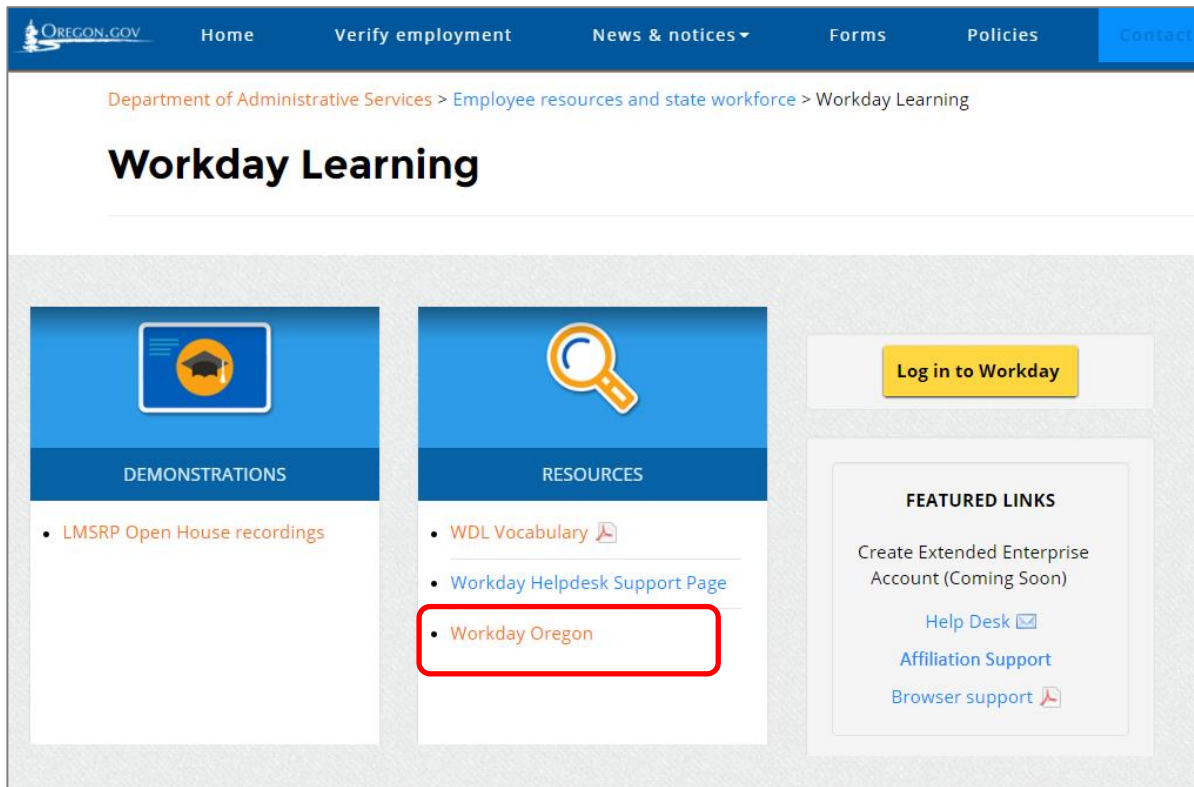


Forgot Password Self-Serve Process

Step 1: Access Workday Oregon

From the [Workday Learning Support webpage](#),

1. Select *Workday Oregon*.



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Step 2: Enter Your Workday Login Credentials

From the Workday Log In screen,

1. Select *Forgot Password*.
2. Enter your *username* and the *email* that you associated with your account.
3. Select *Submit*.

The image shows two screenshots of the Workday interface. The left screenshot is the main login screen with the Workday logo at the top. It contains two input fields: 'Username' and 'Password', and a blue 'Sign In' button. A red box highlights the 'Forgot Password?' link below the 'Sign In' button. A dashed arrow points from this link to the right screenshot. The right screenshot is the 'Forgot Password' screen. It has a title 'Forgot Password' and two input fields: 'Username' (containing 'EEL000036') and 'Email' (containing 'x*****@gmail.com'). A blue 'Submit' button is at the bottom, which is also highlighted with a red box.

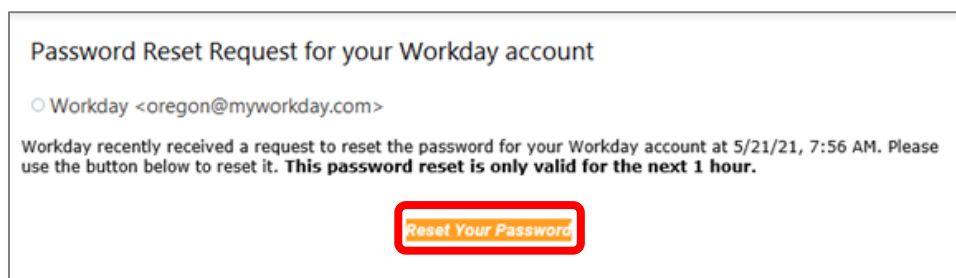
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Step 3: Reset Your Password

If your email address and username exist within Workday, you will receive a reset password email. This email contains the *Reset Your Password* link. This link is only valid for one-hour.

1. Click *Reset Your Password*.



The email is sent from Oregon@MyWorkday.com. As needed, check your junk/spam folder for the reset password email.

Step 4: Identify New Password

From the *Change Password* screen,

1. Enter a *New Password*.
2. Reenter it within the *Verify New Password* field.
3. Select *Submit*.

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Step 5: Workday Sign In

From the Workday Sign In screen ,

1. Enter your username and new password.
2. Select *Sign In*.
3. Answer your Challenge Questions.
4. Select *OK*.
5. Access and navigate your Workday Learning account.

