



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

January 20, 2022. Disregard all previous versions.

Questions and Assistance

<https://www.oregon.gov/das/HR/Pages/LearningPartnerAgencyContacts.aspx>

Icon Key



Additional Information



Reminder



Important

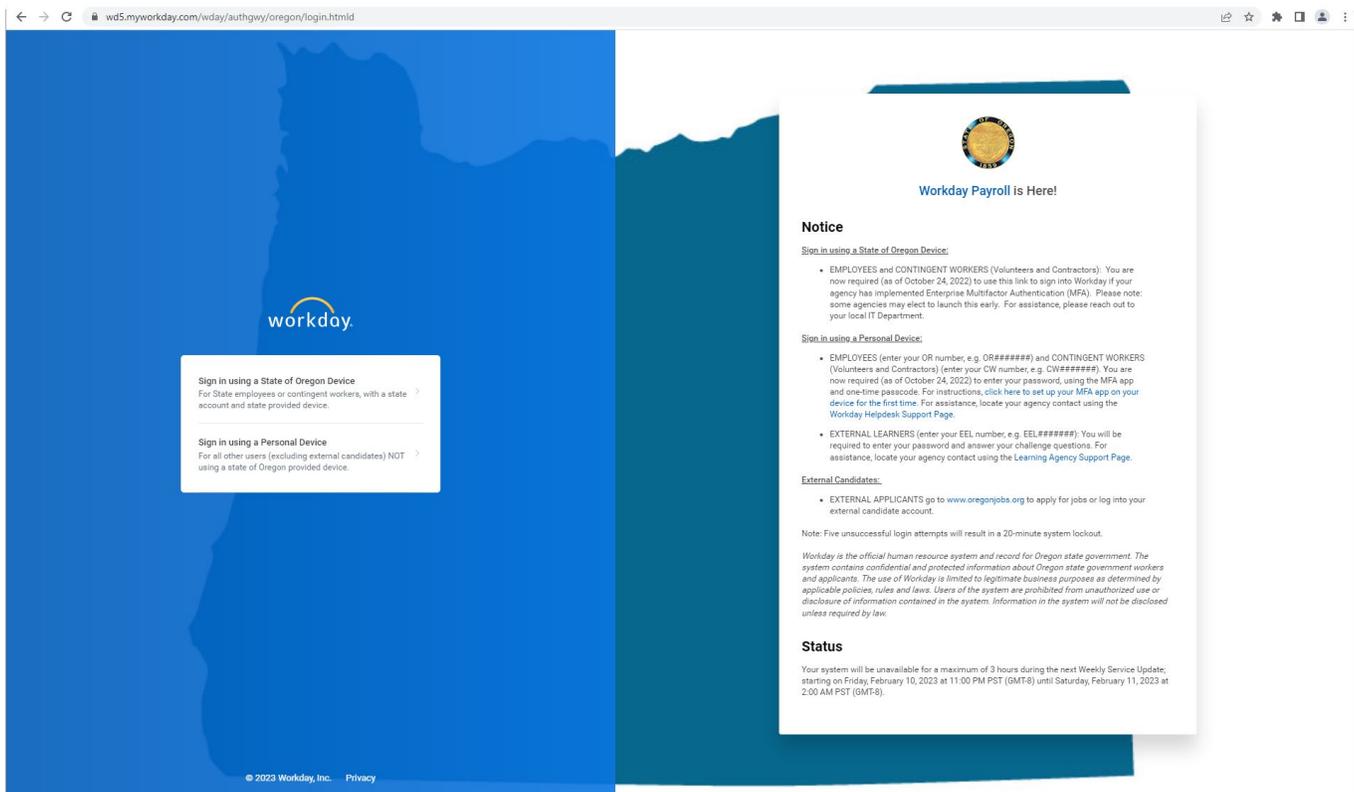


Forgot Password Self-Serve Process: Extended Enterprise Learners

Forgot Password Self-Serve Process

Step 1: Access Workday Oregon

1. Navigate to the [Workday Oregon](#) site. Select, **Sign in using a Personal Device.**



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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 overlapping screenshots of the Workday interface. The background screenshot is the main login page with the Workday logo at the top. It contains two input fields: 'Username' and 'Password', and a blue 'Sign In' button. A red rectangular box highlights the 'Forgot Password?' link located below the 'Sign In' button. The foreground screenshot is the 'Forgot Password' page. 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 highlighted with a red rounded rectangular box. A dashed black arrow points from the 'Forgot Password?' link in the first screenshot to the 'Submit' button in the second screenshot.

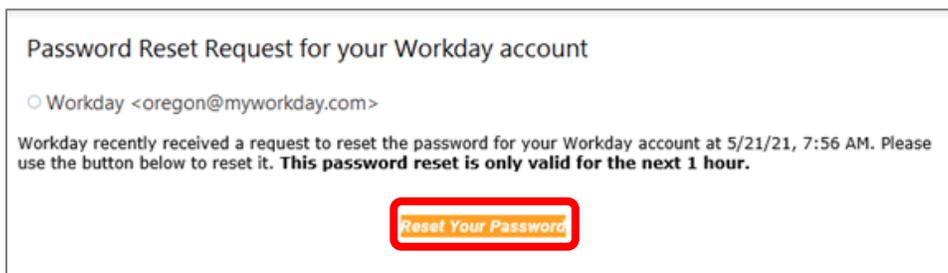
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Step 3: Reset Your Password

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*.

The image shows two screenshots of the Workday interface. The left screenshot is the 'Sign In' screen, which has a blue background and the Workday logo at the top. It contains two input fields for 'Username' and 'Password', a blue 'Sign In' button with a red circle around it, and a 'Forgot Password?' link at the bottom. A dashed arrow points from the 'Sign In' button to the right screenshot. The right screenshot is the 'Password Challenge Questions' screen, which has an orange header. It contains two sets of questions, each with a dropdown menu for the question and a text input field for the answer. The 'OK' button at the bottom is circled in red.