

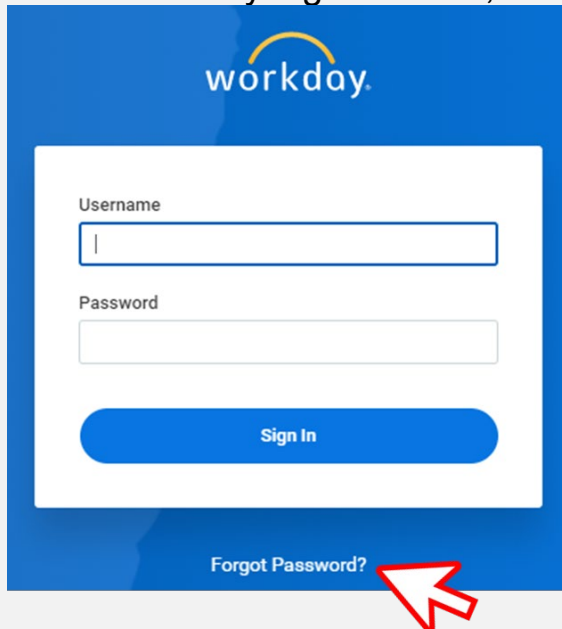


## Forgot Password Self-Serve Reset

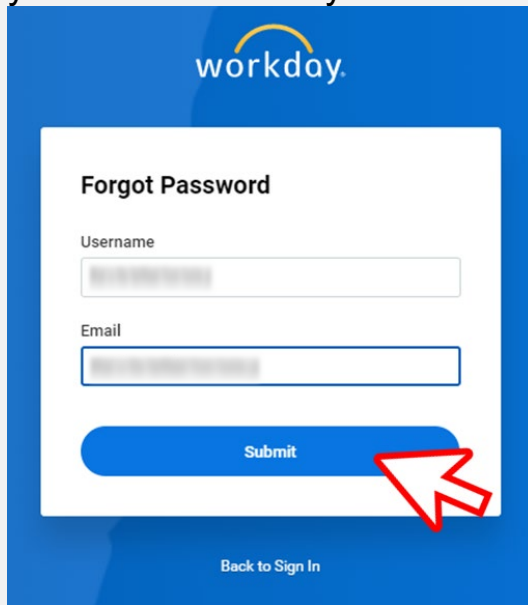
This job aid provides step-by-step instructions of how a partner of the state – called an Extended Enterprise Learner or EE Learner in Workday – can reset a password with Workday’s self-service tool.

To reset a password with the self-serve tool, follow these steps:

1. From a computer with a secure internet connection, go to the Workday login screen by clicking this link or entering it into a web browser such as Microsoft Edge, Google Chrome, or Mozilla Firefox:  
<https://wd5.myworkday.com/oregon/login.html>
2. At the Workday log in screen, click the *Forgot Password?* link at the bottom.

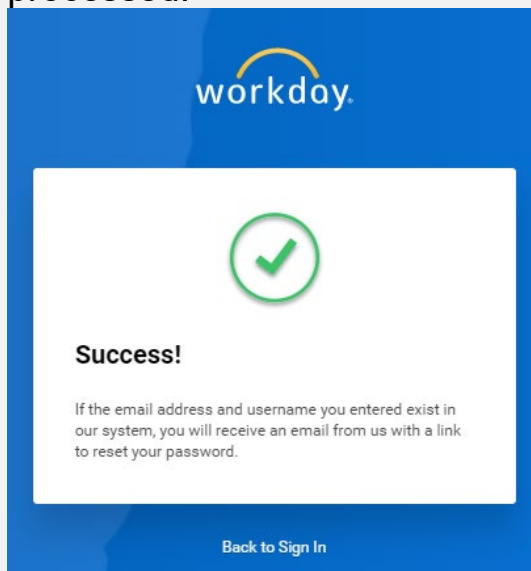


- This will take you to a screen to enter your username and the email address you used to create your Workday account.

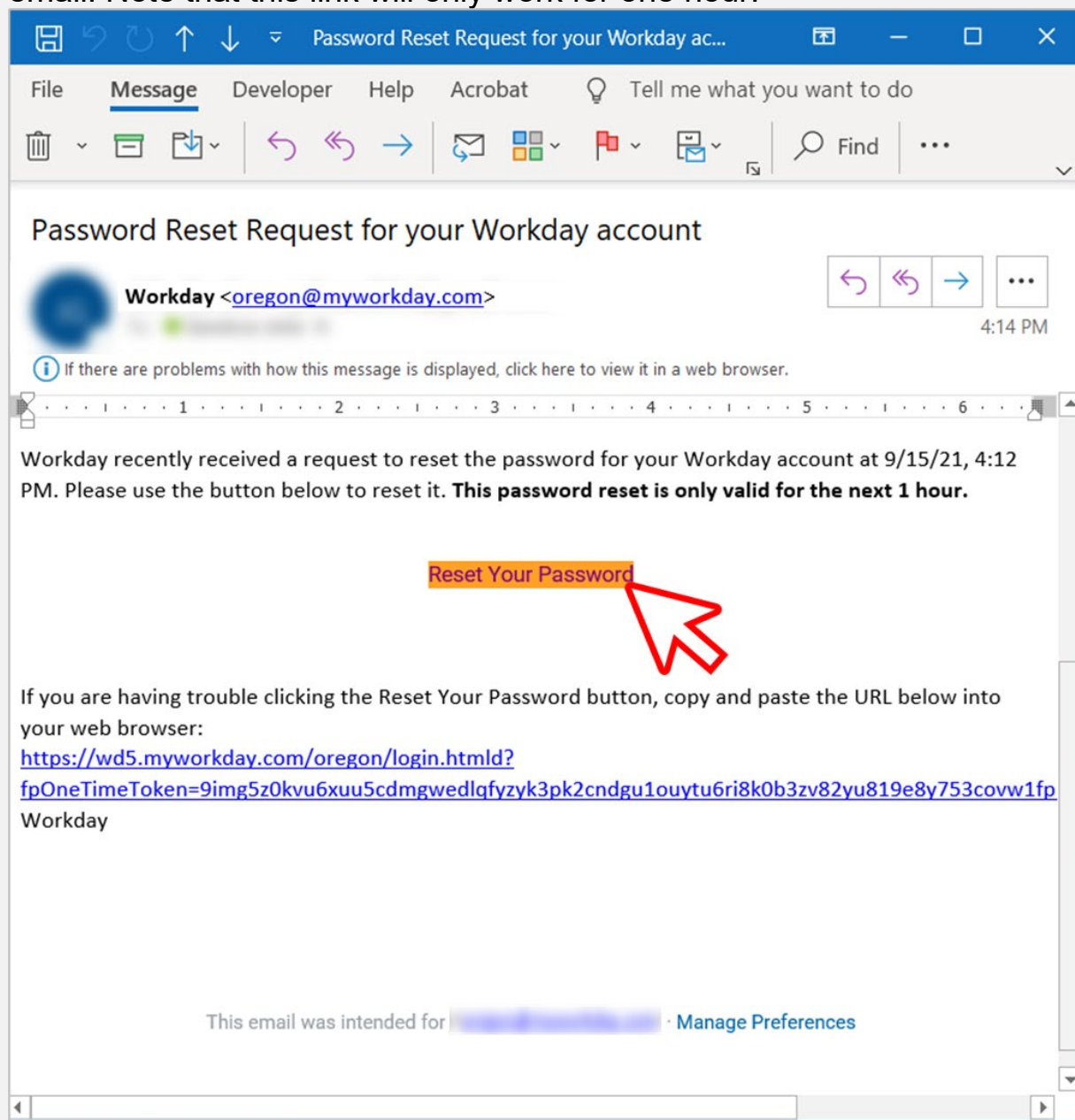


Note that your username is your EEL#. Contact your organization's Affiliation Manager or [DHS.Training@dhsoshs.state.or.us](mailto:DHS.Training@dhsoshs.state.or.us) if you need assistance retrieving your EEL#.

- You will receive a *Success!* message indicating your request has been processed.

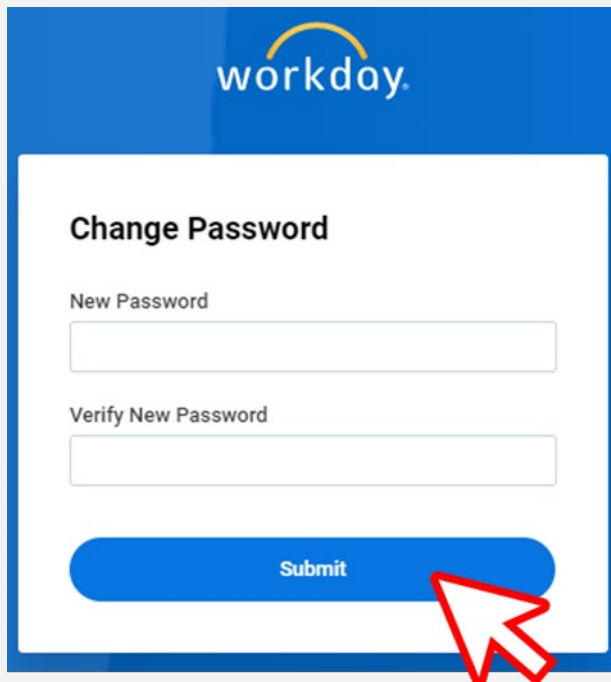


5. Open the email from Workday sent to the email address you used to create your account. Click the *Reset Your Password* link near the middle of the email. Note that this link will only work for one hour.



6. Create a new password using Workday's requirements to include the following:
  - a. Minimum of 10 characters
  - b. Alphabetic characters – including both uppercase (capitals) and lowercase
  - c. Numeral characters – numbers 0 - 9
  - d. Special characters ! " # \$ % & ' ( ) \* + , - / : ; = > ? @ [ \ ] & ^ ` { | } ~ .
  - e. Not a password previously used in Workday

After entering your new password in the *New Password* space and the *Verify New Password* space, click the *Submit* button to continue.



7. Your new password is now reset.

Workday will continue to log you in by asking for answers to two of your challenge questions. If you don't know the answers to your challenge questions, contact your organization's Affiliation Manager or [DHS.Training@dhs.ohio.state.gov](mailto:DHS.Training@dhs.ohio.state.gov) for support.

\*\*\* END OF JOB AID \*\*\*