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: https://www.oregon.gov/das/HR/Pages/WDL%20Resources.aspx

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

Information Key

Information callouts such as Additional Information, Reminder, and Important may be used within this job aid.

Forgot Password Self-Serve Process: Extended Enterprise Learners

Forgot Password Self-Serve Process

Step 1: Access Workday Oregon

From the Workday Learning Support webpage (https://www.oregon.gov/das/HR/Pages/Workday-Learning.aspx),

1. Select *Workday Oregon*.

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.*

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*.

Reminder: 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.*

Forgot Password Self-Serve Process: Extended Enterprise Learners

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.