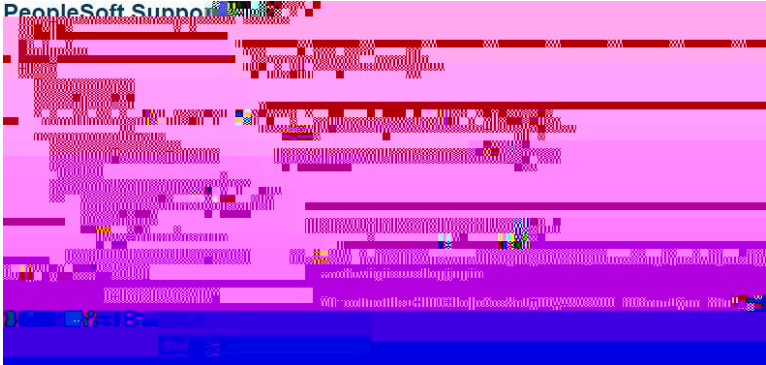
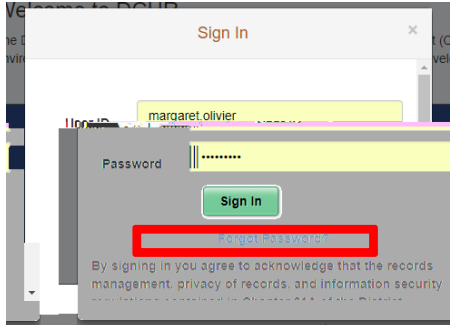
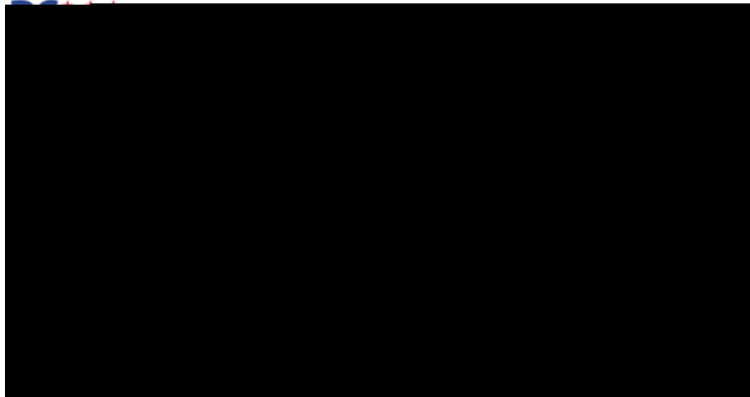




How To: Reset Your PeopleSoft Password

This job aid provides an overview of the steps required to reset your PeopleSoft Password.

<p>:</p> <p>Visit the PeopleSoft website. If at home, use https://ess.dc.gov. If you are at work, use https://pshcm.dc.gov.</p>	 A screenshot of the PeopleSoft Support page. The page has a blue header with the text "PeopleSoft Support". Below the header, there is a large area of text and links, which is mostly illegible due to heavy digital noise and corruption. The background is a mix of blue, white, and grey.
<p>:</p> <p>On the PeopleSoft homepage, select "Sign In", then "Forgot My Password"</p>	 A screenshot of the PeopleSoft Sign In page. The page is titled "Sign In" and has a white background. There is a text input field for the user ID containing "margaret.olivier" and a password field with masked characters. Below the password field is a green "Sign In" button. A red rectangular box highlights a link that says "Forgot My Password". At the bottom of the page, there is a small disclaimer: "By signing in you agree to acknowledge that the records management, privacy of records, and information security..."
<p>After you select "Forgot your Password?" a new, smaller pop-up screen will appear. In the new screen, you will be prompted to provide your user ID (typically firstname.lastname).</p> <p>Select "Continue" at the bottom of the page once you have entered your username.</p> <p>Note: PeopleSoft usernames are case-sensitive.</p>	 A solid black rectangular area, likely representing a redacted or obscured screen during the password reset process.



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Once you have entered your username and selected the "Continue" button, you will be asked for the last 4 digits of your social security number.

Enter this information in the response area and select "Email New Password."

PeopleSoft will then share that an email has been sent to your dc.gov account with a temporary, one-time use password.

Note: Temporary passwords can only be sent to a

