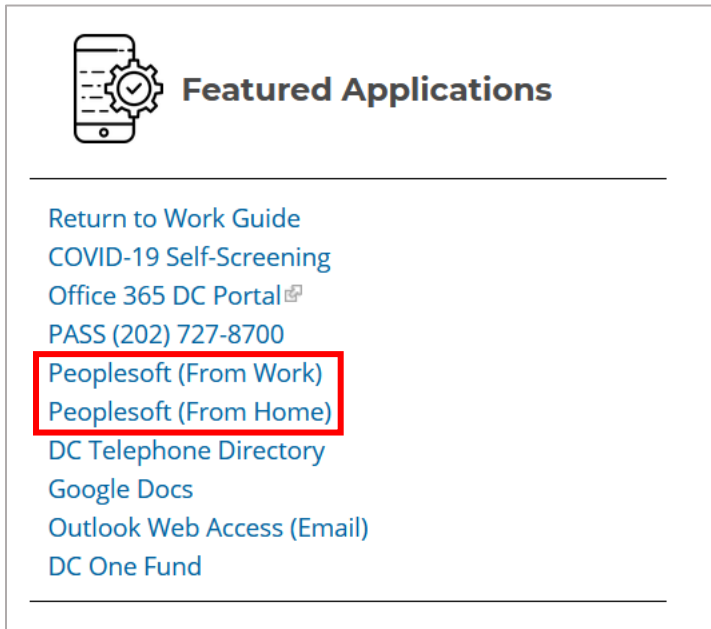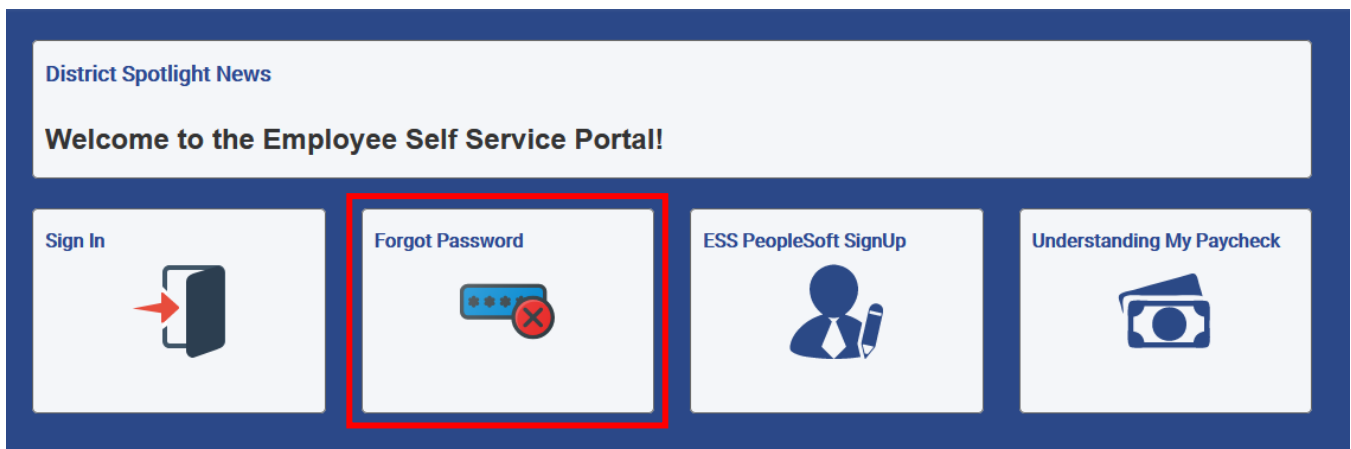# PeopleSoft Password Reset

Peoplesoft can be accessed from start.dc.gov. There are two versions: one is for access **From Work** pshcm.dc.gov on the secure network (which has full access) and one is for access **From Home** ess.dc.gov (which is a limited version). See screenshot:

From the home screen of either version of PeopleSoft there is a tile for "**Forgot Password**". This can be used to:

- Unlock your account.
- Update an expired password.
- Reset a forgotten password.

The forgot password option will take you to the next screen and ask for your **User ID**. This can be your Employee ID # or your assigned PeopleSoft ID.

Please Note: In the screenshot below, an example firstname.lastname is being used. Make sure to use your own ID. If you are unsure what your Employee ID # or User ID is, then contact your Agency HR Representative.

Forgotten Password

If you have forgotten your password, or your password has expired,

you can have a new password emailed to you.

If this process is unsuccessful, please contact OCTO Helps at (202) 671-1566. The Call Center is open for 24 hours/365 days.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID isaac.wiltonson

Continue

Security Question

User ID 00011111

Please answer the following question below for user validation.

Question   What are the last four digits of your SSN

Response

Email New Password

The next screen will ask you to **enter the last four digits of your social security number**.

Is this your valid e-mail address?

isaac.wiltonson@dc.gov

Yes   **No**

Peoplesoft will then ask you to verify your email address with a Yes or No response.

Please Note: an example email is provided in the screenshot.

PeopleSoft will then let you know that your password has successfully been changed and that it has been emailed to your email address (it will include the email address that the password was sent to).

This password is a temporary password that you may use for the password reset process.

Password Emailed

✔

Your password has successfully been changed and emailed to isaac.wiltonson@dc.gov.

If the email address listed is not your official work email address, please contact your Agency HR Advisor to correct the email address to your user profile.

You will now be sent back to the Sign-in page where you should log back in with your new password. Thank you.

OK

Select OK for it to take you back to the login screen. Next, you now need to **go to your email** (portal.office.com) to get the temporary password.

This email will arrive from hcmprd@dc.gov with the subject heading "User ID Password" and may take a few moments to appear in your inbox:

User ID Password

H

hcmprd@dc.gov
Thu 07/01/2021 11:48 AM
To: Wiltonson, Isaac (DC Gov)

```
**Please do NOT reply by email to this message**

Dear user,

Here is your temporary password. Please change it after logging in.

Password: 3b3c3b3c

The password is case sensitive, so please make sure you enter it exactly as it
appears.
```

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The temporary password is only active for 15 minutes. It will then time out and a new one will need to be retrieved. These are case sensitive and need to be entered in exactly as they appear in your email.

User ID Password

H hcmprd@dc.gov
Thu 07/01/2021 11:48 AM
To: Wiltonson, Isaac (DC Gov)

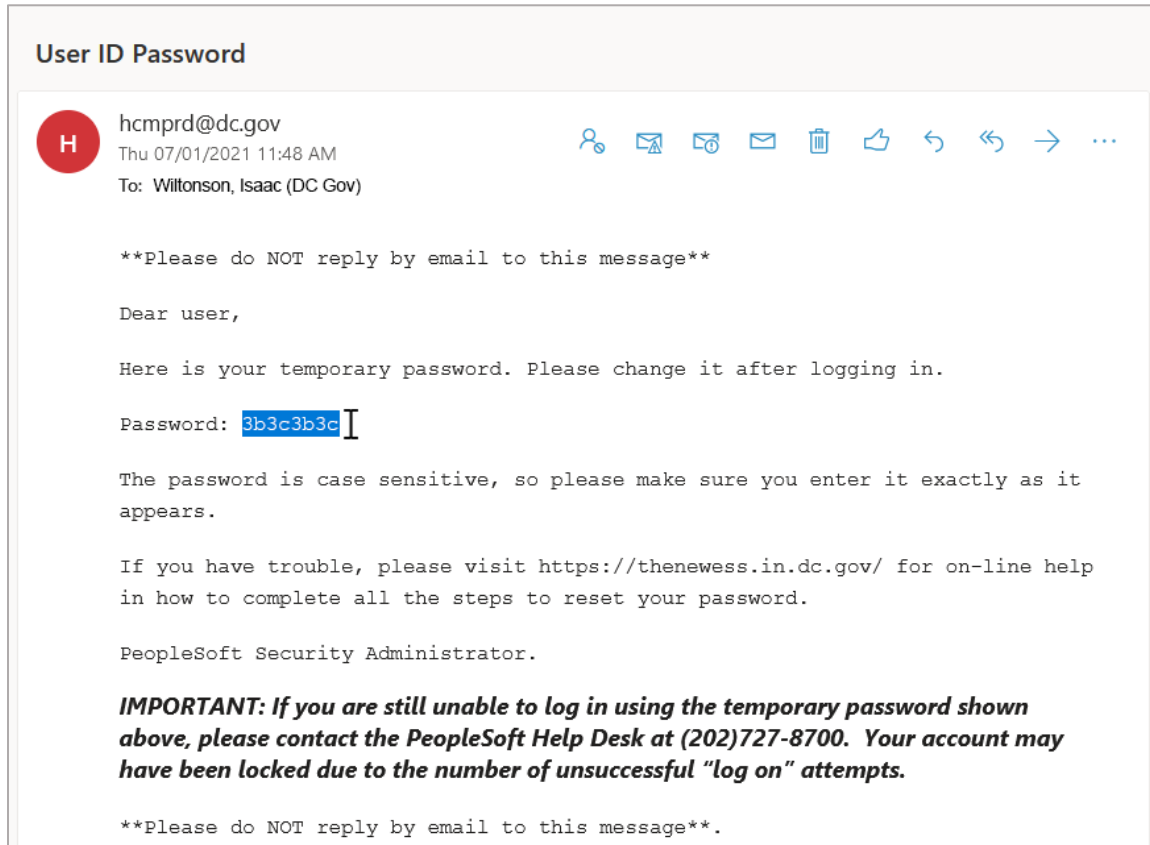**Please do NOT reply by email to this message**

Dear user,

Here is your temporary password. Please change it after logging in.

Password: 3b3c3b3c

The password is case sensitive, so please make sure you enter it exactly as it appears.

If you have trouble, please visit https://thenewess.in.dc.gov/ for on-line help in how to complete all the steps to reset your password.

PeopleSoft Security Administrator.

IMPORTANT: If you are still unable to log in using the temporary password shown above, please contact the PeopleSoft Help Desk at (202)727-8700. Your account may have been locked due to the number of unsuccessful "log on" attempts.

Please do NOT reply by email to this message.

You can double click the password to highlight and **copy the password**. Drag across the password to highlight (be sure not to get any additional space before or after the password as this will count as a character and the password will be rejected).

Please Note: If you are unable to login to your email or have not received the temporary password from PeopleSoft, please make sure to contact OCTOhelps at (202) 671-1566 for further assistance.

Go back to PeopleSoft and **click Sign In**.
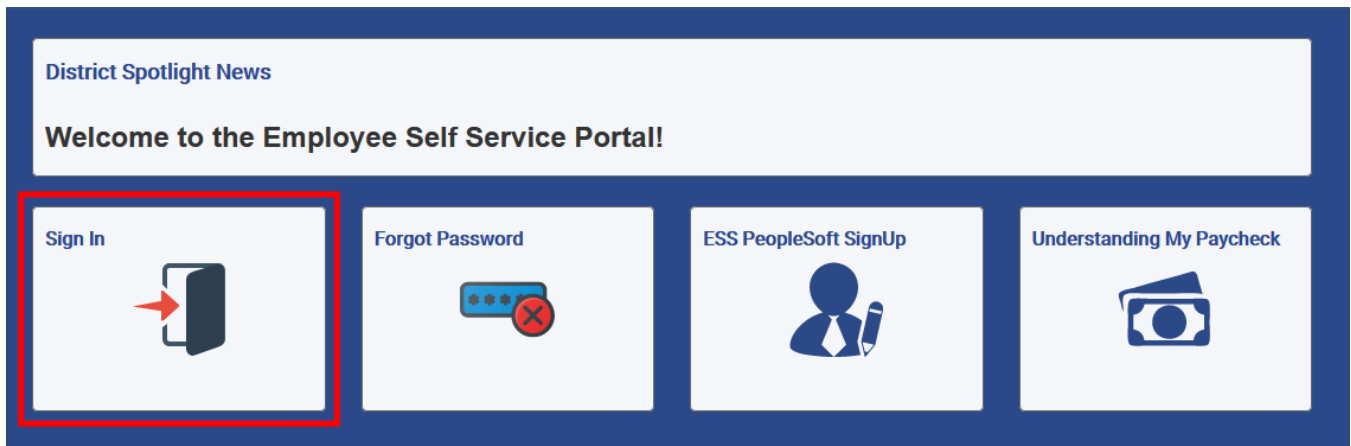
Enter your User ID and **enter/paste** the **password** from the email.

Click Sign In. You will now be prompted to change your password.

You will now be brought to the Change Password screen. **The current password will always be the temporary one that was sent to your email.**

Change Password

User ID 00011111

Description Wiltonson, Isaac

*Current Password ••••••••

*New Password

*Confirm Password

Change Password

When creating a new password, use the following criteria:

Password Criteria

- Password must be eight (8) or more characters.
- Password must contain at least one (1) numeric digit.
- Password must contain at least one (1) Upper Case letter.
- Password must contain at least six (6) Lower Case letters.

You will want to make sure to use the "Change Password" button instead of hitting enter. This will prevent your password from changing or becoming lost if the lines do not match.

Your password has successfully been changed, Continue to Homepage?

Yes   No

Once you have successfully reset your password, select No to test the new password or Yes to go directly to the homepage.

If you have successfully logged in, you will see your normal tiles for submitting your time and viewing paystubs.

Submit Time | Leave Balances | Request Absence | Pay Last Pay Date **07/02/2021**

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