

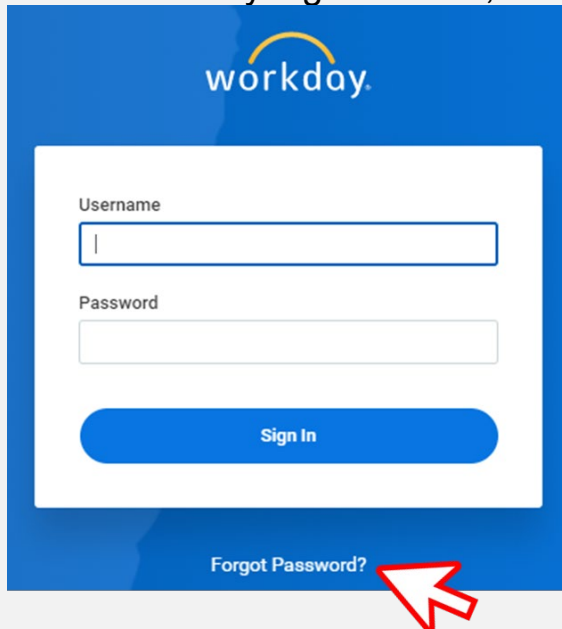


## Forgot Password Self-Serve Reset

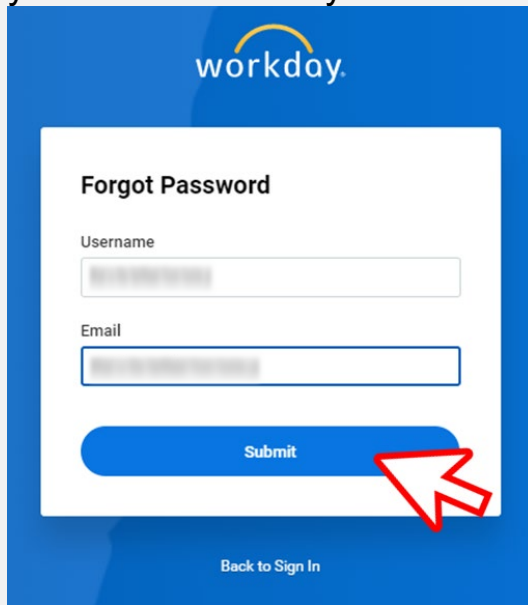
This job aid provides step-by-step instructions of how a partner of the state – called an Extended Enterprise Learner or EE Learner in Workday – can reset a password with Workday’s self-service tool.

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.

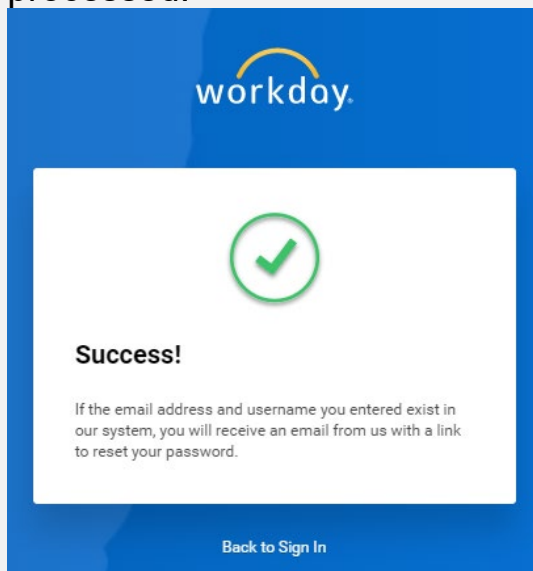


3. This will take you to a screen to enter your username and the email address you used to create your Workday account.

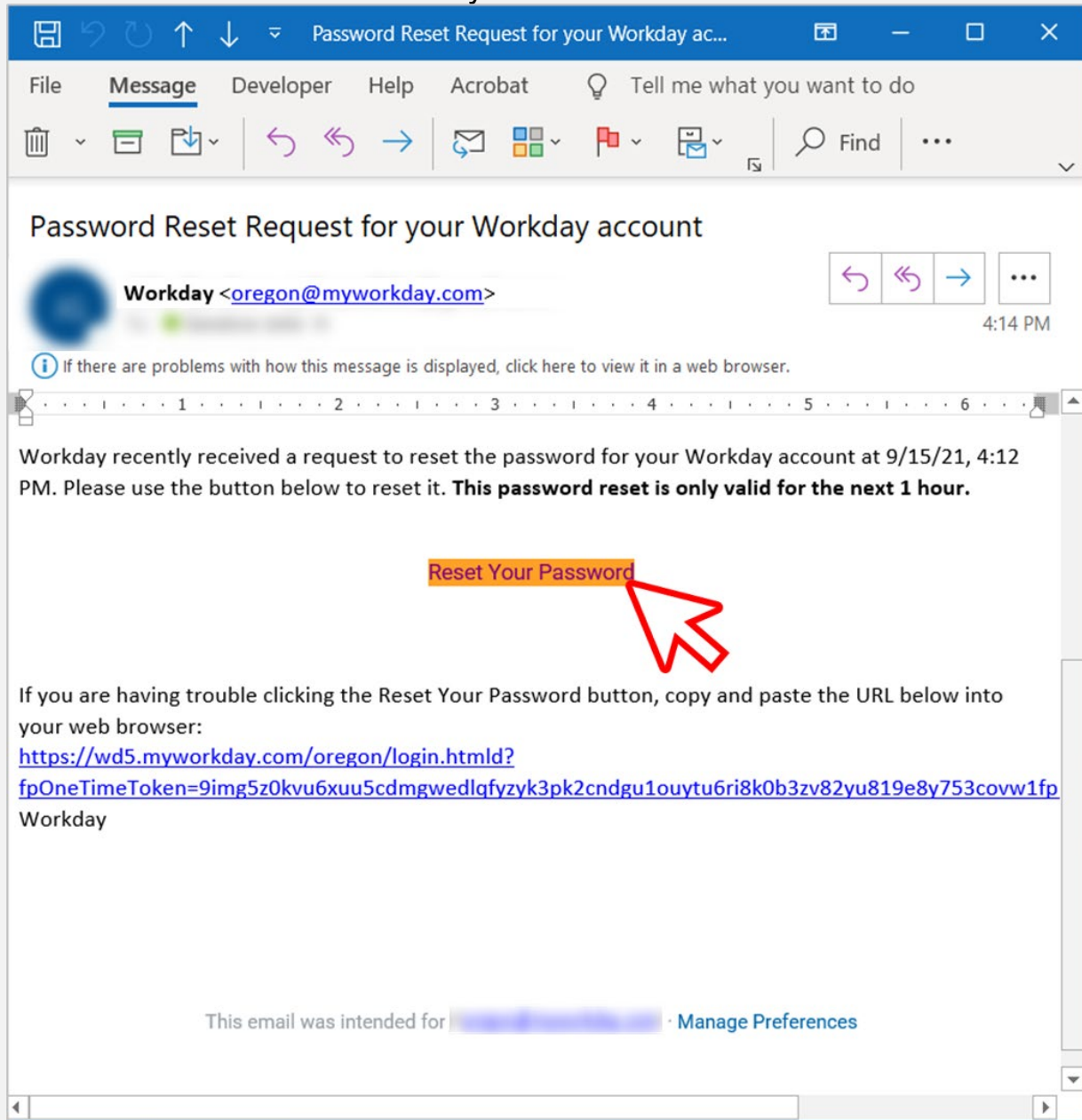


Note that your username is your EEL# or the email address you used to create your account. Contact your organization’s Affiliation Manager or if you need assistance retrieving your username.

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

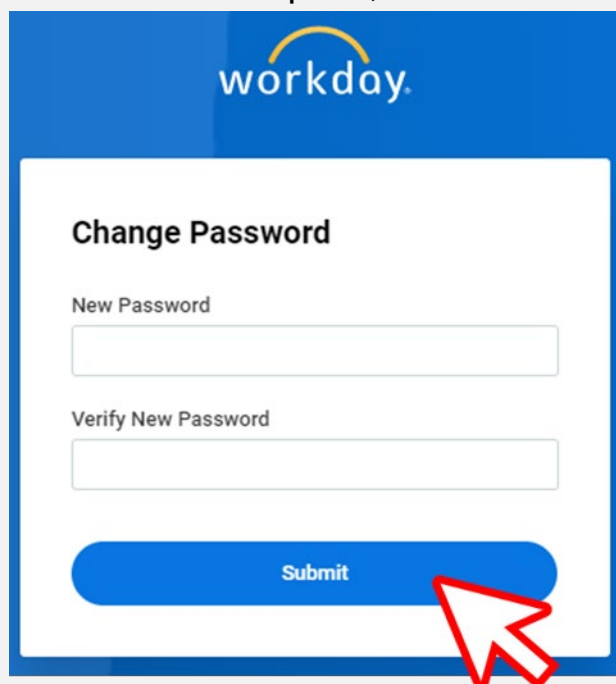


5. Open the email from Workday sent to the email address you used to create your account. Click the *Reset Your Password* link near the middle of the email. Note that this link will only work for one hour.



6. Create a new password using Workday's requirements to include the following:
- Minimum of 10 characters
  - Alphabetic characters – including both uppercase (capitals) and lowercase
  - Numerical characters – numbers 0 - 9
  - Special characters ! " # \$ % & ' ( ) \* + , - / : ; = > ? @ [ \ ] & ^ ` { | } ~ .
  - 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.

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