




Resetting your Password

Purpose Use this procedure when you have forgotten your password or have locked your account in ESS.

 In order for this automated process to work, you must have a valid **work** email address on record. Your Human Resources office may enter your email address for you in the HRMS system, if you have not already entered it previously via ESS. The email address entered will be where you receive your new password; therefore, it is recommended that you use your work email address. Once complete, you may use this procedure to reset your password.

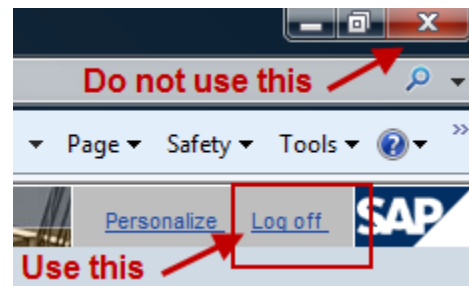
Helpful Hints


 You will have five attempts to enter your password in ESS. After five failed attempts your account is locked. Use this procedure to request a temporary password.

 You can go directly to the portal from any supported internet browser by entering this web address: <https://wahrms.wa.gov>. Depending on your operating system, the supported browsers are: Microsoft Internet Explorer 6, 7 or 8 and Mozilla Firefox 3.6. Other browsers may work, but they are not supported.

 **Logging out correctly is important.**

When you are done working in ESS, exit the program by clicking on the **“Log off”** link in the upper right-hand corner of any screen. This permits the web browser to shutdown securely, protecting your personal information. **DO NOT** shutdown ESS by clicking on the **“Close X”** in the upper right-hand corner of the screen. This does not close your session down securely.



 If you are using a web browser other than **Microsoft Internet Explorer**, you may see a popup box appear after you click on the **“Log off”** link. This is just asking for confirmation that you really want to log off. Click **“Yes”** to continue.

Procedure

1. Access the HRMS Portal sign-on screen.

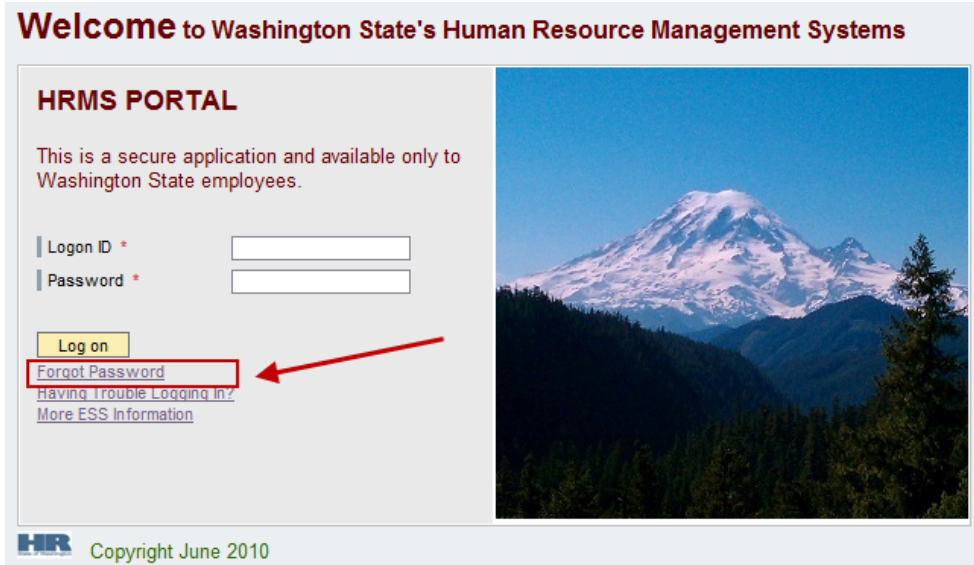
You can do this by typing this web address into your internet browser: <https://wahrms.wa.gov>

OR



Visiting the Department of Personnel web site (<http://www.dop.wa.gov>) and clicking on the Employee Self Service link.



- Click the **Forgot Password** link.



- Complete the following fields:

R=Required Entry O=Optional Entry C=Conditional Entry		
Field Name	R/O/C	Description
Logon ID	R	<p>This is your personnel number as provided by your agency.</p> <p> All user IDs must be 8 digits.</p> <p>Example 1: 20039807 Add zeros as necessary in front of the personnel number to equal 8 digits.</p> <p>Example 2: 00123456</p>
E-Mail	R	<p>Enter the email that you have on record with ESS.</p> <p> ESS will validate your Logon ID and email address to what is saved on your ESS record. Once validated, a new password will automatically be sent to you via email. This process should take less than five minutes.</p> <p>Example: Elizabeth.Masen@dop.wa.gov</p>

Logon Help

Personal information → Confirmation

Having trouble logging in?

Provide the following information to receive a new password

Logon ID: *

E-Mail: *

4. Click on the **Submit** button.

You will receive a confirmation window that a new password was sent via email. Click the **Continue** button. You will be returned to the HRMS Portal sign-on screen.

Logon Help

← Confirmation

Confirmation of Password Reset

New password was assigned and sent by e-mail

5. Go to your email application and open the email from *no-reply@dop.wa.gov* to access your new password.

Inbox

Search Inbox

Arranged By: Date | Newest on top

no-reply@dop.wa.gov 2:54 PM

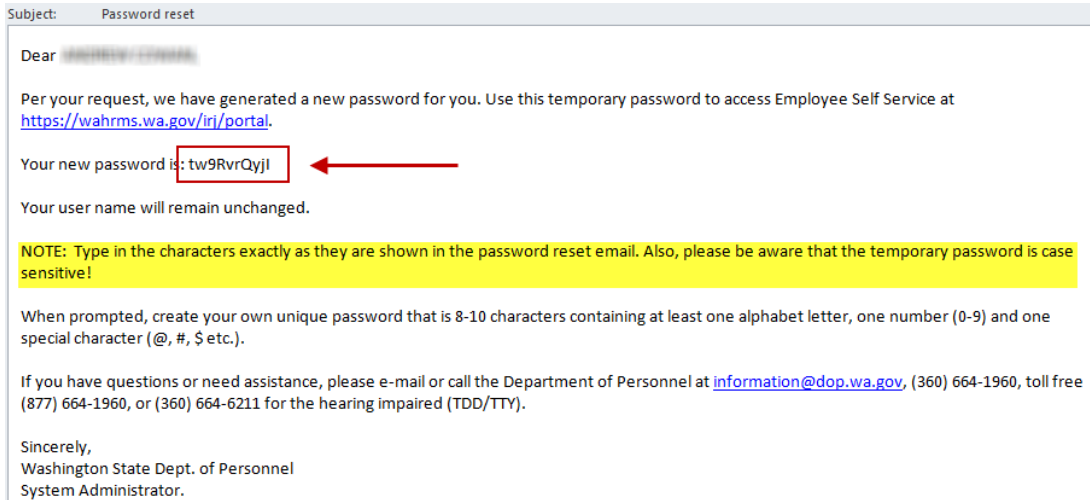
Password reset

- 6. Locate your temporary password in the email message.



Type in the characters exactly as they are shown in the password reset email.

Also, please be aware that the temporary password is **case sensitive!**




- 7. Return to the HRMS Portal sign-on screen and enter your User ID and temporary password received from the email message.

Click the **Log on** button.



8. You will receive a message that states your password has expired and be prompted to create a new password.


Complete the following fields:

R=Required Entry O=Optional Entry C=Conditional Entry		
Field Name	R/O/C	Description
Old Password	R	This is your temporary password received in the email message. Example: kNp3kV@@eq
New Password	R	This is your new permanent password.  Your permanent password must meet the following criteria: <ul style="list-style-type: none"> • Minimum of 8 and no more than 10 characters • Include at least one number • Include one upper or lower case letter • Include at least one special character (such as @, &, #, \$) • Cannot begin with a question mark (?) or an exclamation (!) • Cannot contain your name or any part of your name Example: ESSisgr8!
Confirm Password	R	Re-enter your new password. Example: ESSisgr8!

Click the **Change** button to save your new password.

Welcome to Washington State's Human Resource Management Systems

Your password must be at least 8 and no more than 10 characters. It is case sensitive and must include at least one letter, one number, and one special symbol, such as * @ # \$.

 Password has expired


Change Password

User ID:

Old Password:

New Password:

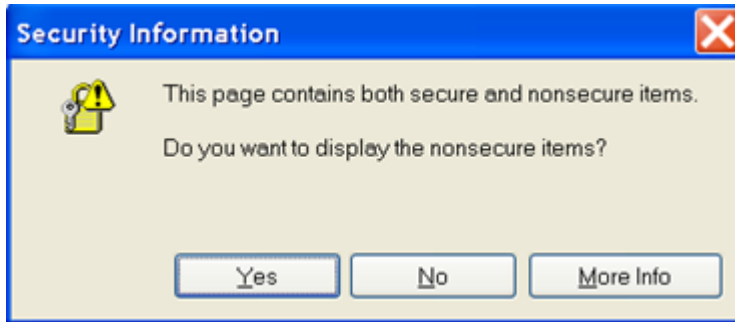
Confirm Password:



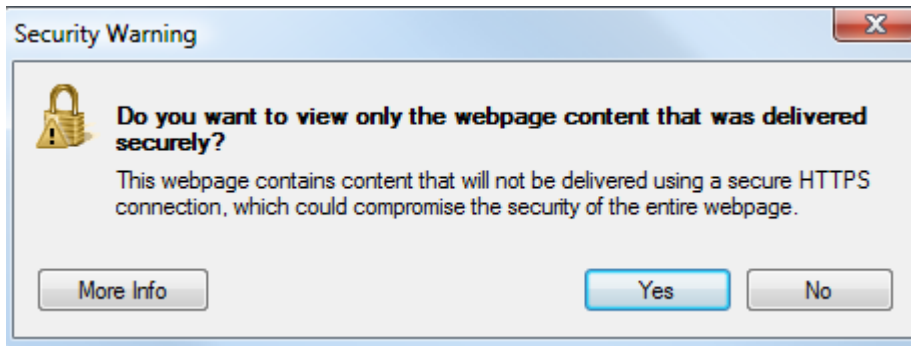
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9. After you have successfully logged in, you may see a popup window entitled, “**Security Information**” or “**Security Warning**”. If you are using **Microsoft Internet Explorer** as your browser, you will see one of the two windows below. Both are asking the same thing, but they are phrased differently so your answer will be different. It is important that you answer correctly. Please find the question below which is phrased closest to the one on your screen and answer appropriately.

If you are using **Internet Explorer** versions **7 and below**, answer “**Yes**” to view both secure and non-secure items.



If you are using **Internet Explorer** versions **8 and above**, answer “**No**” to view content that was delivered both securely and non-securely.



10. Answering these questions correctly should take you to the **“Welcome”** page.

