

## Step-by-Step Guide for I Forgot my Password

In order for the "I Forgot My Password" link to work – you must have already set up a challenge question and accurate e-mail address in My System Profile. The system is designed to disable your account after 3 unsuccessful attempts at login.

**If you have tried 3 or more times, you must contact the Department of Human Resources Employee Support Center for account assistance.**

Department of Human Resources  
Agency of Administration

Vermont.gov Career Center Employees Managers / HR Staff

Home

### Employee Self Service Sign-in

you are at: [Home](#) > [Employee Self Service](#) > Employee Self Service Sign-in

User ID:  ← Type your 5 digit Employee ID here

Password:

[I Forgot My Password](#) ← Click I Forgot My Password

The Forgot My Password page will be displayed for you

### Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

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

User ID:  ← Type in your 5 digit Employee ID here

← Click Continue

You will be taken to the next page after clicking the Continue button

## Forgot My Password

User ID: Your Employee ID will be displayed here  
Email ID: The email address where the system will send your new password will be listed here

Please answer the following question below for user validation.

Question: The question you set in My System Profile will be here

Response:  Type the answer to the Question here

Email New Password Click Email New Password

A confirmation page will appear indicating that a new password is being sent to you

## Password Emailed



Your password has been emailed.

**Close your internet browser connection.**

**Go to your email inbox (used in My System Profile).**

When the email arrives from the system that contains a new password for your account, open the email that contains the new password

Subject: User ID Password

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION

Your new password is C8XEEJQG7

You may change your password once you have logged into your account.

If you are unable to log into your account using this password please call the Employee Support Center, (802) 828-0407

Additional Information for Employees:  
Close your browser before trying attempting to access your account with this new password.

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION 

If you are not familiar with “copy/paste” functions, please print this message or write the password down exactly (case-sensitive) so that you may enter it manually.

Carefully highlight the characters in password, do not highlight extra spaces at the beginning of the password or at the end of the password

Subject: User ID Password

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION

Your new password is C8XEEJQG7  **Right-click on the highlighted password and select 'copy'**

You may change your password once you have logged into your account.

If you are unable to log into your account using this password please call the Employee Support Center, (802) 828-0407

Additional Information for Employees:  
Close your browser before trying attempting to access your account with this new password.

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION 

Return to the Employee Log In page and type in your userid, then manually enter the new password or right-click the password field to “paste”. Click the Sign In button.

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you are at: [Home](#) > [Employee Self Service](#) > Employee Self Service Sign-in

User ID:  ← Type your 5 digit Employee ID here

Password:  ← Right-click and select to 'paste' the password

← Click Sign In

[I Forgot My Password](#)

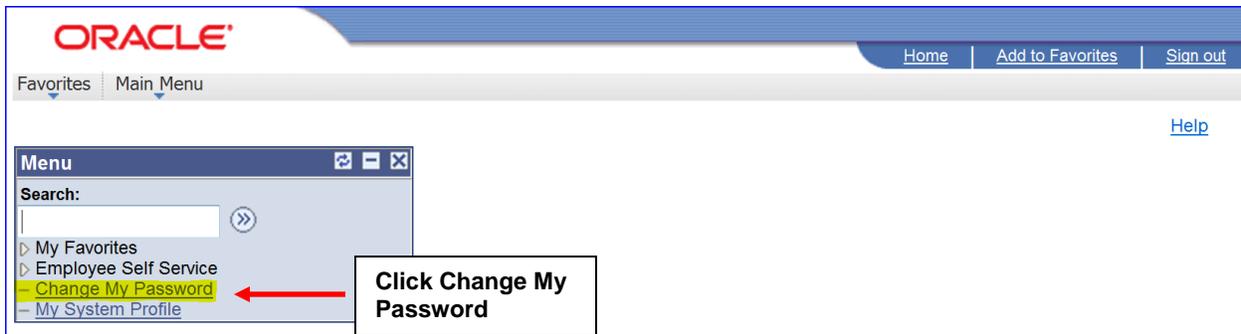
If you try unsuccessfully to log into your Employee Self Service Account an error message is displayed that says:

**Your User ID and/or Password are invalid.  
Further attempts may lock your account.**

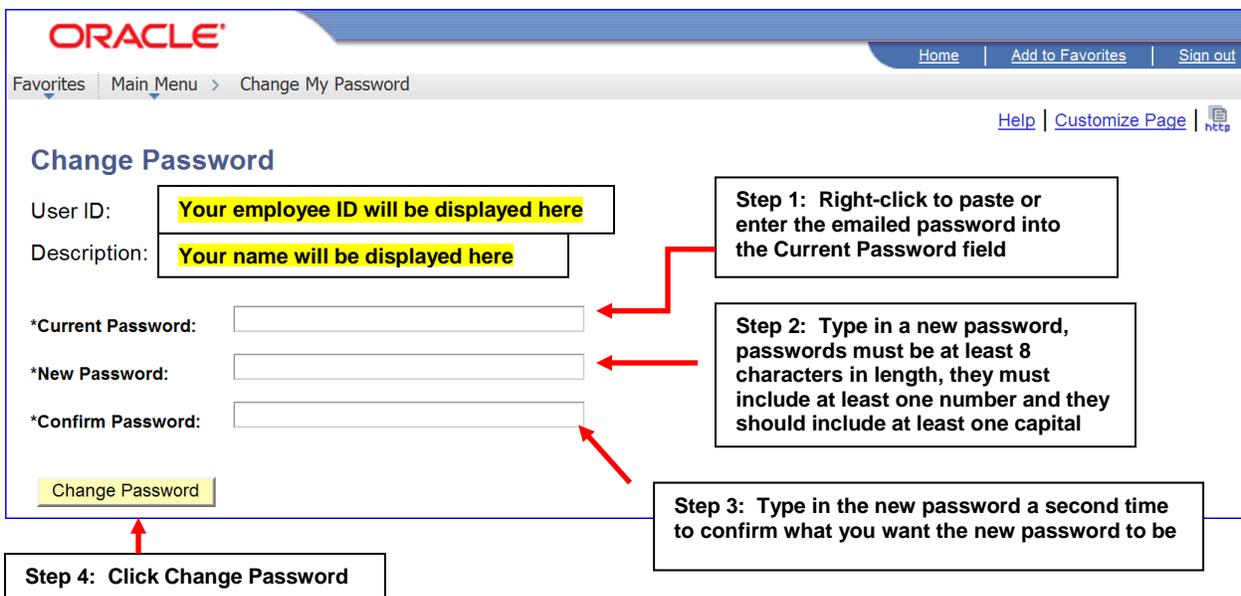
**If you have tried 3 or more times, you must contact the Department of Human Resources Employee Support Center for account assistance.**

Contact the Department of Human Resources Support Center by calling **(802) 828-0407 press 1 at the Options menu** for assistance.

Once you have successfully logged into your account please change your account password to one that you will remember by clicking the link within your account's left menu that says "Change My Password".



The Change Password page will be displayed; follow the directions below using the password the system emailed to you in the Current Password field.



When you have completed the Change Password page click the **Change Password** button

A confirmation page will be displayed telling you that your password has been successfully changed.



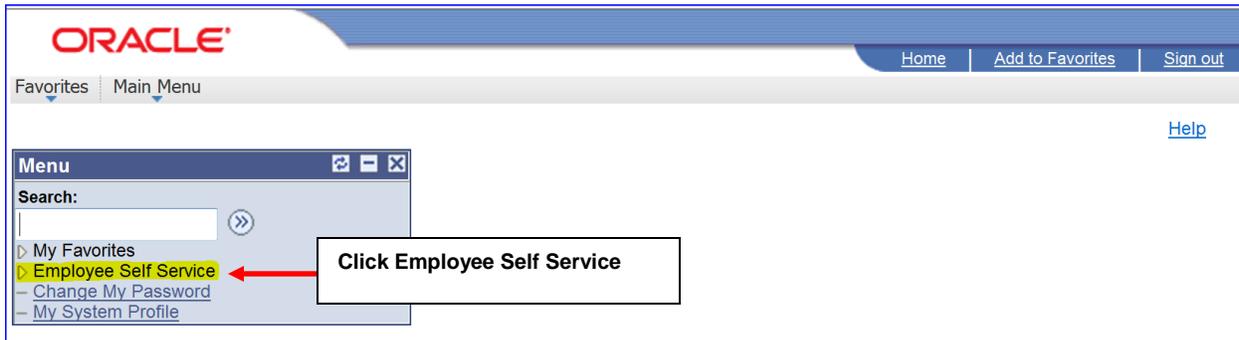
You must click the 'Sign Out' link to complete the change-password process.

The system will automatically return you to the Employee Self Service Sign-in page.



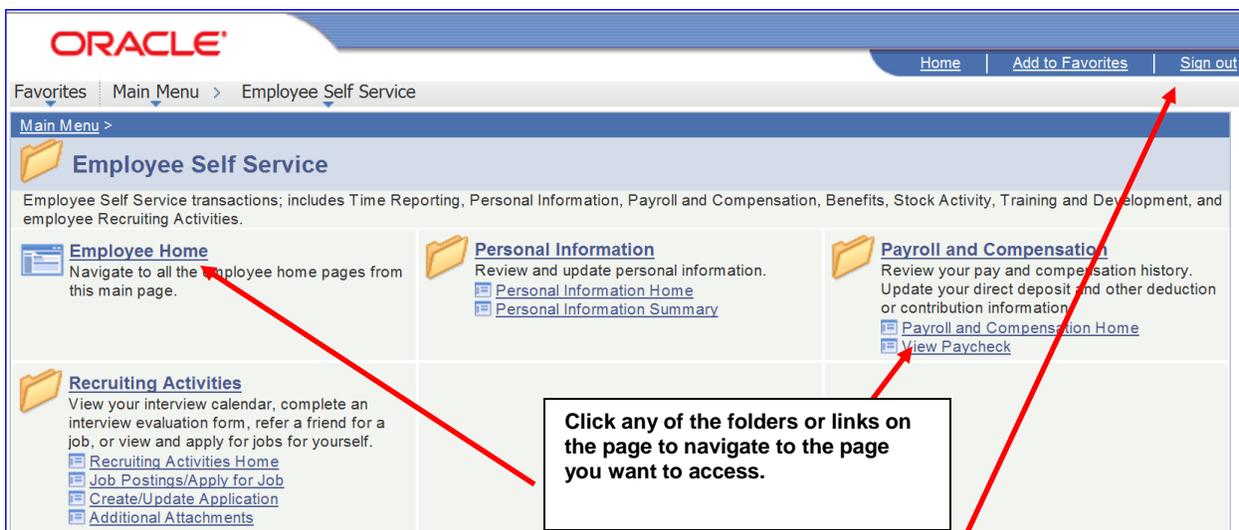
When you complete the Sign-in information and have clicked the Sign In button you will be returned to your Employee Self Service Account.

You will see just the left menu; click on the left menu Employee Self Service



The Employee Self Service menu will appear in the middle of the page.

You can use the breadcrumbs along the top of the page to navigate within your account or you can click any folder or link on the page.



Once you have finished using your Employee Self Service Account always remember to click the Sign out link on the upper right side of the page to end your account session.