

# How To: Reset Your PeopleSoft Password

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

## **Step 1:**

Visit the PeopleSoft website. If at home, use <https://ess.dc.gov>. If you are at work, use <https://pshcm.dc.gov>.

## PeopleSoft Support Site



The screenshot shows the PeopleSoft Support Site homepage. The navigation menu includes links such as Home, PeopleSoft Log In, Self Service (SS), Information for Agencies-Staff, PeopleSoft 9.0 Upgrade, PeopleSoft 9.0 Time and Labor Training, PeopleSoft 9.0 HR and TAM Training, PeopleSoft 9.0 ELM - Learning and Development, Release Information, PeopleSoft Feedback-Comments, and Sitemap. Below the menu, there is a "Recent site activity" section with a "View All" link. A "Navigation" link is also present.

## PeopleSoft Log in

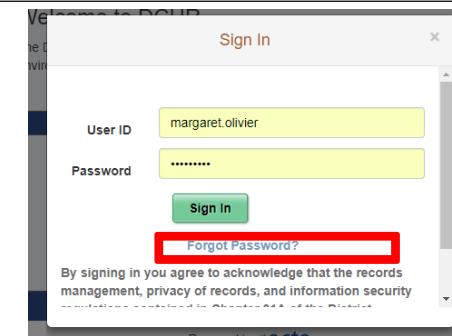
[Log in to PeopleSoft here](#) (log in from work)  
[ESS.dc.gov](#) (log in to Self Service from home)

## Help with PeopleSoft Log in

Contact the DCHR Answers at (202) 442-9700, 8:00am - 5pm, Monday through Friday, if you are having issues logging in.  
Or, contact the OCTO Help Desk at (202) 727-8700, 8:00am - 6pm, Monday through Friday.

## **Step 2:**

On the PeopleSoft homepage, select "Sign In", then "Forgot My Password"



## **Step 3:**

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).

Select "Continue" at the bottom of the page once you have entered your username.

Note: PeopleSoft usernames are case-sensitive.



## Forgot My 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 your Agency HR Advisor to have your password reset.

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

User ID:



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### **Step 4:**

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 dc.gov email account, not a personal account. If you are also unable to access your dc.gov email account, you will need to call OCTO at (202) 442-5715 to have this reset.

DC.gov

Forgot My Password

User ID: [REDACTED]

Email ID: [REDACTED]

Please answer the following question below for user validation.

Question: What are the last four digits of your SSN

Response: [REDACTED]

Email New Password

### **Step 5:**

Check your dc.gov email account for the email sent by the PeopleSoft system.

Either copy (Cntrl+ C) or write down this temporary password. The password is case-sensitive, so be mindful of this if you choose to write the password down to enter later.

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

Dear user,

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

Password: mxktjbnpc6

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

If you have trouble, please visit <http://peoplesoft.dc.gov> for on-line help in how to complete all PeopleSoft Security Administrator.

***IMPORTANT: If you are still unable to log in using the temporary password shown above, please contact the PeopleSoft Security Administrator regarding the number of unsuccessful “log on” attempts.***

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



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### **Step 6:**

Return to the PeopleSoft homepage. Type in your username into the User ID field, and the temporary password that was just sent to you in the Password field.

Select the “Sign In” button.

Once you have selected the “Sign In” button, the PeopleSoft screen will indicate that your password has expired (as the temporary password is for one-time use only) and that you need to reset your password.

Select the “Click here to change your password” text on this screen.



Your password has expired.

[Click here to change your password.](#)

### **Step 7:**

Type in the temporary password emailed to you in the “Current Password” field. Type in a new password of your choosing in both the “New Password” and “Confirm Password” fields

Once you have selected the “Change Password” icon on this screen, PeopleSoft will then prompt you to log in with your new password.

Your password has been reset!

Note: PeopleSoft passwords must be at least 7 characters long, and include 1 number OR 1 symbol (ie !,@,#,\$,%,&,\*,(,)).

Page 1

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### Change Password

User ID:  
Description:

\*Current Password: .....  
\*New Password: .....  
\*Confirm Password: .....

[Change Password](#)

### Password Saved

Your password has successfully been changed. You will now be sent back to the Sign-in page with your new password. Thank you.

OK

Questions regarding the PeopleSoft password reset can be directed to the PeopleSoft Help Desk at 202-727-8700.