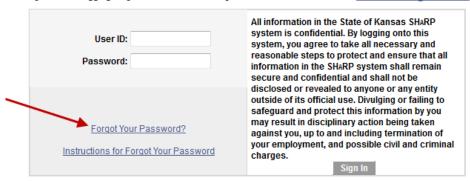
A SMART or SHARP user who has forgotten their password can click the "Forgot Your Password?" link on the sign in page.



If you encounter problems logging in, please contact the Help Desk at 785-368-8000 or sharpsecurity@da.ks.gov for assistance.



Upon clicking the Forgot Your Password link, you will be taken to a page to enter your User ID.

#### **Forgot My Password**

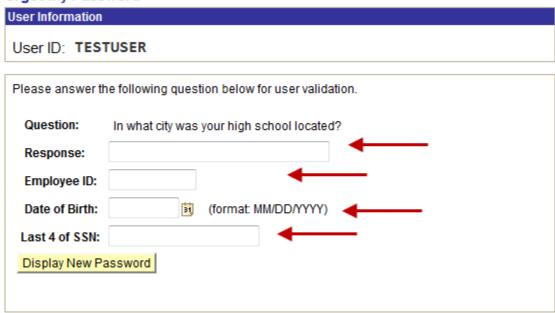


After entering your User ID, you will then have to correctly answer a series of questions.

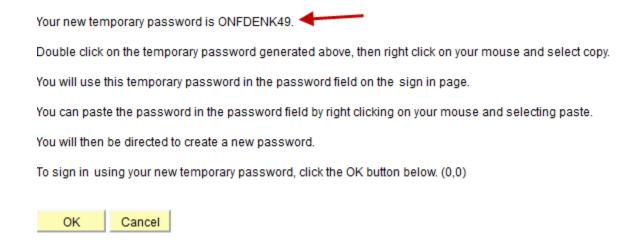
**Note:** As a default, the secret question and response will be the same secret question and response that you use for Employee Self Service. If you wish to change your secret question and response, you can do so by navigating to:

My System Profile > Change or set up forgotten password help

#### Forgot My Password



Upon answering all 4 questions correctly, you will be presented a system generated temporary password. You must use this system generated temporary password to sign in.



Upon signing in to SMART or SHARP with the temporary password, you will be prompted to change your password.



Your password has expired.



Upon clicking the link to change your password, you must enter the system generated temporary password as the Current Password, then create a New Password and confirm the new password. Press Change Password to continue.

## **Change Password**

User ID: TESTUSER	
Description: Test User	
*Current Password:	<b>—</b>
*New Password:	<b>←</b>
*Confirm Password:	◆
Change Password	

If you have entered the current password correctly and created a new valid password and confirmed it, your password will be changed.

Press 'OK' to return to the main menu for SMART or SHARP.

#### **Password Saved**



Your password has successfully been changed.

