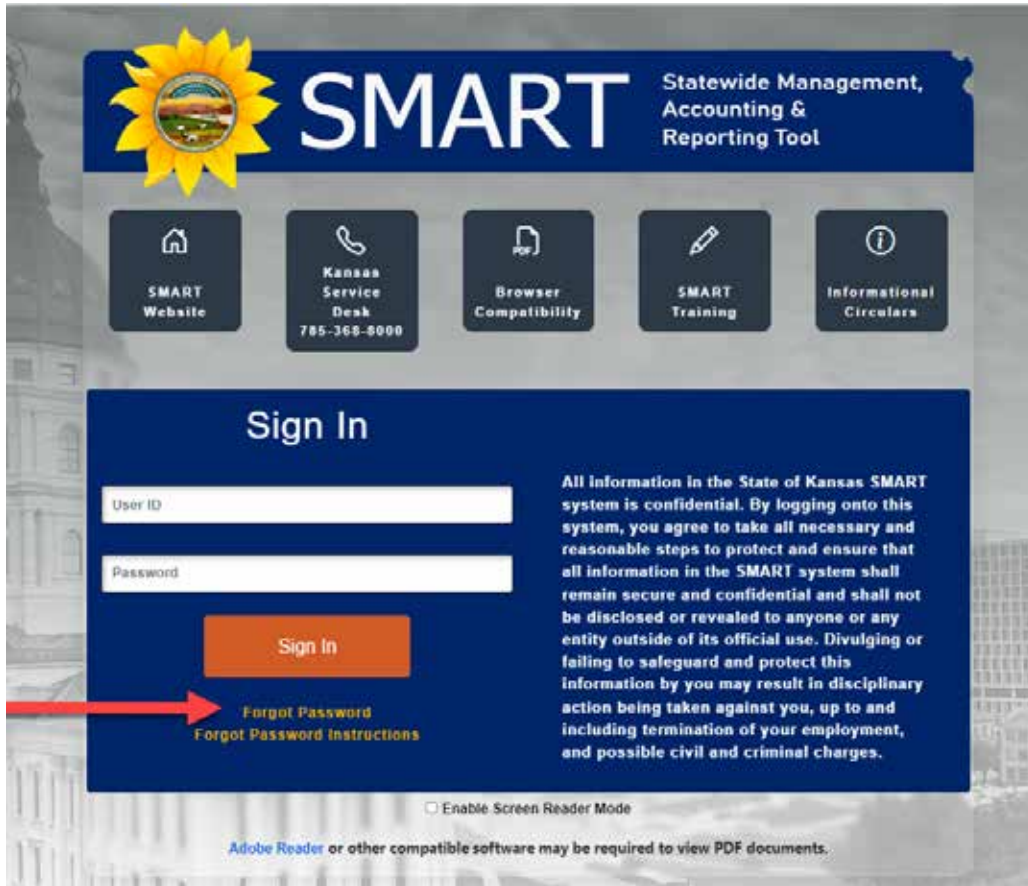


SMART/SHARP Forgot Password Instructions

A SMART or SHARP user who has forgotten their password can click the "Forgot Password" link on the sign in page. It is located just below the Sign In button on both the SHARP and SMART pages.



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

Forgot My Password

Forgotten or expired password?

To get a new password, enter your SMART User ID.

User ID:

Continue

SMART/SHARP Forgot Password Instructions

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 in ESS to:

My System Profile > Change or set up forgotten password help

Forgot My Password

User Information

User ID:

Please answer the following question below for user validation.

Question: What is your father's middle name?

Response:

Employee ID:

Date of Birth: (format: MM/DD/YYYY)

Last 4 of SSN: (Last 4 digits of Social Security Number)

[Display New 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.

Your new temporary password is: }l;h]bE_b6uH

Highlight the temporary password generated above, then right click on your mouse and select copy.

You will use this temporary password in the password field on the SMART sign in page.

You can paste the password in the password field by right clicking on your mouse and selecting paste.

You will then be directed to create a new password.

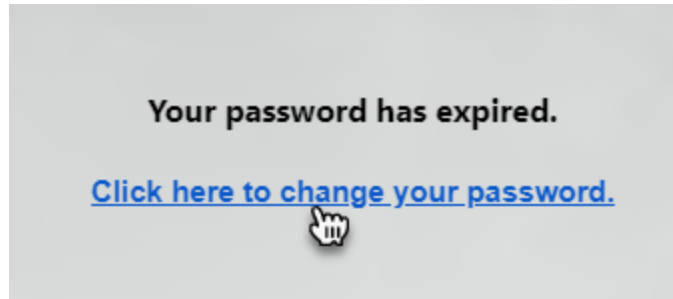
To sign in to SMART using your new temporary password, click the OK button below. (0,0)

OK

Cancel

SMART/SHARP Forgot Password Instructions

Sign into SHARP/SMART with you tempoaray password. You will be prompted to change your password.



Next, enter the system generated temporary password as the Current Password, then create a New Password and enter the new password again in Confirm Password. Press the Change Password button.

Change Password

User ID

Description

*Current Password

*New Password

*Confirm Password

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

Press 'Yes' to proceed to the main menu for SMART or SHARP.

Your password has successfully been changed, Continue to Homepage?