

## QUICK TIPS

### RESETTING YOUR PASSWORD

You can reset or change your password the following ways:

1. If you forgot your password....
  - Use the **Forgot Password** link on the Workday sign-in page, **OR**
  - Call the SPS Help Desk at **(410) 767-4112** for assistance
2. If you know your password but want to change it....
  - Change your password from the Workday Sign In page or while logged into Workday

### PASSWORD RULES

- Your new password must not be the same as your current password or user name.
- Minimum number of characters: 8
- Must have **at least one** of the following character types:
  - **Uppercase letters** (A,B,C...)
  - **Lowercase letters** (a,b,c...)
  - **Numerals** (0 – 9)
  - **Special characters** as follows:  
!"#\$%&'()\*+,-./:;>?@[[\]^\_`{|}~

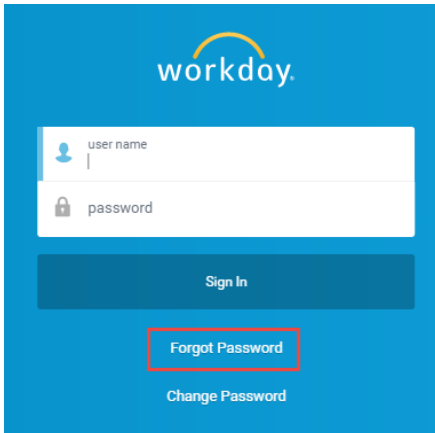
## 1

## FORGOT YOUR PASSWORD

*To reset your password...*

**NOTE:** If you have not set up your Workday **Password Challenge Questions** or don't remember the answers to your challenge questions, you cannot use the Forgot Your Password procedure. Please call the SPS Help Desk at (410) 767-4112 from 8 AM – 5 PM on Mon – Fri for assistance.

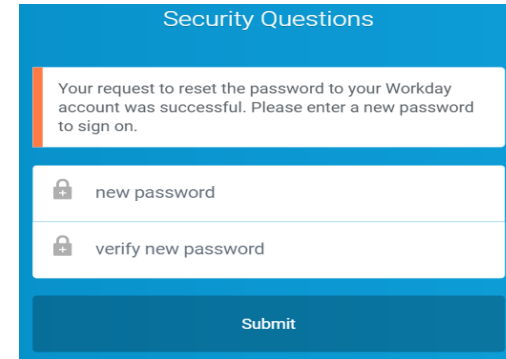
1. On the Workday sign-in page, click the **Forgot Password** hyperlink.



The screenshot shows the Workday sign-in page with a blue header. Below the header are two input fields: 'user name' and 'password'. A 'Sign In' button is below the fields. At the bottom, there are two links: 'Forgot Password' (highlighted with a red box) and 'Change Password'.

2. On the next screen, enter your W number under user name.
3. Then, click **Continue**.

4. A new screen displays. Enter the answers to your challenge questions.  
**NOTE:** Your answers are case sensitive.
5. Click **Submit**.
6. On the next screen, enter the following information:
  - a. **New Password** – Enter your new password
  - b. **Verify New Password** – Re-enter your new password



The screenshot shows the 'Security Questions' screen. It has a blue header. Below the header is a message: 'Your request to reset the password to your Workday account was successful. Please enter a new password to sign on.' There are two input fields: 'new password' and 'verify new password'. A 'Submit' button is at the bottom, highlighted with a red box.

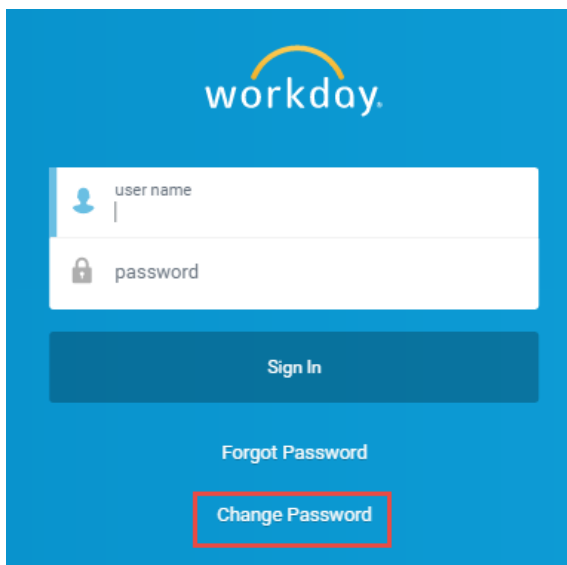
7. Click **Submit**. Your password is now reset and you are logged into Workday.
8. You should receive an email from [stateofmaryland@myworkday.com](mailto:stateofmaryland@myworkday.com) that confirms the password reset.

## CHANGE YOUR PASSWORD

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*To change your password before logging in...*

1. On the Workday sign-in page, click the **Change Password** hyperlink.

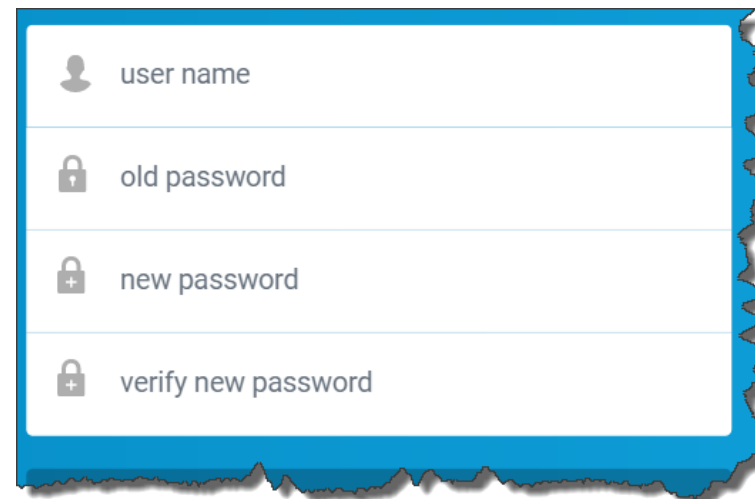


2. The **Change Password** page displays. Enter the following information:
  - a. **User Name** – Enter your user name (Employee ID).
  - b. **Old Password** – Enter your old password
  - c. **New Password** – Enter your new password
  - d. **Verify New Password** – Re-enter your new password
3. Click **Submit** to complete your password change.

*To change your password while logged in...*



1. On the Home page, click on the **My Account** worklet.
2. Then, click the **Change Password** button.
3. The **Change Password** page displays. Enter the following information:
  - a. **Current Password** – Enter your old password
  - b. **New Password** – Enter your new password
  - c. **Verify New Password** – Re-enter your new password



4. Click **OK** to complete your password change. The **Change Password** confirmation page displays.
5. Click **Done**.