


PeopleSoft Self-Service Forgot Your Password Instructions for City of Norfolk Retirees

1. Go to the City of Norfolk's web site: www.norfolk.gov/retirement
2. Click on PeopleSoft Self-Service hyperlink at the bottom of page.

The 1099-R tax forms for calendar year 2017 have been mailed. Please contact the retirement office if you questions.

Retiree Self-Service

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Forms & Notices

- [Name and Address Change](#)
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- [IRS W-4P](#)
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Administrative Policies and Procedures

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**PeopleSoft Self-Service Forgot Your Password
Instructions for City of Norfolk Retirees**

3. If you have forgotten your password, enter your User ID and Click **“Forgot your password?”** - Your User ID is your Retirement Employee ID and can be found on your paycheck/advice near your name. You will be directed to the page illustrated under #5.



4. Enter your User ID again and Click Continue

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:

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5. You will get this message if you have not entered your email address or security question in PeopleSoft. Please call the City of Norfolk Help Desk at (757)-664-HELP (757-664-4357) for assistance. If you do not get this message, proceed to step 6.



6. Enter your "Response" to the Question. Click "Email New Password".

Forgot My Password

User ID: 01234R

Email ID: user.email@norfolk.gov

Please answer the following question below for user validation.

Question: What is the name of your pet?

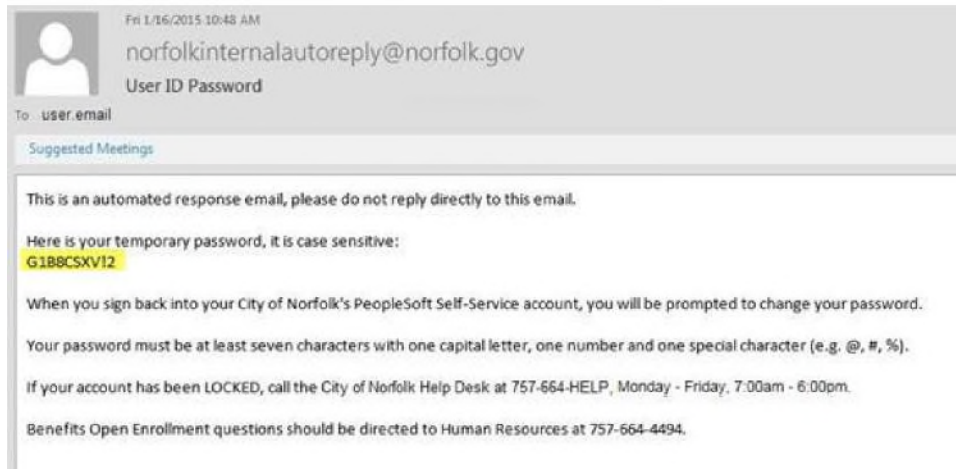
Response:

Email New Password

7. Click the "X" to close this session. Check your Email for a message from norfolkinternalautoreply@norfolk.gov for your new, temporary password.

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- The Email you are looking for should be titled similar to the e-mail below. Your new, temporary password will be in the Email. You may have to repeat steps 1 – 4 of this Guide if your previous session has ended.



- Once you are back to the Sign In Screen, **Enter your User ID and Password**. Use the new, temporary password sent to you in the Email and **Click Sign In**.



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- 10.** Your new, temporary password is set to expire and must be changed the first time you log in with your new, temporary password. **Click the link [“Click here to change your password.”](#)**

Your password has expired.

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

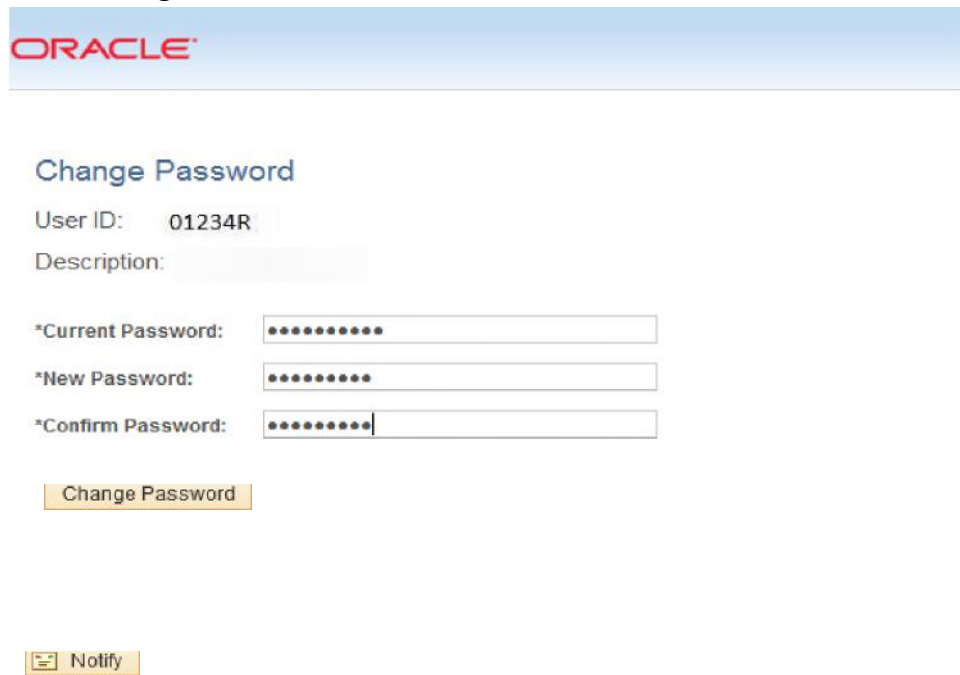
- 11.** Enter the new, temporary password from your Email into the **“Current Password:”**

12. Enter a “New Password:” - Your new password must be at least seven characters with one capital letter, one number and one special character (i.e. @, # %, &). Remember your password is case sensitive.

- 13.** Re-enter your new password in **“Confirm Password:”**

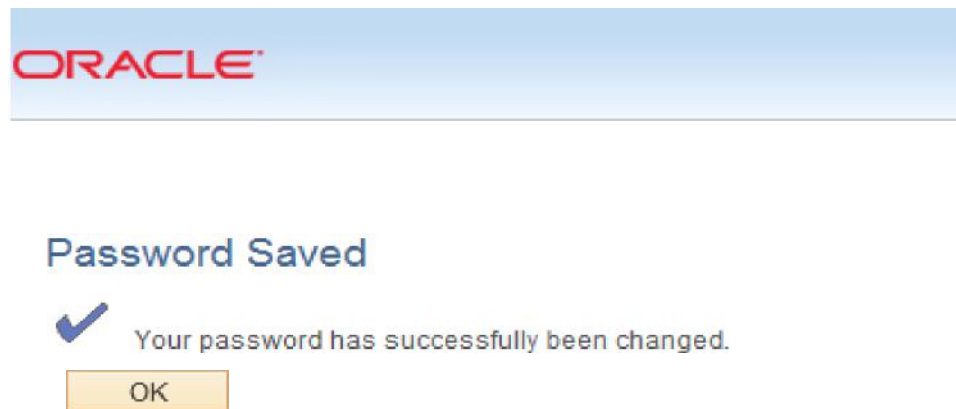
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14. Click "Change Password"



The screenshot shows the Oracle Change Password interface. At the top is the Oracle logo. Below it, the title "Change Password" is displayed. The form includes fields for "User ID:" (containing "01234R") and "Description:". There are three password input fields: "*Current Password:", "*New Password:", and "*Confirm Password:", each with a masked password of eight dots. A "Change Password" button is located below the password fields. At the bottom left, there is a "Notify" button with an envelope icon.

15. Click "OK"



The screenshot shows the Oracle Password Saved confirmation message. At the top is the Oracle logo. Below it, the title "Password Saved" is displayed. A blue checkmark icon is followed by the text "Your password has successfully been changed." Below this message is an "OK" button.

Congratulations! You have successfully changed your password!

16. Click **Sign out** in upper right-hand corner or continue and use Retirement Self-Service.