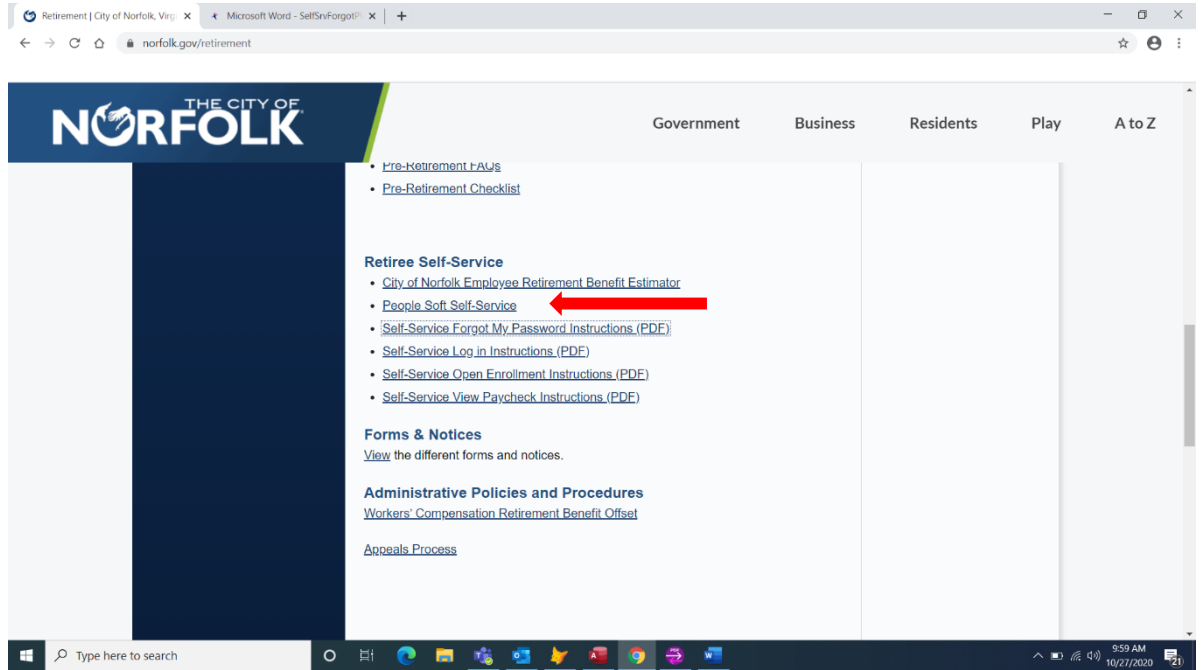


PeopleSoft Self-Service Forgot Your Password Instructions for City of Norfolk Retirees

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.



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 #6.



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.

User ID:

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

- 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 757-664-4357 for assistance. Once the Help Desk has assisted with your account please ensure you go into your profile to add your email address. If you do not get this message, proceed to step 6.

A new password can not be sent to user. (48,224)

- 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

- Click the "X" to close this session. Check your Email for a message from norfolkinternalautoreply@norfolk.gov for your new, temporary password.
- The Email you are looking for should be titled similar to the email 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.

Fri 1/16/2015 10:48 AM

 norfolkinternalautoreply@norfolk.gov
User ID Password

To: user.email

Suggested Meetings

This is an automated response email, please do not reply directly to this email.

Here is your temporary password, it is case sensitive:
G1B8CSXV12

When you sign back into your City of Norfolk's PeopleSoft Self-Service account, you will be prompted to change your password.

Your password must be at least seven characters with one capital letter, one number and one special character (e.g. @, #, %).

If your account has been LOCKED, call the City of Norfolk Help Desk at 757-664-HELP, Monday - Friday, 7:00am - 6:00pm.

Benefits Open Enrollment questions should be directed to Human Resources at 757-664-4494.

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

9. 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.



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”.
14. Click “Change Password”.



Change Password

User ID: 01234R

Description:

*Current Password:

*New Password:

*Confirm Password:

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

15. Click “Ok”.



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

