PeopleSoft Password Reset

Peoplesoft can be accessed from start.dc.gov. There are two versions: one is for access From Work pshcm.dc.gov on the secure network (which has full access) and one is for access From Home ess.dc.gov (which is a limited version). See screenshot:

From the home screen of either version of PeopleSoft there is a tile for "Forgot Password". This can be used to:

- Unlock your account.
- Update an expired password.
- Reset a forgotten password.
The forgot password option will take you to the next screen and ask for your **User ID**. This can be your Employee ID # or your assigned PeopleSoft ID.

**Please Note:** In the screenshot below, an example firstname.lastname is being used. Make sure to use your own ID. If you are unsure what your Employee ID # or User ID is, then contact your Agency HR Representative.

The next screen will ask you to **enter the last four digits of your social security number**.

Peoplesoft will then ask you to verify your email address with a Yes or No response.

**Please Note:** an example email is provided in the screenshot.
PeopleSoft will then let you know that your password has successfully been changed and that it has been emailed to your email address (it will include the email address that the password was sent to).

This password is a temporary password that you may use for the password reset process.

**Select OK** for it to take you back to the login screen. Next, you now need to go to your email (portal.office.com) to get the temporary password.

This email will arrive from hcmprd@dc.gov with the subject heading “User ID Password” and may take a few moments to appear in your inbox:
The temporary password is only active for 15 minutes. It will then time out and a new one will need to be retrieved. These are case sensitive and need to be entered in exactly as they appear in your email.

You can double click the password to highlight and **copy the password**. Drag across the password to highlight (be sure not to get any additional space before or after the password as this will count as a character and the password will be rejected).

**Please Note: If you are unable to login to your email or have not received the temporary password from PeopleSoft, please make sure to contact OCTOhelps at (202) 671-1566 for further assistance.**
Go back to PeopleSoft and click Sign In.

Enter your User ID and enter/paste the password from the email.

Click Sign In. You will now be prompted to change your password.
You will now be brought to the Change Password screen. The current password will always be the temporary one that was sent to your email.

![Change Password Form]

When creating a new password, use the following criteria:

**Password Criteria**

- Password must be eight (8) or more characters.
- Password must contain at least one (1) numeric digit.
- Password must contain at least one (1) Upper Case letter.
- Password must contain at least six (6) Lower Case letters.

You will want to make sure to use the “Change Password” button instead of hitting enter. This will prevent your password from changing or becoming lost if the lines do not match.

![Password Changed]

Once you have successfully reset your password, select No to test the new password or Yes to go directly to the homepage.

If you have successfully logged in, you will see your normal tiles for submitting your time and viewing paystubs.

![Tiles]

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