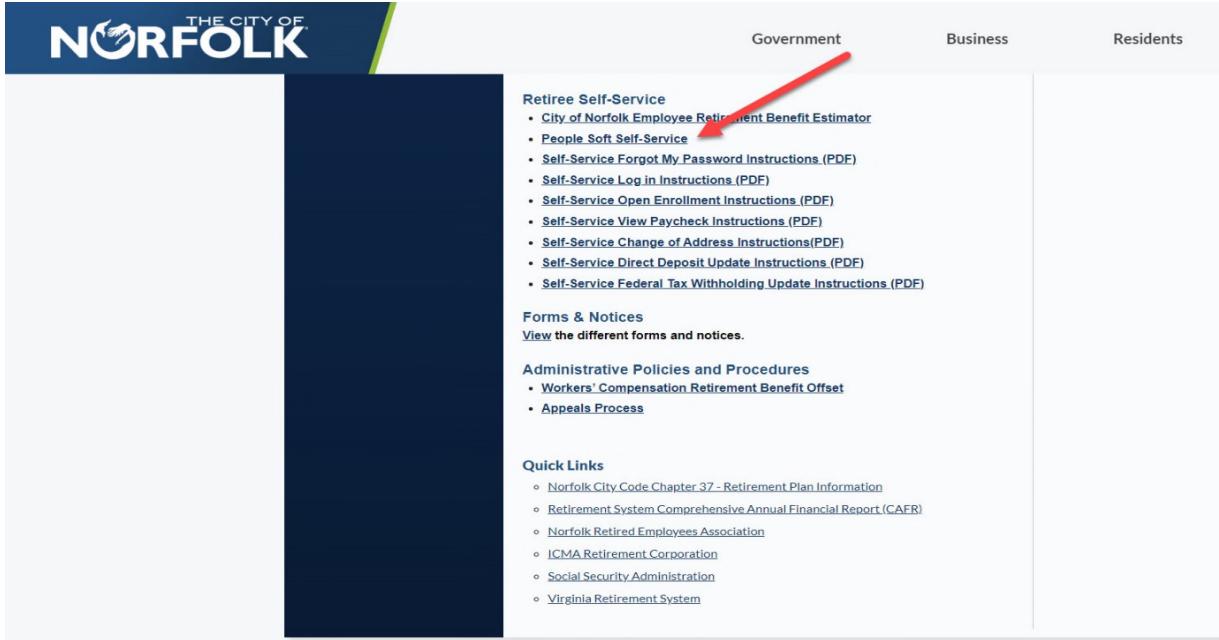


PeopleSoft-Self Service Forgot Your Password

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 the page.



3. If you have forgotten your password, click "Forgot your password" to request for a temporary password.



4. **Enter your User ID and click “Continue.”** Your User ID is your Retiree ID and can be found on your paycheck/advice near your name.

Forgotten Password

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID

Continue

5. **Enter your “Response” to the question. Click “Email New Password.”**

Forgotten Password

User ID 12345R

Please answer the following question below for user validation.

Question What was your maternal grandfather's first name?

Response 

Email New Password

6. You will get this message if you have not set up your security question and/or email address in your profile. Please call the City of Norfolk Help Desk at 757 664-4357 for assistance. If you do not get this message proceed to step 8.

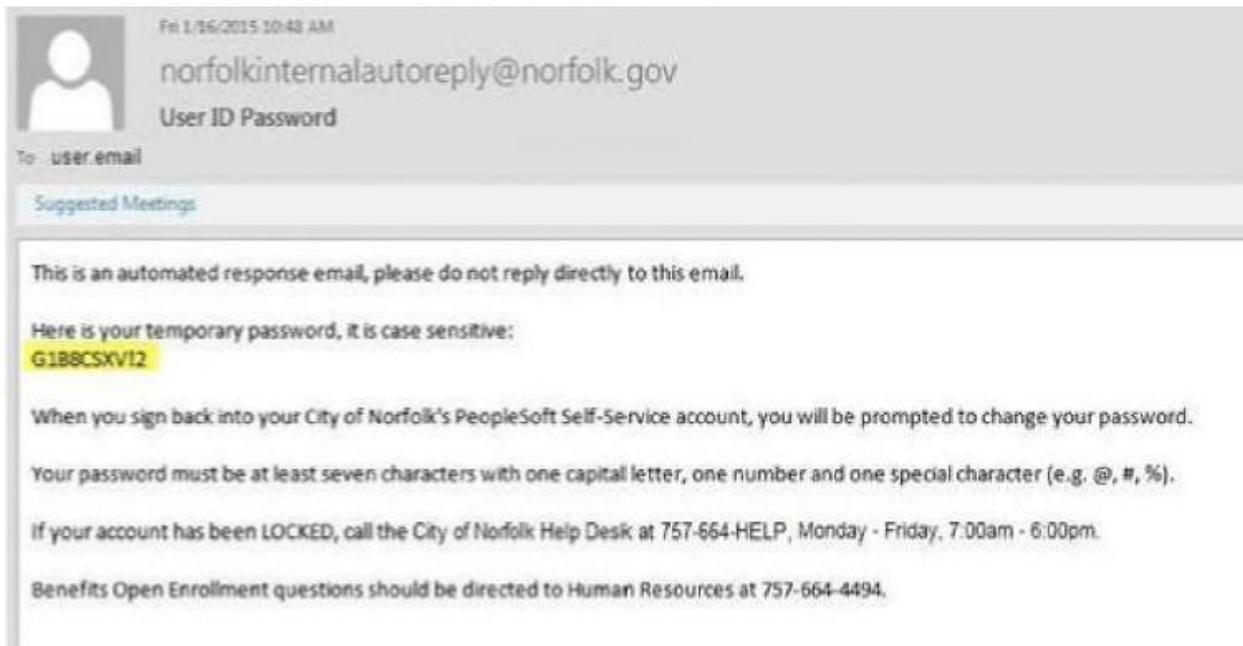
Email Confirmation

Your new password has been emailed.

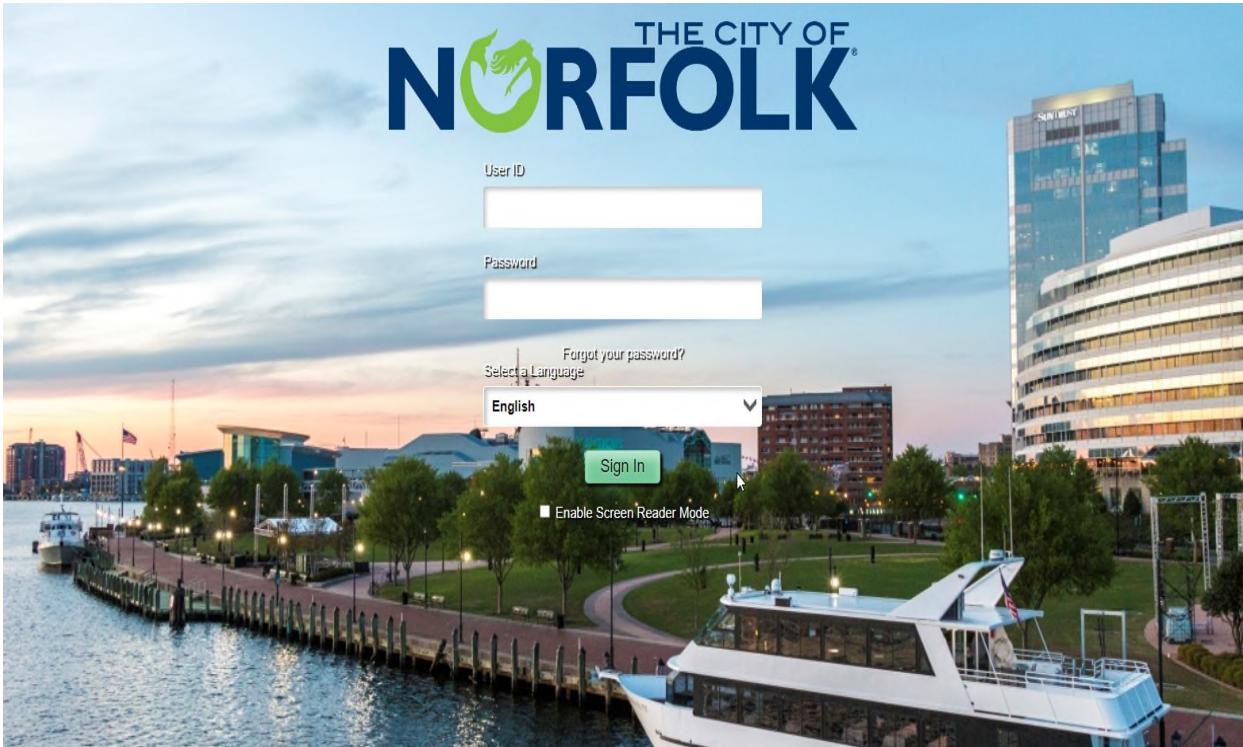
If you do not receive an email in your Primary Email Account please contact your Security Administrator or System Administrator to investigate the cause.

7. **Click the “X” in the browser to close this session.** Check your email for a message from norfolkinternalautoreply@norfolk.gov for your new, temporary password.

8. The email you are looking for should be similar to the email below. Your new, temporary password will be in the email. You may have to repeat steps 1-2 of this Guide if your previous session has ended.



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](#)".



11. Enter "Current Password."- This is the temporary password you received in your email.

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.

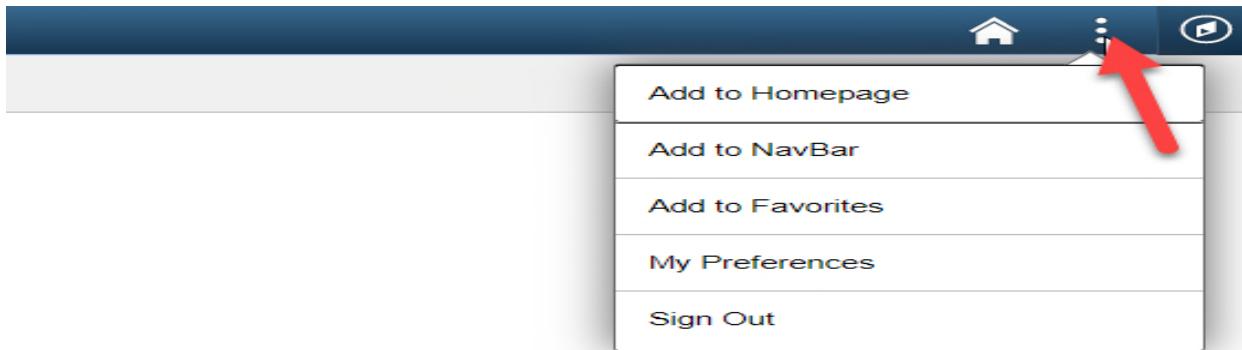
13. Re-enter your new password in "Confirm Password."

14. Click "Change Password."

15. Click "Yes."

A screenshot of a "Change Password" form. The form has a dark blue header with the title "Change Password". Below the header, the "User ID" is listed as "01234R". The "Description" field contains "Name; Retiree". There are three input fields: "*Current Password", "*New Password", and "*Confirm Password". Below these fields is a green "Change Password" button.

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



Congratulations! You have successfully changed your password!