



## CANDIDATE SELF-SERVICE GUIDE

### **Part 6: Instructions for How to Reset or Request Your Password**

[Click here to access these instructions in a video format](#)

If you forgot your password and you would like to request a new one, follow the steps outlined below:

- **Step 1:** Launch the Candidate Self-Service Login Screen by clicking on the link '[Log-in to Candidate Self-Service](#)' from the 'Jobs at HRSD' page accessible from [www.hrsd.com](http://www.hrsd.com). HRSD Employees can also get access from the Human Resources page on Sharepoint.
- **Step 2:** Click 'Forgot your password?' link on the Candidate Login Screen.

A screenshot of the 'Candidate Login Screen' interface. The title 'Candidate Login Screen' is at the top in orange. Below it, the text 'Already registered?' is also in orange. A grey instruction reads 'Please enter your Last Name, Candidate Code, and Password below.' There are three input fields: 'Last Name:', 'Candidate Code:', and 'Password:'. To the right of the 'Password:' field is a 'CONTINUE >' button. Below the input fields, the text 'Are you a new candidate?' is in orange. A yellow box highlights the text 'Forgot your password?'. A mouse cursor is pointing at this link. At the bottom of the screen, the text 'Logged Out' is visible.



- **Step 3:** To obtain a system-generated password, you must provide your **first and last name** and the e-mail address used at registration.

*Candidate Login Password LocatorForgot your password?*

Please enter your First Name, Last Name, and Email Address and we will email your password to you:

First Name:

Last Name:

Email Address:

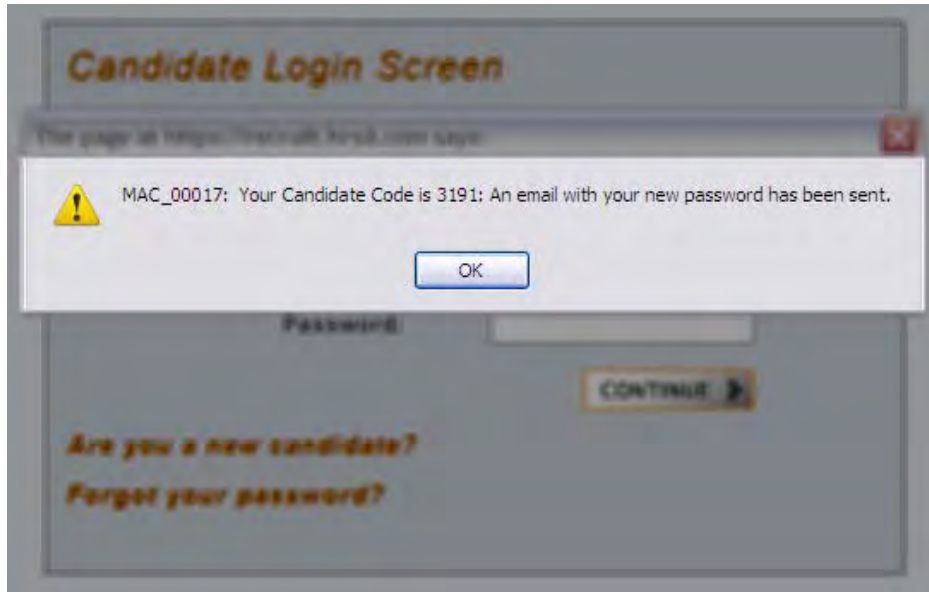
*Return?*

- **Step 4:** If your name and/or email address **does not match** what is in the HR system, a pop-up message will show up as shown below. Please contact Human Resources at 460-7303 if you get this message.

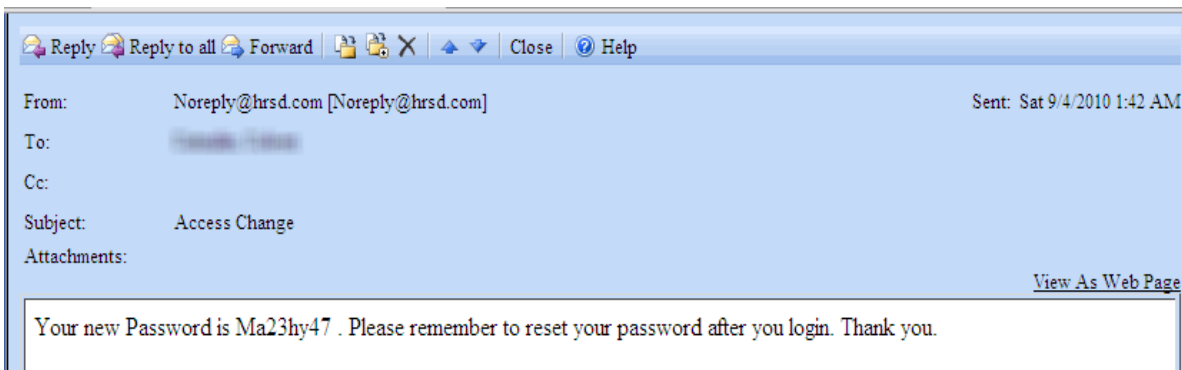




If the system finds a **match** to your name and email address, an e-mail will be sent with a temporary password for use when logging in. Additionally you will receive a pop-up message that contains your candidate code. You will need both your temporary password and candidate code to log in.



- **Step 5:** Check your e-mail. You should have received an e-mail similar to the one below which contains your system-generated password.





- **Step 6:** From the same Candidate Login Screen, enter your Last Name, Candidate Code and the new password you received then click 'CONTINUE'.

**Candidate Login Screen**

**Already registered?**

Please enter your Last Name, Candidate Code, and Password below.


Last Name:

Candidate Code:

Password:

*Are you a new candidate?*

*Forgot your password?*





- **Step 7:** The next page is the Candidate Self-Service Splash Screen (CSS Splash). Before you start exploring this screen, you need to reset your password. Click on the 'Reset My Password' link as shown below.

Posted	Posting
13-Jul-2009	133: Heavy Equipment Operator - North Shore
17-Jul-2009	128: Senior Systems Engineer
02-Nov-2009	164: Heavy Equipment Operator - South Shore
06-Nov-2009	178: Interceptor Technician - SS
25-Nov-2009	170: Interceptor Technician - NS
29-Jan-2010	187: Equipment Technician - NS
01-Feb-2010	189: Maintenance Operations Assistant - NTP
05-Feb-2010	193: CIS Supervisor
18-Feb-2010	196: Facility Assistant - NTP
27-Feb-2010	198: Interceptor Assistant - SS
08-Jul-2010	244: Human Resources Coordinator
16-Jul-2010	245: Procurement Specialist

- **Step 8:** Read the password rules before deciding on a password. When done, click the floppy disk icon to 'Save' your new password. Make a note of it and keep it in a secure place.

**Change My Candidate Password**

Passwords must:

- be 6 – 16 characters in length
- contain at least one number
- not begin with a number
- not contain punctuation or symbols

Enter your new Password and confirm it

Existing Password :

New Password :

Confirm Password :

**Congratulations!**

**You have successfully completed the instructions for requesting a new password and resetting your password.**