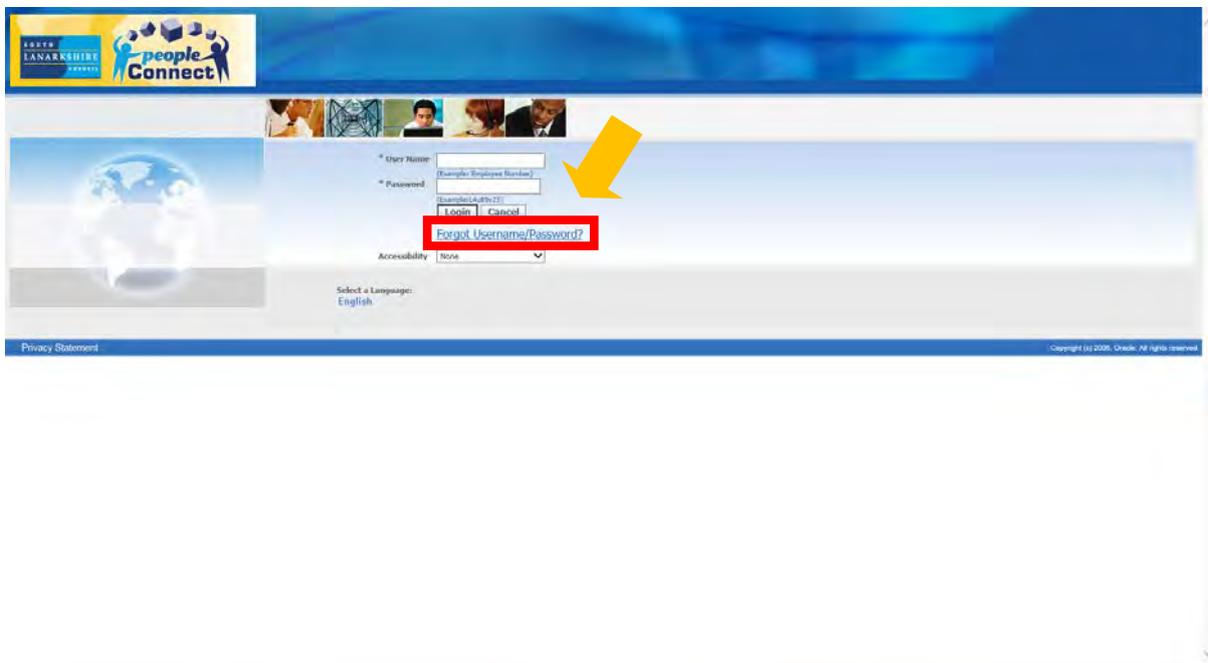




Finance and Corporate Resources  
Personnel Services

## If you forget your user name or password

If you have forgotten your user name or your password, you will need to have it reset. To do this, choose the Forgot user name/password link (highlighted in red).



If you have forgotten your user name, type your email address in the box and then choose the Forgot user name button. If you have forgotten your password, type your user name in the box and then choose the Forgotten password button. Let's see what happens next.

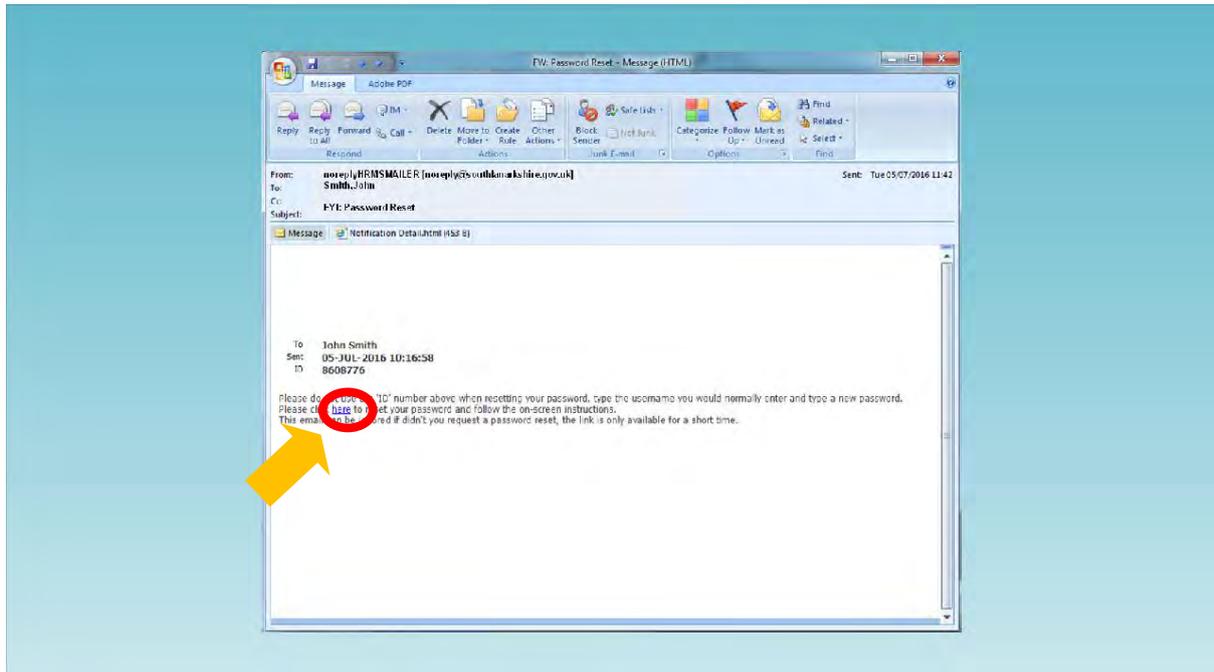
The screenshot shows the 'Login Assistance' section of the website. It features two forms: 'Forgot Password' and 'Forgot User Name'. In the 'Forgot Password' form, the 'User Name' field contains the text '8715942' and is highlighted with a red box. A yellow arrow points to the 'Forgot Password' button. In the 'Forgot User Name' form, the 'Email' field is highlighted with a red box. Below the forms, there is a 'Privacy Statement' link and a copyright notice: 'Copyright (c) 2005, Oracle. All rights reserved.'

You will see a confirmation that your password has been reset. You will get an email to help you login. Choose OK (highlighted in red) to go back to the Login page.

The screenshot shows a 'Confirmation' message. The text reads: 'Your password-reset request has been submitted. An email with instructions will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.' In the bottom right corner, there is a small 'OK' button highlighted with a red box. A yellow arrow points to this button. Below the message, there is a 'Privacy Statement' link and a copyright notice: 'Copyright (c) 2005, Oracle. All rights reserved.'

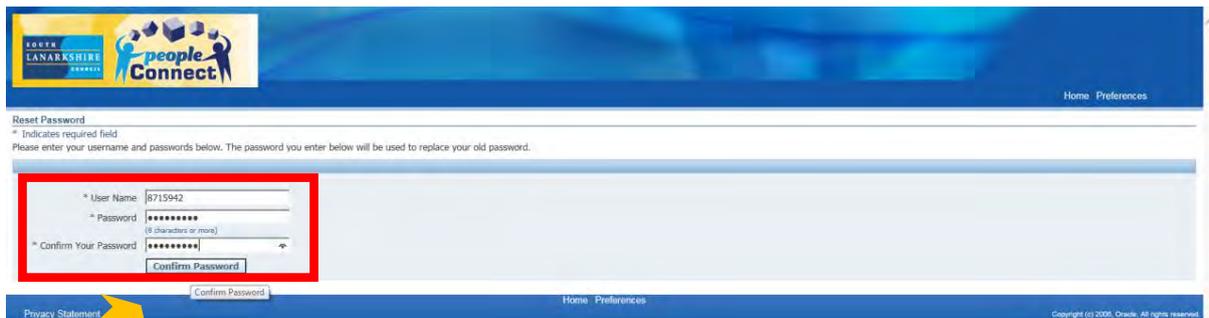
You should now close the system and wait for your email to arrive.

When you get the email, choose the link. This will take you to the Reset password page.

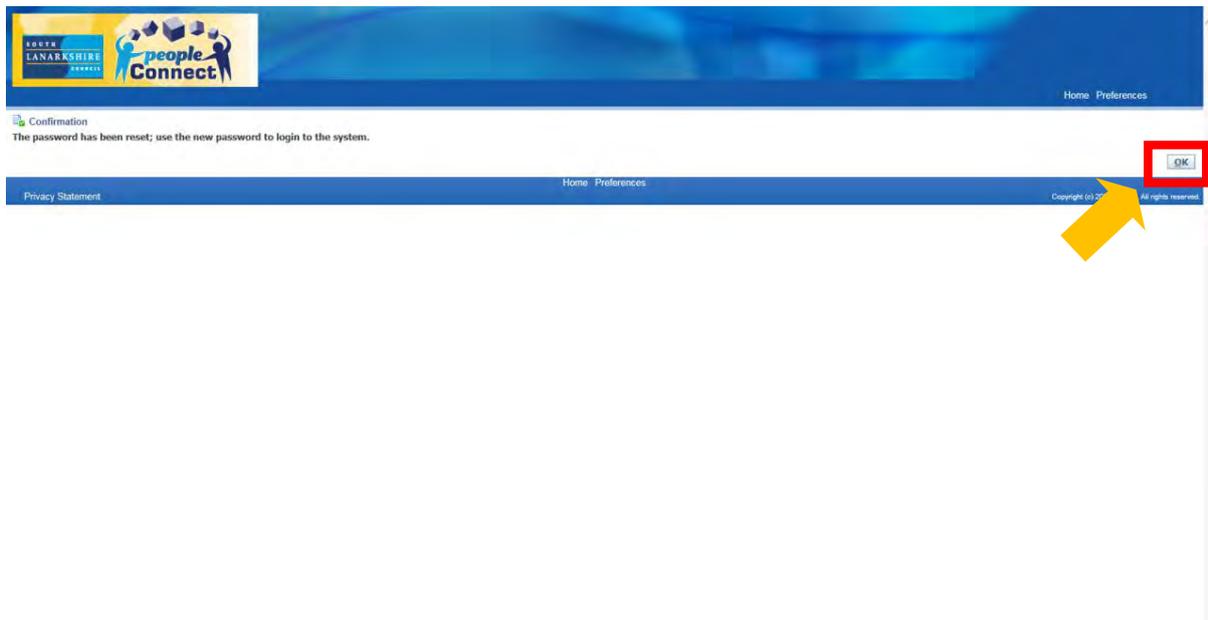


Put your user name in the box. You now need to think of a new password. It should be at least 8 characters long and should contain at least one number. It should not be your user name or contain any repeating characters. Here's an example: Almada 14.

Type your new password and then repeat it in the bottom box. Then choose the Confirm password button.



You will see a confirmation that your password has been reset. Choose OK to return to the Login page.



You can now Login with your user name and new password.

If you any problems, phone the IT Help Centre on 01698 455656 during office hours. Please have the following details to hand when you phone:

- your employee number
- your Resource, service and section
- the exact text of the error message you received

If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone 0303 123 1015 or email [equalities@southlanarkshire.gov.uk](mailto:equalities@southlanarkshire.gov.uk)