

“Forgot My Password” Quickstart Guide

When logging in to eWay, the "Forgot My Password" feature only works if you are an existing user and you completed the setup instructions below. If you are a new hire or rehire and are logging into your eWay account for the first time, you must instead use the temporary password you were given. After your first login, you must change your password and then you can set up "Forgot My Password" feature.

Due to security precautions, a temporary password will only be sent to your City email address. If you do not have a City email address, then you must contact the Information Technology Department HelpDesk by calling 408-793-6900 or emailing ITHelpsHere@sanjoseca.gov if you need to reset your eWay password.

Setup Instructions

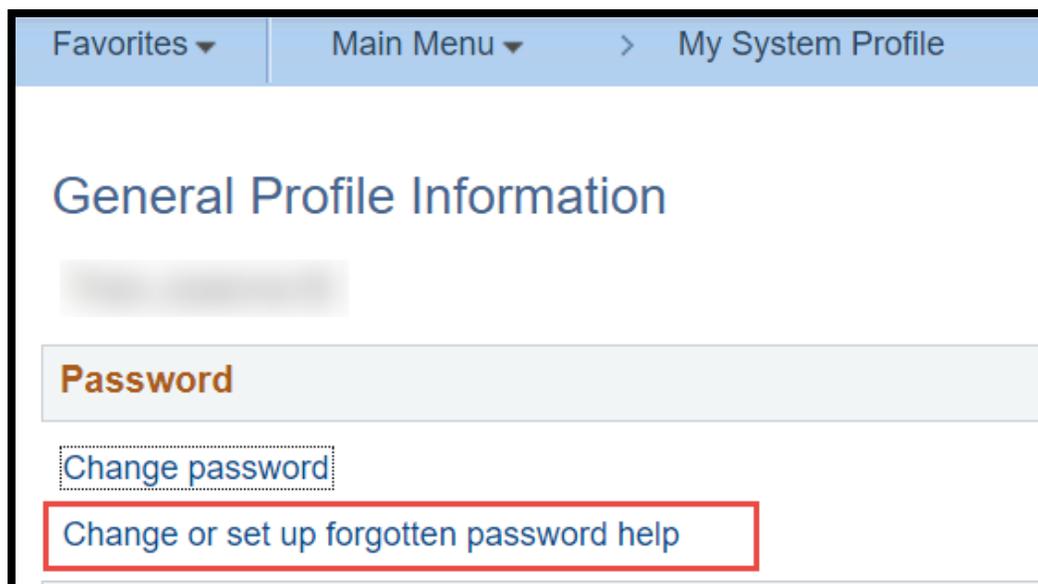
Step One:

Log-in to eWay using the following link:

<https://sjhp92.hosted.cherryroad.com/psp/sjhp92/?cmd=login>

Step Two:

Go to Main Menu > My System Profile and click on the *Change or set up forgotten password help* link.



Step Three:

Select one of the security questions that you will best remember from the drop-down bar, type in your response, and click the OK button to confirm.

Change or set up forgotten password help

If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you.

Question

Select from the list of questions.

Response

Note: For security purposes, emails will only be sent to the employee's city email address: (i.e. xxxxxxx@sanjoseca.gov or xxxxx@sjlibrary.org or xxxx@sjc.org)

Step Four:

Once you've confirmed your security questions, you will be brought back to the General Profile Information page. Click the "Save" button at the bottom of the page to save your security questions. Now you can use the "Forgot My Password" feature when logging in.

Business

IM Information

Protocol	XMPP Domain	UserID
XMPP	<input type="text"/>	<input type="text"/>

Using the “Forgot My Password” Feature

Step One:

On the eWay login page, click on the “Forgot My Password” link under Sign In.



ORACLE[®]
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User ID

Password

Select a Language
English

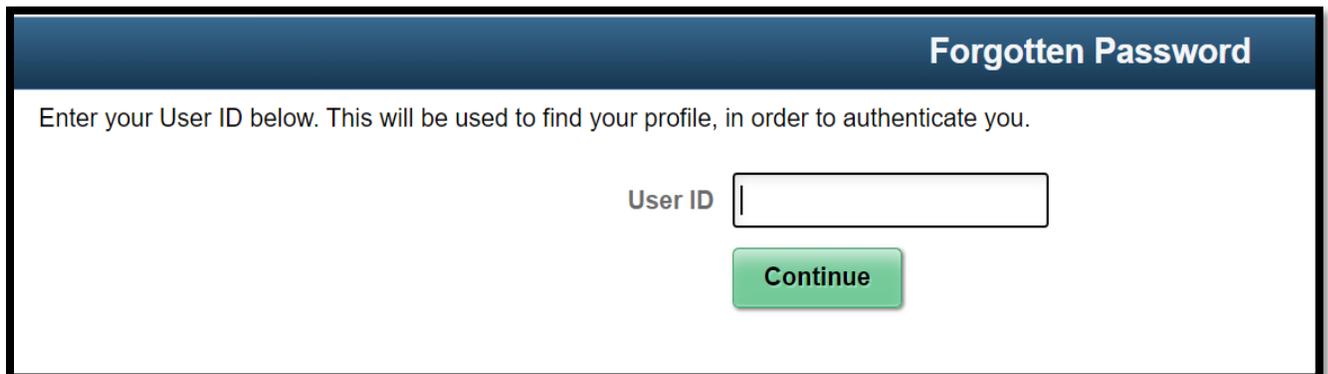
Sign In

Forgot My Password

Enable Screen Reader Mode

Step Two:

Enter your User ID (Employee ID Number) in the box when prompted.



Forgotten Password

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

User ID

Continue

Step Three:

If you have previously completed the Setup Instructions, it will display your hint question as below. Enter your response and click on the "Email New Password" button.

Security Question

User ID

Please answer the following question below for user validation.

Question What city were you born in?

Response



Step Four:

Once you click "Email New Password", the following screen will come up:

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.

Note: For security purposes, emails will only be sent to City email address: (i.e. xxxxxxx@sanjoseca.gov or xxxxx@sjlibrary.org or xxx@sjc.org)