

Instructions for Using “Forgotten Password” Process

If you have forgotten your password, you need to use the “Forgotten Password” process described in this document to receive a new password from PeopleSoft.

The first time you use the “Forgotten Password” process you need to follow a two-step procedure:

1. Set up your ID for “Forgotten Password”
2. Use the “Forgotten Password” link to obtain a new password. If you need to use “Forgotten Password” again, the “set up” procedure can be skipped.

Note: For assistance please contact the ITS Help Desk at 319.384.HELP (4357) or its-helpdesk@uiowa.edu

To Set up Your ID for “Forgotten Password”

1. Login to PeopleSoft with your **HAWK ID** at <https://psfin.uiowa.edu/psp/fsys/EMPLOYEE/ERP/?cmd=logout>
2. Select **My System Profile** from the Menu
3. Select [Change or set up forgotten password help](#) from **General Profile Information** page:

PeopleSoft.

Home | Add to Favorites | Sign out

New Window | Help | Customize Page |

Menu

Search:

- My Favorites
- Supplier Contracts
- Cost Accounting
- Purchasing
- Inventory
- Accounts Payable
- Asset Management
- Commitment Control
- General Ledger
- Data Exchanges
- Set Up Financials/Supply Chain
- Commitment Control
- General Ledger
- Data Exchanges
- Set Up Financials/Supply Chain
- Commitment Control
- General Ledger
- Data Exchanges
- Set Up Financials/Supply Chain
- PeopleTools
- UI Menu
- Change My Password
- My Personalizations
- My System Profile**

General Profile Information

BATCH2

Password

[Change password](#)

[Change or set up forgotten password help](#)

Personalizations

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English

Currency Code:

Default Mobile Page:

Email

[Edit Email Addresses](#)

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date: (example:12/31/2000)

To Date: (example:12/31/2000)

Workflow Attributes

Email User Worklist User

[Miscellaneous User Links](#)

4. Select one Question from the list of **Question:** then respond to that question and click OK.
NOTE: Your response gets converted to UPPER CASE.

5. To verify your Email, click on [Edit Email Addresses](#) from **General Profile Information** page:

Email Addresses

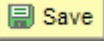
User ID: RAHMADI

Primary Email Account	Email Type	Email Address
<input checked="" type="checkbox"/>	Work	roshi-ahmadi@uiowa.edu

OK

Cancel

Please make sure your e-mail address is correct. If not please edit the e-mail address.

Click on OK and then click on  on [General Profile Information](#) page.

Click on  on the upper right hand corner to exit PeopleSoft.

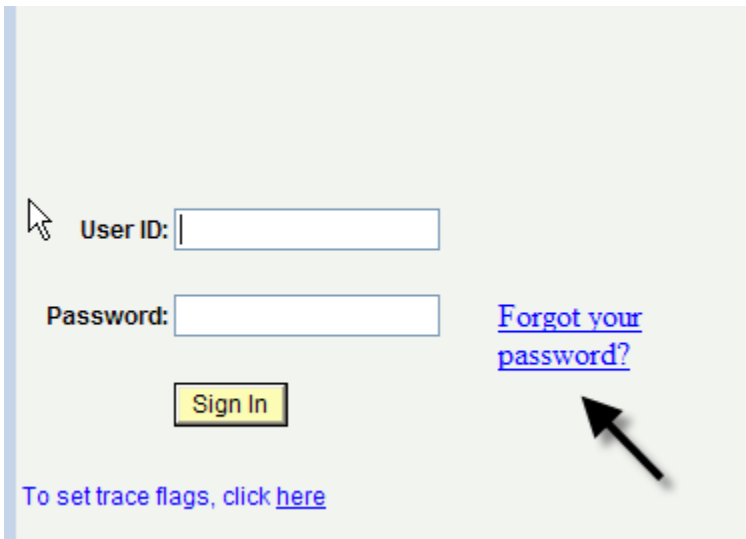
This completes the set up. The set up is done only once.

Now that the set up is complete, please proceed to the next step where you use the “Forgotten Password” link to obtain a new password.

How to Use the “Forgotten Password” Link

NOTE: After 6 tries YOUR ACCOUNT WILL BE LOCKED AND “FORGOTTEN PASSWORD” LINK WILL NOT UNLOCK YOUR ACCOUNT.

1. On the PeopleSoft Sign On Page click on [Forgot your password?](#) link:



The screenshot shows the PeopleSoft Sign On Page with the following elements:

- User ID:
- Password:
- [Forgot your password?](#) link (indicated by a black arrow)
-
- [To set trace flags, click here](#)

2. The **Forgot My Password** Page appears:

Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

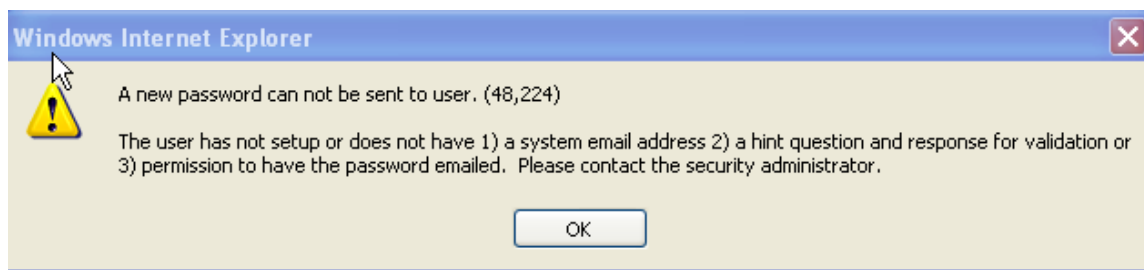
Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:

Continue

3. Enter your **User ID: (HAWK ID – MUST BE IN UPPER CASE)** and click on **Continue** button.

Note: if you have not set up your user id to access the forgotten password, you will see this error message:



4. Enter a correct Response and **click on Email New Password button ONLY ONCE.**

Please note: if you select the Email New Password button more than once you will receive multiple email messages.

Forgot My Password

User ID: PSOFTUSER

Email ID: peoplesoft-user@uiowa.edu

Please answer the following question below for user validation.

Question: In what city were you born?

Response:

Email New Password

5. You will receive an Email from peoplesoft@peoplesoft.com OR purch-pos@uiowa.edu

NOTE: THIS IS NOT A VALID EMAIL ADDRESS AND YOU SHOULD NOT REPLY TO IT.

Sample Email:

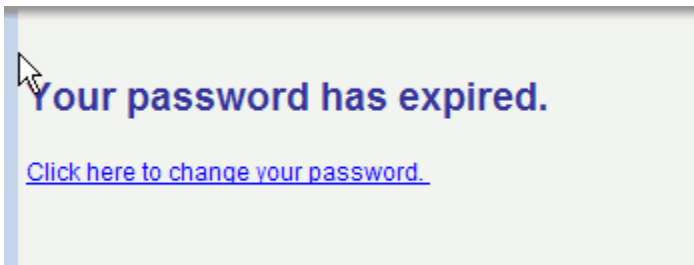
From: peoplesoft@peoplesoft.com
Sent: Thursday, February 07, 2008 10:31 AM
To: Ahmadi, Roshanak
Subject: User ID Password

Here's your new password, ZIKONG6961
Please DO NOT respond to this email.

6. Close the Page and log back in with your new Password.

Note: There is no sign out option.

7. After entering your new password via PeopleSoft Sign On Page the following link is displayed.



8. Click on the link to change your password:

Change Password

User ID: PSOFTUSER

Description: PeopleSoft User

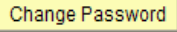
*Current Password:

*New Password:


*Confirm Password:

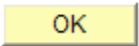
[Change Password](#)

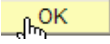
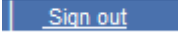
Remember that the PeopleSoft system requires that your password be at least 8 characters with at least 2 numbers.

9. After changing your password click on  and the following message is displayed:

Password Saved

 Your password has successfully been changed.



10. Click on  button and then click on  (upper right hand corner).

11. Log back in with your latest password.