QUICK TIPS

RESETTING YOUR PASSWORD

You can reset or change your password the following ways:

1. If you forgot your password….
   - Use the **Forgot Password** link on the Workday sign-in page, **OR**
   - Call the OTS Help Desk at **X6262** for assistance

2. If you know your password but want to change it….
   - Change your password from the Workday Sign In page or while logged into Workday

PASSWORD RULES
- Your new password must not be the same as your current password or user name.
- Minimum number of characters: 8
- Must have **at least one** of the following character types:
   - **Uppercase letters** (A,B,C…)
   - **Lowercase letters** (a,b,c…)
   - **Numerals** (0 – 9)
   - **Special characters** as follows: !"#$%&'()*+,-./:;=>?@[[\]^_`{|}~

①
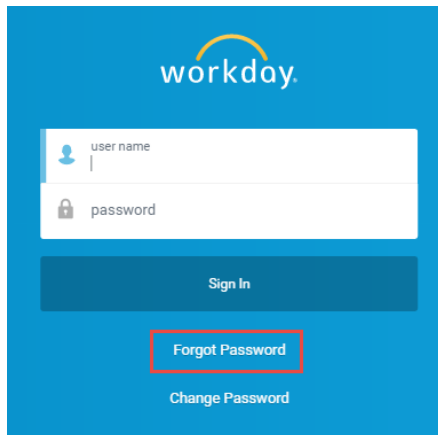
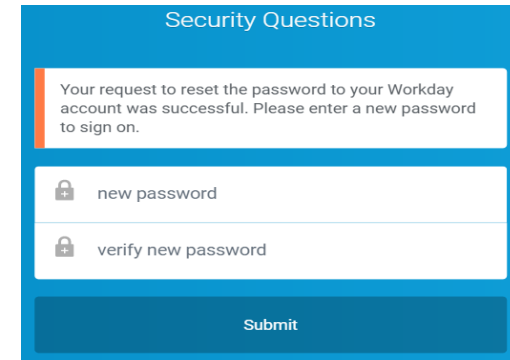## FORGOT YOUR PASSWORD

To reset your password…

NOTE: If you have not set up your Workday **Password Challenge Questions** or don't remember the answers to your challenge questions, you cannot use the Forgot Your Password procedure. Contact OTS at callcenter@ubalt.edu or x6262 for assistance.

1. On the Workday sign-in page, click the **Forgot Password** hyperlink.

2. On the next screen, enter your W number under user name.
3. Then, click **Continue**.

4. A new screen displays. Enter the answers to your challenge questions. **NOTE:** Your answers are case sensitive.
5. Click **Submit**.
6. On the next screen, enter the following information:
   a. **New Password** – Enter your new password
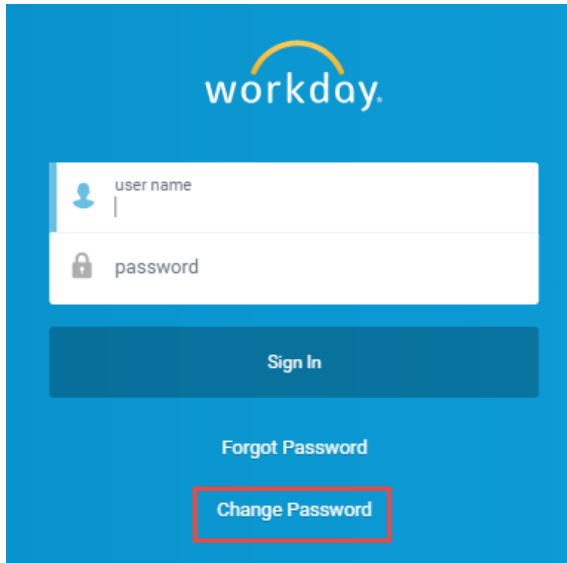   b. **Verify New Password** – Re-enter your new password

7. Click **Submit.** Your password is now reset and you are logged into Workday.
8. You should receive an email from stateofmaryland@myworkday.com that confirms the password reset.

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CHANGE YOUR PASSWORD

To change your password before logging in…

1. On the Workday sign-in page, click the **Change Password** hyperlink.

2. The **Change Password** page displays. Enter the following information:
   a. **User Name** – Enter your user name (Employee ID).
   b. **Old Password** – Enter your old password
   c. **New Password** – Enter your new password
   d. **Verify New Password** – Re-enter your new password

3. Click **Submit** to complete your password change.

To change your password while logged in…
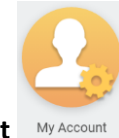
1. On the Home page, click on the **My Account** worklet.
2. Then, click the **Change Password** button.
3. The **Change Password** page displays. Enter the following information:
   a. **Current Password** – Enter your old password
   b. **New Password** – Enter your new password
   c. **Verify New Password** – Re-enter your new password
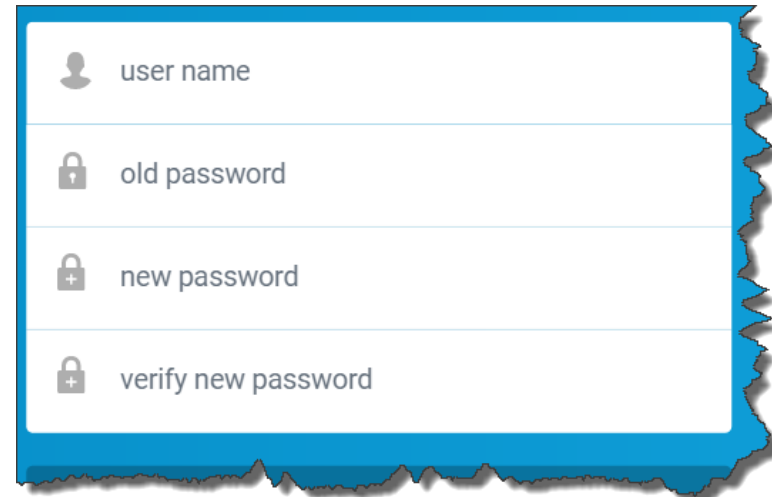
4. Click **OK** to complete your password change. The **Change Password** confirmation page displays.
5. Click **Done**.