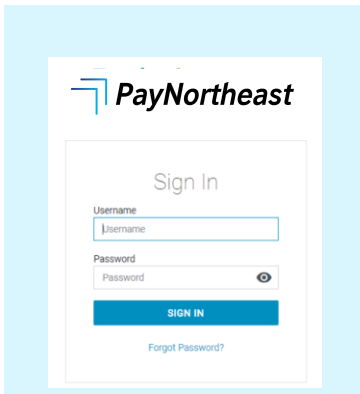*PayNortheast*

Resetting a Forgotten Evolution Single Sign On (SSO) Password

This job aid describes how to use the Evolution Single Sign On (SSO) **Forgot Password** feature to reset an Evolution Single Sign On password if forgotten, or if the user just wants to change it.

The full process is described below.

Note: If you use SSO to log into Evolution Payroll, you should change your password using this SSO reset password feature described below. You should not change your password in Evolution Payroll from the Settings page.
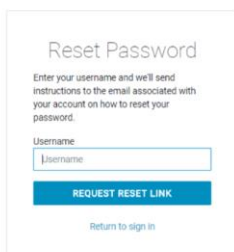
How a User Resets a Forgotten SSO Password

If a user has forgotten their password or wants to change their Single Sign On (SSO) password:

1. From the **Evolution Single Sign On (SSO) Sign In** screen, the user clicks the **Forgot Password?** link at the bottom of the screen.
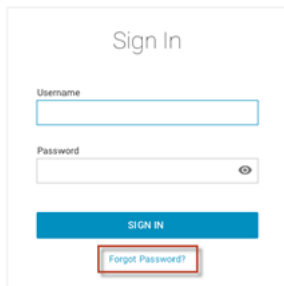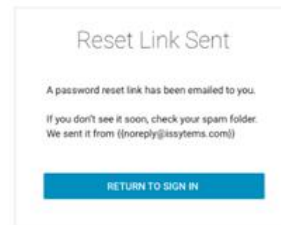

The user clicks on the **Forgot Password?** Link.
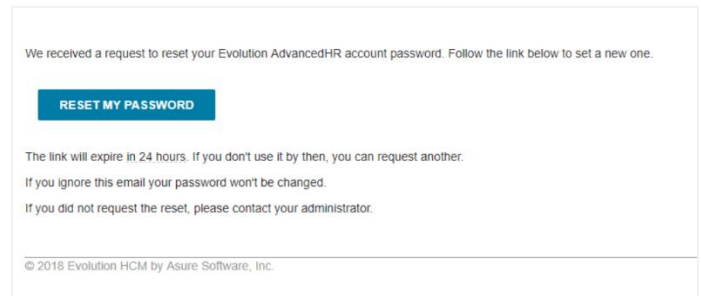
2. A **Reset Password** screen opens.

The user enters their username.

3. The user enters their username in the **Username** field and then clicks the **Request Reset Link** button at the bottom of the screen.

4. The system displays a **Reset Link Sent** screen confirming that a password reset link has been sent to them. It also reminds them to check their email Spam folder if they don't see the email soon.
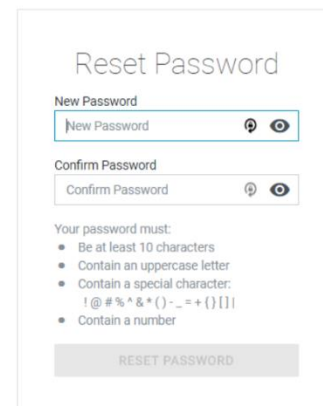

The Resent Link sent confirmation message displays.

5. The user receives the email which provides them with a Reset My Password link. The user clicks on the **Reset My Password** button.
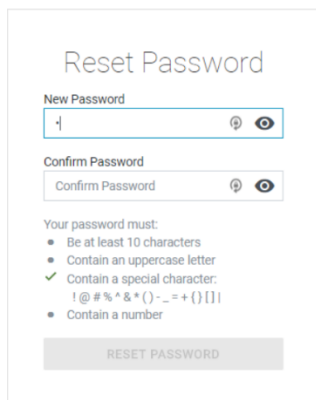

6. The system displays the **Reset Password** screen.

The user enters their new password in the **New Password** field and then enters it again in the **Confirm Password** field.
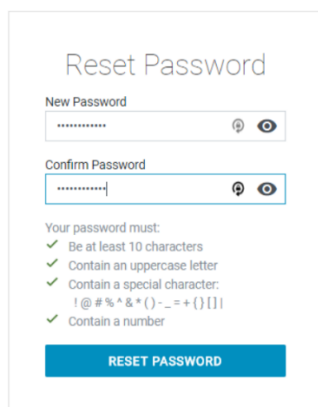
The system displays the password requirements on the screen. As the user starts typing the password, the screen displays a checkmark (**√**) for each requirement that has been met. For example, the user types in a special character and the screen displays:

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Reset Password

New Password

Confirm Password

Your password must:
- Be at least 10 characters
- Contain an uppercase letter
- √ Contain a special character:
  ! @ # % ^ & * ( ) - _ = + { } [ ] |
- Contain a number

RESET PASSWORD

> The system checks off each password requirement that has been met as the user types.
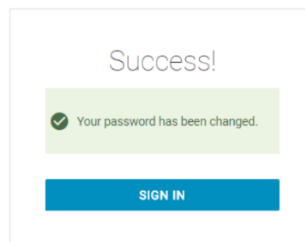
Note: If the password the user enters in the **New Password** and **Confirm Password** fields are not identical, it displays a "Passwords do not match!" error message. The user must then reenter both password fields.

7. After entering both Password fields, the user clicks the **Reset Password** button at the bottom of the screen.

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Reset Password

New Password

Confirm Password

Your password must:
- √ Be at least 10 characters
- √ Contain an uppercase letter
- √ Contain a special character:
  ! @ # % ^ & * ( ) - _ = + { } [ ] |
- √ Contain a number

RESET PASSWORD

> The user clicks the **Reset Password** button.

8. The system confirms that the user's password has been changed.

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Success!

✓ Your password has been changed.

SIGN IN

> Password successfully changed confirmation message.

9. The user can click the **Sign In** button to sign into the application.

To learn how to reset an expired password, refer to the separate job aid *Expired Password Feature – Single Sign On (SSO)*.