Name of Procedure:	Division:	Page 1 of 2
Dayforce – Employee Password Reset Requests	Human Resources	
Effective Date:	Next Review Date:	
3/1/2018	3/1/2019	

## TITLE: Dayforce – Employee Password Reset Requests

**PURPOSE:** Upon three failed login attempts, an employee will be locked out of Dayforce and require a password reset by the Human Resources department. Below defines the procedures to submit a service ticket for this purpose.

## **ROLES & RESPONSIBILITIES:** Employee

## TASKS:

- 1. Login to FirstCLASS.
- 2. Select the drop down arrow next to the navigation screen title and select TSG.



3. Click 'Submit a Ticket' from the menu.

[	Q.I		Common Service Requests	. 1828	All
	Submit a Ticket	9	New Hire Request Form	New Application Access Request	Capital Asset Purchase -
	Request a Service Manage Approvals		Mobile Email Request	VPN Access Request	FireWal Rule Modification Request
	Q View Self Help Articles	- 5			
	View Service Health	2			

4. Begin entering the keyword 'Dayforce' into the category box.

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Self	
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Password Reset - Dayforce Huntan Resources > General HR Recuests > Dayforce > Password Reset Description (Reserve)	Daylorce
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- 5. Enter a brief description (i.e. "Locked out of Dayforce."), then click submit.
- 6. Your ticket will be routed to the appropriate resource for a resolution. An email will be sent from the ticket system advising you of the resolution. Expected resolution time is an estimated 2 hours.
- 7. When you login to Dayforce with the temporary password assigned, you will be prompted to immediately change the password. It is recommended that you continue to the steps below to setup Security Questions which will allow you to access the Forgot Password feature within the system.

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8. Select 'Profile & Settings' from the menu on the left.

Profile

Forms



Security Preferences

- 9. Select the 'Security' tab
- **10.** Select the security questions from the drop downs and enter your responses. <u>You will also need to enter your current password in order for your security questions to saveproperly.</u>

Update Password	Current Password	
Enter your current password and type your new password twice (once to confirm)	New Password	
	Repeat New Password to confirm	
Update Security Questions Select and enter the answers to your chosen security questions. These questions will be used to help verify your identity. Questions are case sensitive.	Security Question #1	
	Select an Option	
	Answer #1	
	Security Question #2	
	Select an Option	
	Answer #2	

11. Click 'Save'.