

Employee Self Service Account Password Reset Instructions

1

Forget your password?

If you attempt to login into Harpers Employee Self Service and realize that you have forgotten your password, you will see a “**Forgot Password**” option on the login screen:

Sign In

Forgot password?

Click on the “**Forgot Password**” option

2

Enter Required Information

You must enter your username and email address in the next screen and click submit:

Username *



Username

Email address *



Email address

Submit

4

Email Contents

“Within the next hour, click on the link below, then follow the instructions there.

<http://employeeforward.com/resetpassword?t=guid>

If the above link doesn't work for some reason, copy and paste it into your browser's address bar and hit Enter.”

Click on the link in the sample email contents as shown above.

3

Notification

After clicking the submit button, you will see the following notification:

An email has been sent to your account's email address.
Within the next hour, please open it and follow the directions.

Check for an email from

noreply@employeeforward.com

with a subject of “**Your reset request**”

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Step 1 of 2 – Password Reset

Fill in the required information below:

Password reset (step 1 of 2)

Enter the last 3 digits of your SSN *

Last 3 of SSN

Enter your zip code *

Zip code

Security question

In what city were you born?

Answer to security question *

Answer to security question

Submit

6

Step 2 of 2 – Password Reset

Enter your new password, confirm it and after you click submit you will be taken to the main display page in ESS.

Password reset (step 2 of 2)

Enter password *

(Min length 8, max length 20, no spaces allowed, must have at least 1 character from at least 3 of the 4 classes: Uppercase, lowercase, digit, special character)

Confirm password *

Submit

Special Notes: In Step 2, if the correct username and email address is not entered, you will not receive an email. Any invalid entries in any of the other prompts will result in a notification being displayed. For example – in Step 6, if the password does not match the correct format or the password does not match the confirmation, you will be displayed a notification that the password doesn't fit the password requirements or the two passwords you entered do not match. If you forget your user / login name, you will need to contact your company's HR / Payroll department to find out what it is.