Self Service Password Reset Procedure

Forgot your ESS, Bridge or Network password?
1. To reset your password on all three systems click on the “Forgot Password” link at the login screen or the “Password Reset” icon on the desktop.

*If you wish to only change your ESS, Bridge or other specific application password please refer to the last section of this document.

Figure 1 - Forgot Password - Alt+Ctrl+Delete Screen

Figure 2 - Forgot Password - Reset Start Page
2. Type in your **Network Login** and **password** then click on “**Forgot Password**”.

**Figure 3 - Forgot Password – Step 1 Fill in Username**

3. Choose your preferred method of verification and click on “**Submit**”.

*Non-Employees must use the Question & Answer method.*

**Figure 4 - Forgot Password - Q&A Verification**
4. **If using the “Questions and Answers” method**, click on each drop down menu and answer each question; then enter and confirm your new password, and click on “Submit”.

*Password must be at least 8 characters, contain a capital letter and a number.*

![Figure 5 - Forgot Password - Set/Confirm New Password](image)

5. After successfully resetting your password click on the “**Complete**” button.

![Figure 6 - Forgot Password - Reset Complete](image)
6. You can now close your internet browser and use your new password to log in.

*Employees only, phone verification is not available for non-employees.

7. If you selected “Send verification code to my phone” a temporary code will be sent to the cell phone number listed in your PeopleSoft Employee Self Service profile. If you need to update or correct your listed cell phone number in PeopleSoft follow the *Updating PeopleSoft Phone Numbers* guide document.
8. The temporary code will expire within 10 minutes.

9. Enter the temporary code into the “Text Verification Code” field. Enter a new password, then confirm the new password and click on “Submit”.

*Password must be at least 8 characters, contain a capital letter and a number.*
10. After successfully resetting your password click on “Complete”

![Figure 11 - Password Reset - Reset Complete](image1)

11. You can now close the web browser and use your new password to log in.

![Figure 12 - Close Web Browser](image2)
Application Specific Reset Procedure

1. To reset your password double click the “Password Reset” icon on your desktop or manually navigate to https://reset2.rwjbh.org

2. From the Self Service Password Reset page type in your Network Login and password and click on “Login”.

3. Click on the key found on the top left side of the page then Manage Access > Manage Passwords.
4. Select the specific application you would like to reset and click on the “Change” button under actions.

Optional: To apply the new password to all applications including Your Network ID click the “SYNC” button.

Figure 3 - Select PeopleSoft Application

5. Type in and confirm a new password then click “Submit” to commit the password change.

Password Requirements:
1. Must be 8+ characters
2. Must contain a number
3. Must contain a capital letter

Figure 4- Submit New Password