EMPLOYEE FIS-SELF SERVICE
PASSWORD RESET INSTRUCTIONS
Instructions for Employees Only

1. Click on “Reset Password (Employees)”
To reset your password you will need the following Information.

1. Employee Badge Number
2. First three digits of your Social Security Number
3. Last four digits of your Social Security Number
4. 4-Digit year of your Employment Date i.e., 2009 (Only needed if you have more than the Metro Self Service system responsibility). If you don’t know your Employment Date, please contact your Supervisor.

If you are not resetting the password now, please close your internet browser session.
1. Enter your Employee Id (Badge No. - Enter 5 digits i.e. 01234)
2. Enter the first 3 digits of your Social Security Number
3. Click Submit Button.
See sample below. Exhibit No 2.
4. Enter the last 4 digits of your Social Security Number
5. Click Submit Button
See Exhibit No. 3

Verification Status

Hello LASTNAME, FIRSTNAME  Your last password change request was 22-feb-2011

You have requested the employee self service application to reset your self service application password. The process may take up to 3 to 5 minutes.
Please provide the following information to verify your identity. You may request up to 3 password change requests per day.
Contact HELP DESK at 2-HELP (213 922-4357) if you need further assistance.

Enter the last 4-digits of your Social Security Number: 4444

Submit  Clear

Exhibit No. 3
If you have more than the Metro Employee Self Service Responsibility, you will need to enter the following.

6. Enter the 4 digit year of your Employment Date with Metro
   If you don’t know your employment date, please check with your Supervisor.
7. Click Submit Button
See Sample below.  Exhibit No. 4

Exhibit No. 4
8. The system will display a temporary password that will require the last 4 digits of your Social Security Number. Replace the question marks (?) with the last 4 digits of your Social Security Number. See following example.

   The password displays T?E?P?Z? If the last 4 digits of your Social Security Number are 1234, then enter temporary password T1E2P3Z4.

Note: The letters in the temporary password will be randomly generated each time you reset your password.

   Please write down this temporary password to use in Step 10. This password is not case sensitive (uppercase or lowercase).

9. Return to Employee Self Service Login screen and enter the username and temporary password.

Exhibit No. 5
10. The system will prompt you to create a permanent password. See screen below. Exhibit No. 6

Please follow these rules when creating your new password. The password must be:

• 6 character (alpha-numeric) length or greater
• at least one number
• at least one letter (A-Z)
• No repeating numbers or letters

Note:
• Password expires once a year. If you have more than one system responsibility, the password will expire every 60 days.
• Password history is kept for 12 passwords. (This means that you cannot re-use any of the previous 12 passwords)
• Password failure limit: 5 attempts

Change Password

• Enter Current Password (This is the new temporary password given earlier)
• Enter New Password (Follow the rules in Step 10)
• Re-enter New Password
• Click “Apply”
Unable to reset Password?

Call ITS Help Desk at 213-922-4357