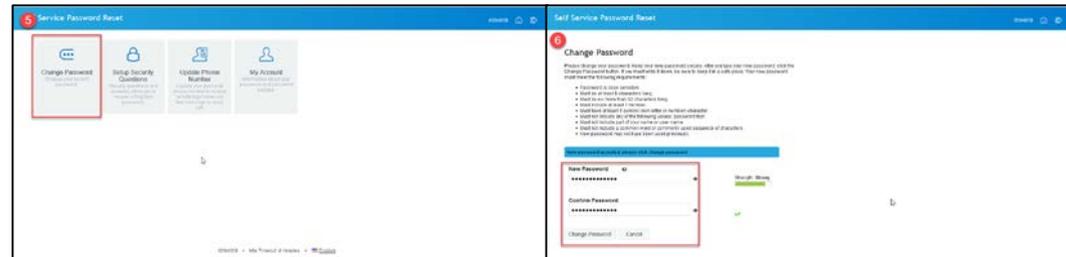
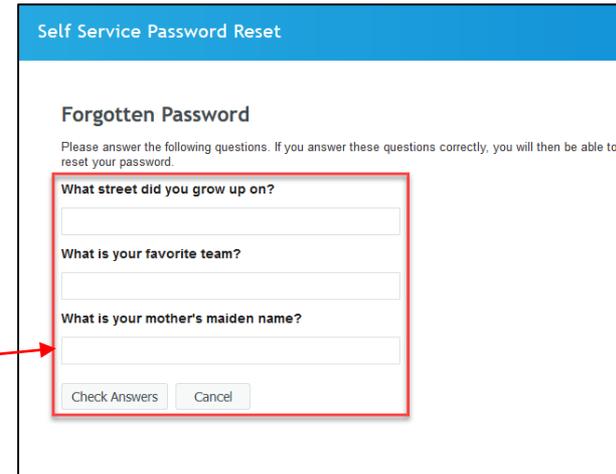
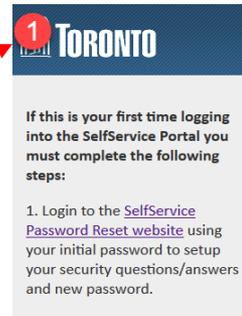


You can reset your password or access the My Account settings in the Employee Remote Access (ERA) website.

To Reset Your Password

1. Go to <https://selfservice.toronto.ca>. Click on the first link in step 1: **Self Service Password Reset website**
2. Click on the Forget Password link below the password field
3. Enter Your employee number including the required number of leading 0's and click on **Search**
4. Complete the recovery questions, after answering them select **Check Answers**
5. Click on **Change Password**, In My Account section
6. Enter a new password, and click on **Change Password**
7. You will be redirected out of the Self Service Password Reset site.
8. Head back to <https://selfservice.Toronto.ca> and re-enter your login credentials with your new password to log into your account



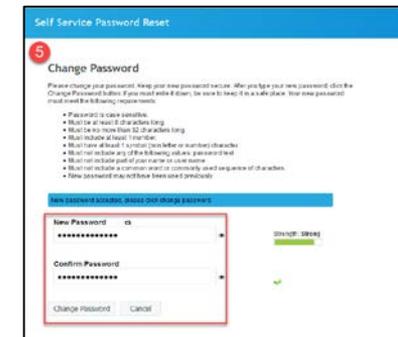
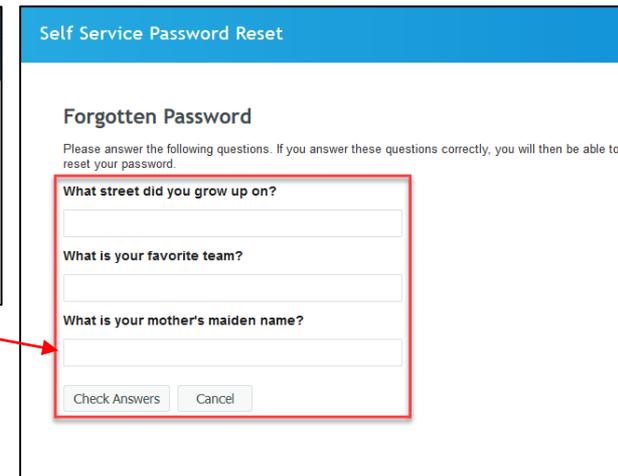
NOTE: If you forget any of your three recovery questions you will need to contact IT Service Desk at: 416-338-2255, Service Desk is open Monday to Friday 7AM-5PM. If you do not remember your passphrase when contacting IT Service Desk you will need to contact recworkerscheduling@toronto.ca.

When contacting recworkerscheduling@Toronto.ca you will be asked validation questions to verify your identity. Questions could include, the last location you worked at, your current address or your phone number.

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