

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

To Reset Your Password

- Go to <u>https://selfservice.toronto.ca</u>. 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.
- Head back to <u>https://selfservice.Toronto.ca</u> and re-enter your login credentials with your new password to log into your account

If this is your first time logging into the SelfService Portal you must complete the following steps: 1. Login to the <u>SelfService</u> <u>Password Reset website</u> using your initial password to setup your security nuestions/answers	Self Service Password Reset Forgotten Password Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password. What street did you grow up on? What is your favorite team?
your security questions/answers and new password.	Check Answers Cancel



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 <u>recworkerscheduling@toronto.ca</u>.

When contacting <u>recworkerscheduling@Toronto.ca</u> 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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