

Name of Procedure: Dayforce – Employee Password Reset Requests	Division: Human Resources	Page 1 of 2
Effective Date: 3/1/2018	Next Review Date: 3/1/2019	

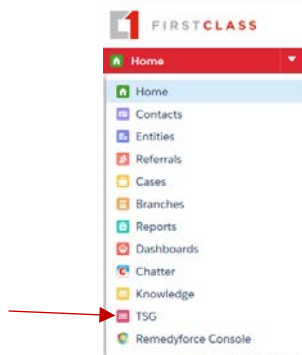
TITLE: Dayforce – Employee Password Reset Requests

PURPOSE: Upon three failed login attempts, an employee will be locked out of Dayforce and require a password reset by the Human Resources department. Below defines the procedures to submit a service ticket for this purpose.

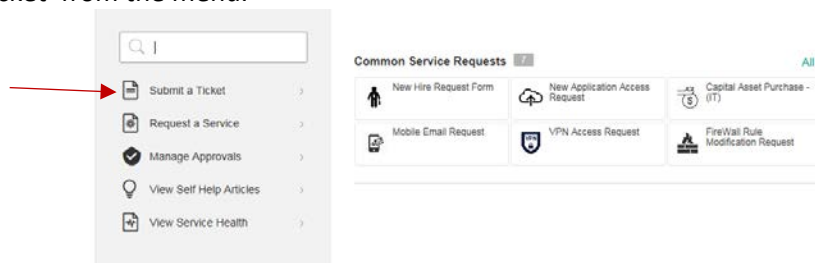
ROLES & RESPONSIBILITIES: Employee

TASKS:

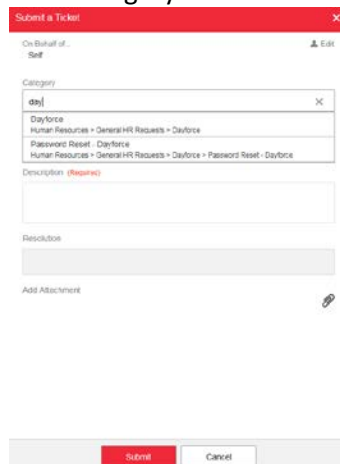
1. Login to FirstCLASS.
2. Select the drop down arrow next to the navigation screen title and select TSG.



3. Click 'Submit a Ticket' from the menu.



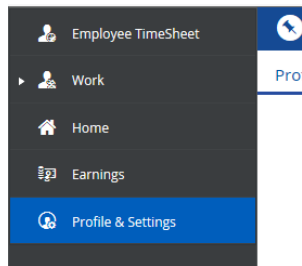
4. Begin entering the keyword 'Dayforce' into the category box.



5. Enter a brief description (i.e. "Locked out of Dayforce."), then click submit.
6. Your ticket will be routed to the appropriate resource for a resolution. An email will be sent from the ticket system advising you of the resolution. Expected resolution time is an estimated 2 hours.
7. When you login to Dayforce with the temporary password assigned, you will be prompted to immediately change the password. It is recommended that you continue to the steps below to setup Security Questions which will allow you to access the Forgot Password feature within the system.

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8. Select 'Profile & Settings' from the menu on the left.



9. Select the 'Security' tab



10. Select the security questions from the drop downs and enter your responses. **You will also need to enter your current password in order for your security questions to save properly.**

Security Settings

Update Password

Enter your current password and type your new password twice (once to confirm)

Current Password

New Password

Repeat New Password to confirm

Update Security Questions

Select and enter the answers to your chosen security questions. These questions will be used to help verify your identity. Questions are case sensitive.

Security Question #1

Answer #1

Security Question #2

Answer #2

11. Click 'Save'.