



Forgot Password Self-Serve Process for Extended Enterprise Learners

Job Aid Purpose

This job aid provides step-by-step instructions on how to use the [Forgot Password self-serve feature](#).

Supplemental Resources

The following companion-based resources support this job aid:

- [The Extended Enterprise Learner Account job aid](#)

Intended Audience

Individuals with the following Workday Learning roles:

- Extended Enterprise Learners

Revision Date

January 20, 2022. Disregard all previous versions.

Questions and Assistance

<https://www.oregon.gov/das/HR/Pages/LearningPartnerAgencyContacts.aspx>

Icon Key



Additional
Information



Reminder



Important

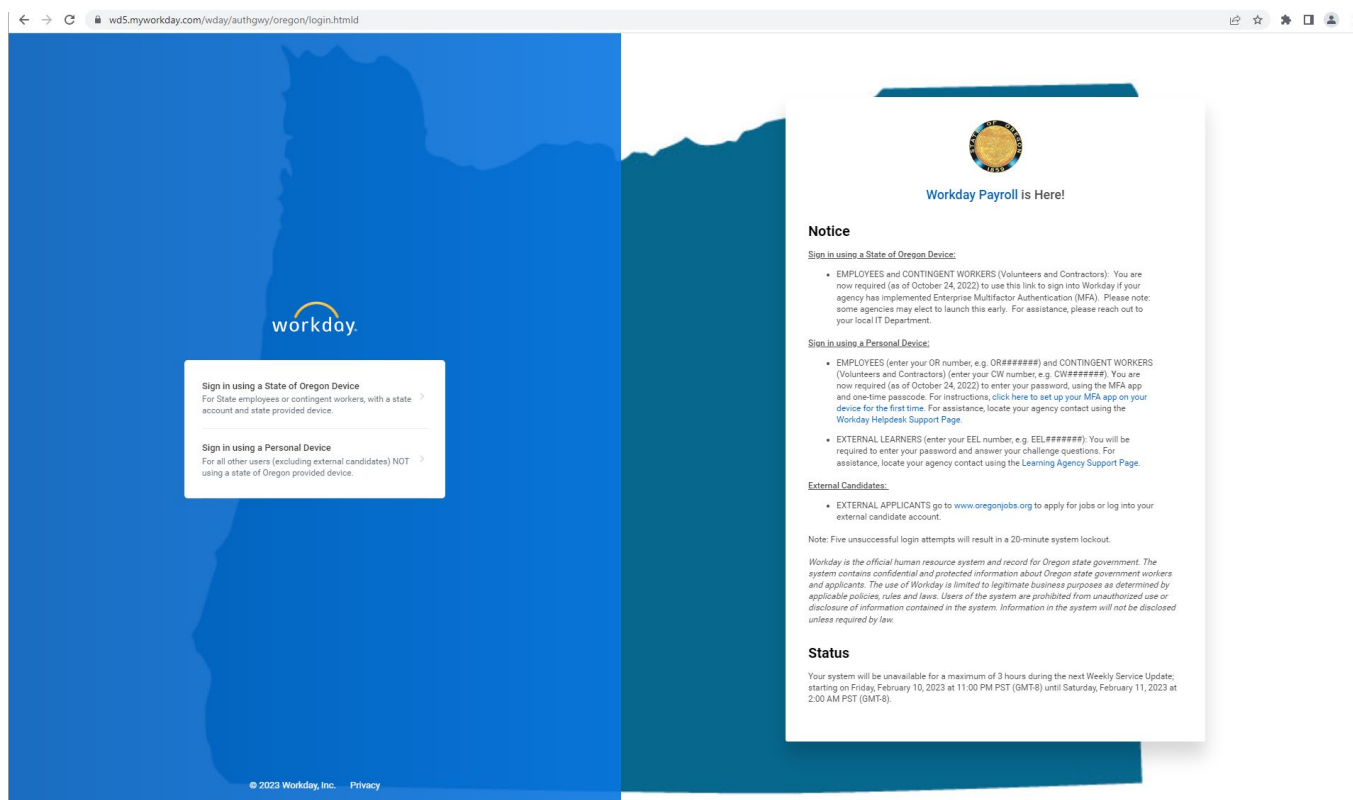
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Forgot Password Self-Serve Process

Step 1: Access Workday Oregon

1. Navigate to the [Workday Oregon](https://wd5.myworkday.com/wday/authgw/oregon/login.html) site. Select, **Sign in using a Personal Device**.



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Step 2: Enter Your Workday Login Credentials

From the Workday Log In screen,

1. Select *Forgot Password*.
2. Enter your *username* and the *email* that you associated with your account.
3. Select *Submit*.

The image shows two overlapping screenshots of the Workday interface. The background screenshot is the main login screen with the Workday logo at the top. It contains fields for 'Username' and 'Password', a 'Sign In' button, and a 'Forgot Password?' link at the bottom. The 'Forgot Password?' link is highlighted with a red rectangle. A dashed arrow points from this link to the foreground screenshot. The foreground screenshot is titled 'Forgot Password' and contains fields for 'Username' (with the value 'EEL000036') and 'Email' (with the value 'x*****@gmail.com'). A 'Submit' button is at the bottom of this screen, also highlighted with a red rounded rectangle.

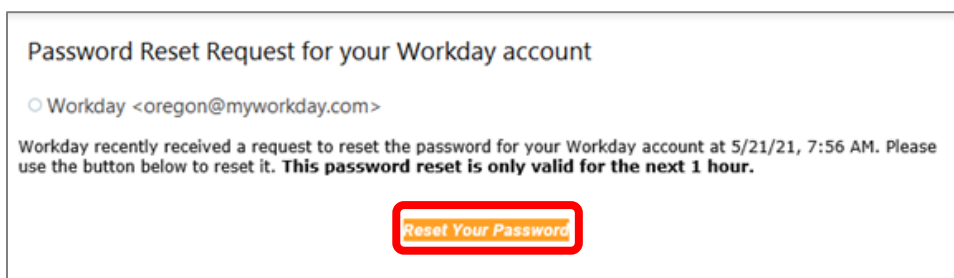
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Step 3: Reset Your Password

If your email address and username exist within Workday, you will receive a reset password email. This email contains the *Reset Your Password* link. This link is only valid for one-hour.

1. Click *Reset Your Password*.



The email is sent from Oregon@MyWorkday.com. As needed, check your junk/spam folder for the reset password email.

Step 4: Identify New Password

From the *Change Password* screen,

1. Enter a *New Password*.
2. Reenter it within the *Verify New Password* field.
3. Select *Submit*.

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Step 5: Workday Sign In

From the Workday Sign In screen ,

1. Enter your username and new password.
2. Select *Sign In*.
3. Answer your Challenge Questions.
4. Select *OK*.

The image shows two screenshots of the Workday interface. The left screenshot is the 'workday.' Sign In screen, which has a blue background. It contains a white box with 'Username' and 'Password' input fields, a blue 'Sign In' button (highlighted with a red circle), and a 'Forgot Password?' link at the bottom. A dashed arrow points from the 'Sign In' button to the right screenshot. The right screenshot is the 'Password Challenge Questions' screen, which has an orange header. It contains two sets of questions, each with a dropdown for the question and a text box for the answer, both marked with a red asterisk. At the bottom, there is a blue 'OK' button (highlighted with a red circle) and a grey 'Cancel' button.