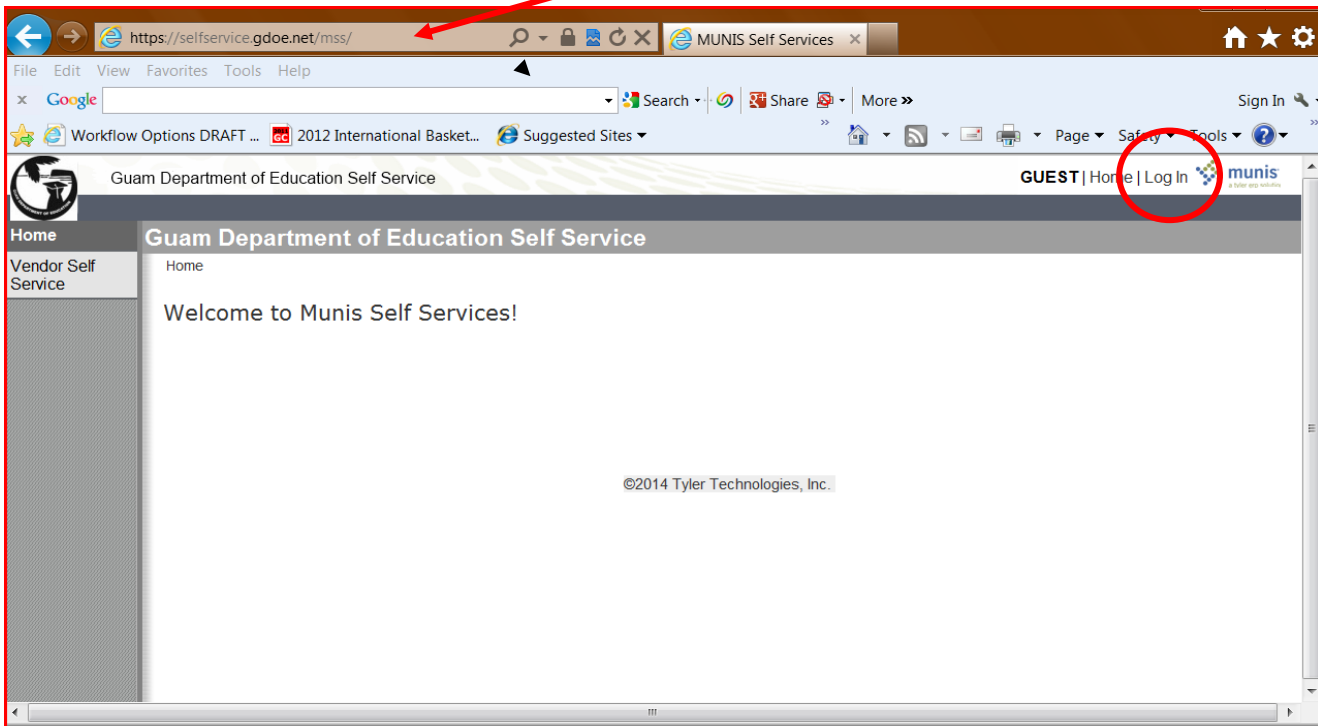
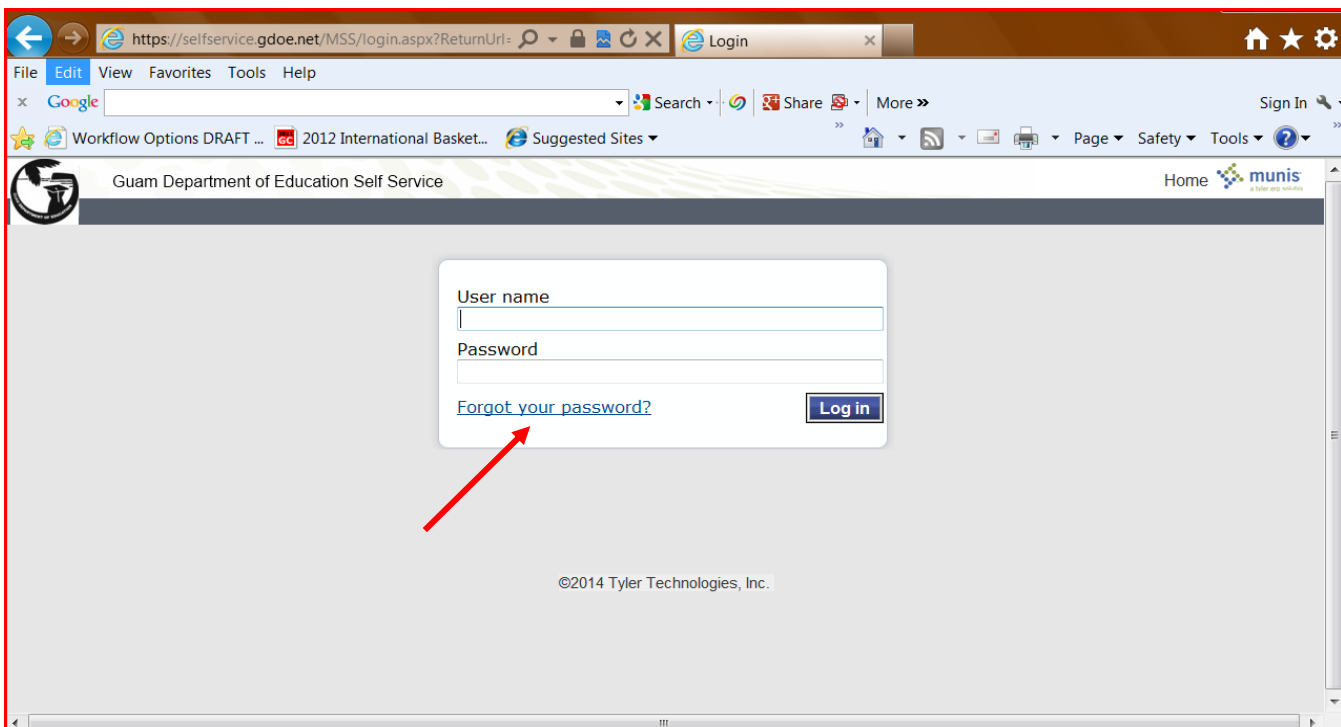


Procedure to Reset Your ESS Password

1. Login to the Employee Self Service website: <https://selfservice.gdoe.net/mss> and click on **Log In**.



2. Click on **“Forgot your Password”** option.



Procedure to Reset Your ESS Password

3. Enter your **User name** in the box which is your **Employee Number** and click on the **Retrieve Hint** box.

Enter your user name in the textbox below and click "Retrieve Hint". An email containing your password hint will be sent to you.

User name
Employee No.

[Back to login screen](#) [Retrieve hint](#)

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4. Wait until you receive the message "**Email sent successfully.**" Please note that you will need a **GDOE Email account** to receive the GDOE Munis Reset Password message.

Email sent successfully.

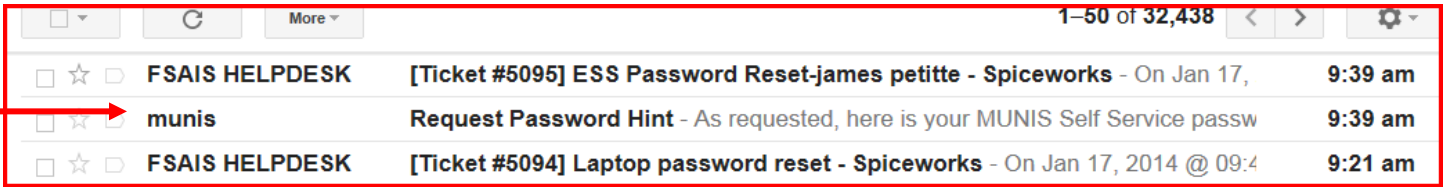
User name
12345

[Back to login screen](#) [Retrieve hint](#)

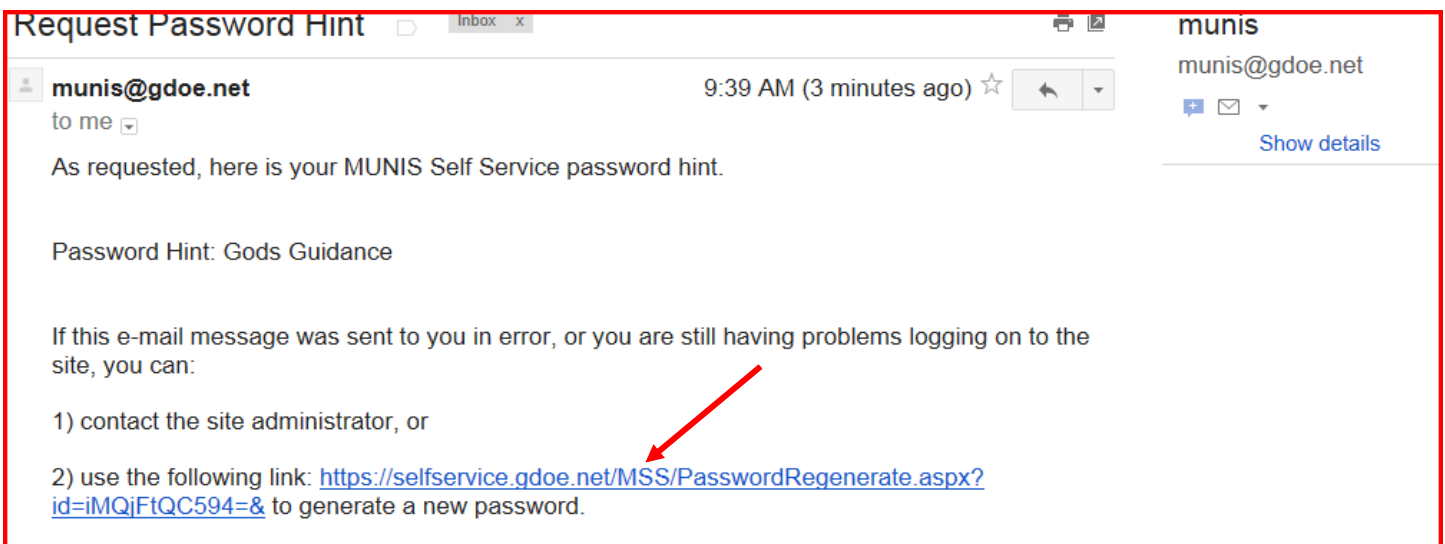
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Procedure to Reset Your ESS Password

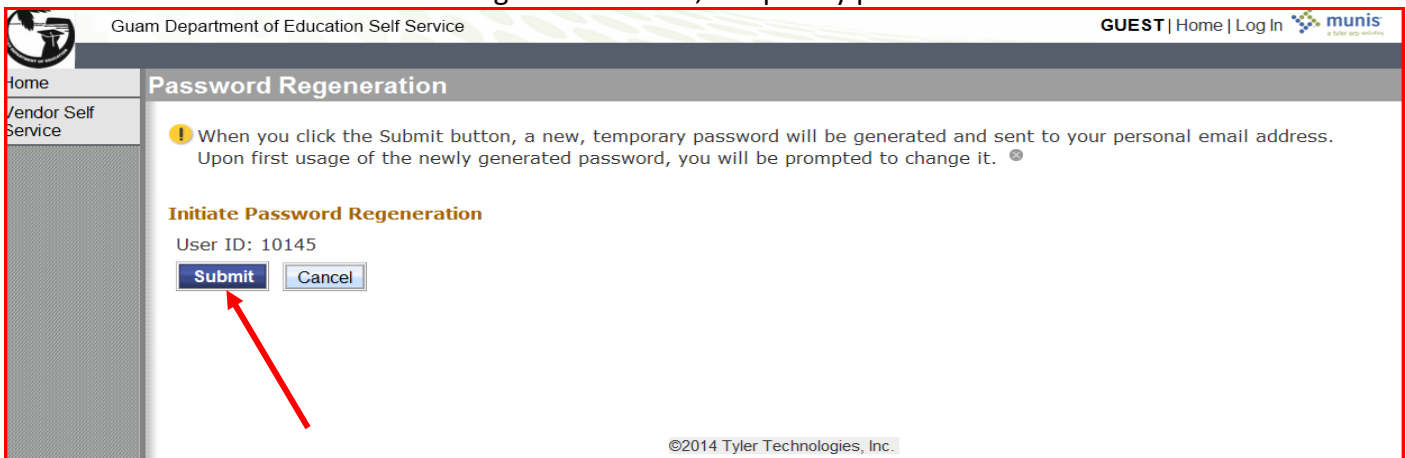
5. Access your GDOE Email Account and locate an email from “munis” with the subject “Request Password Hint”.



6. See screen shot below for a sample email from Munis. You can use the Password hint to help you remember or Please **click on the link** specified on step 2 to reset your password.

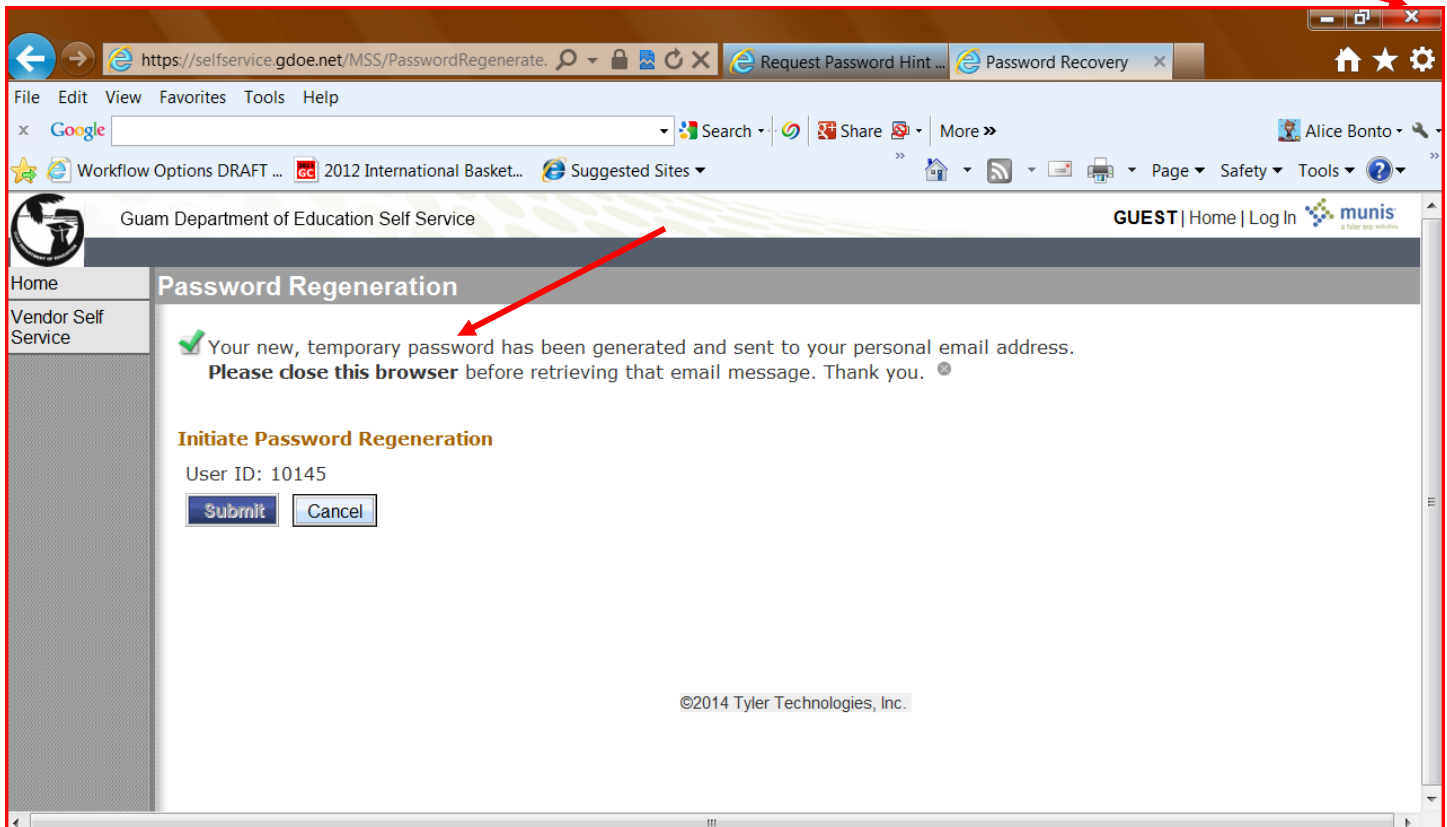


7. Click on the **Submit button** to generate a new, temporary password.

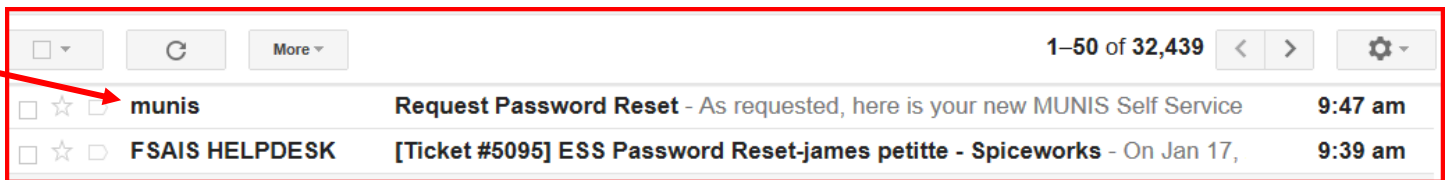


Procedure to Reset Your ESS Password

8. **Close this browser** once it notifies you that the new, temporary password has been sent to your GDOE Email account.

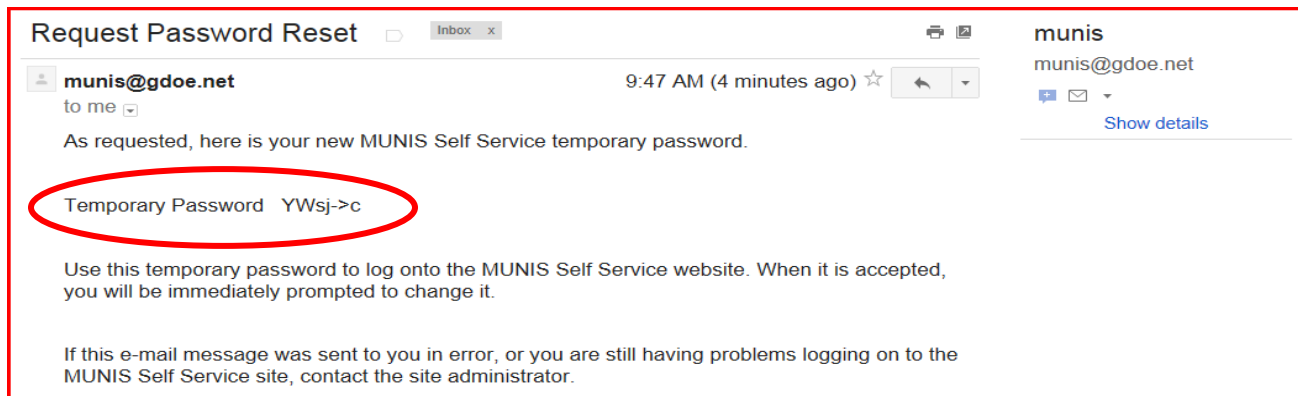


9. Access your GDOE Email account and locate an email from “munis” with the subject matter “Request Password Reset”.

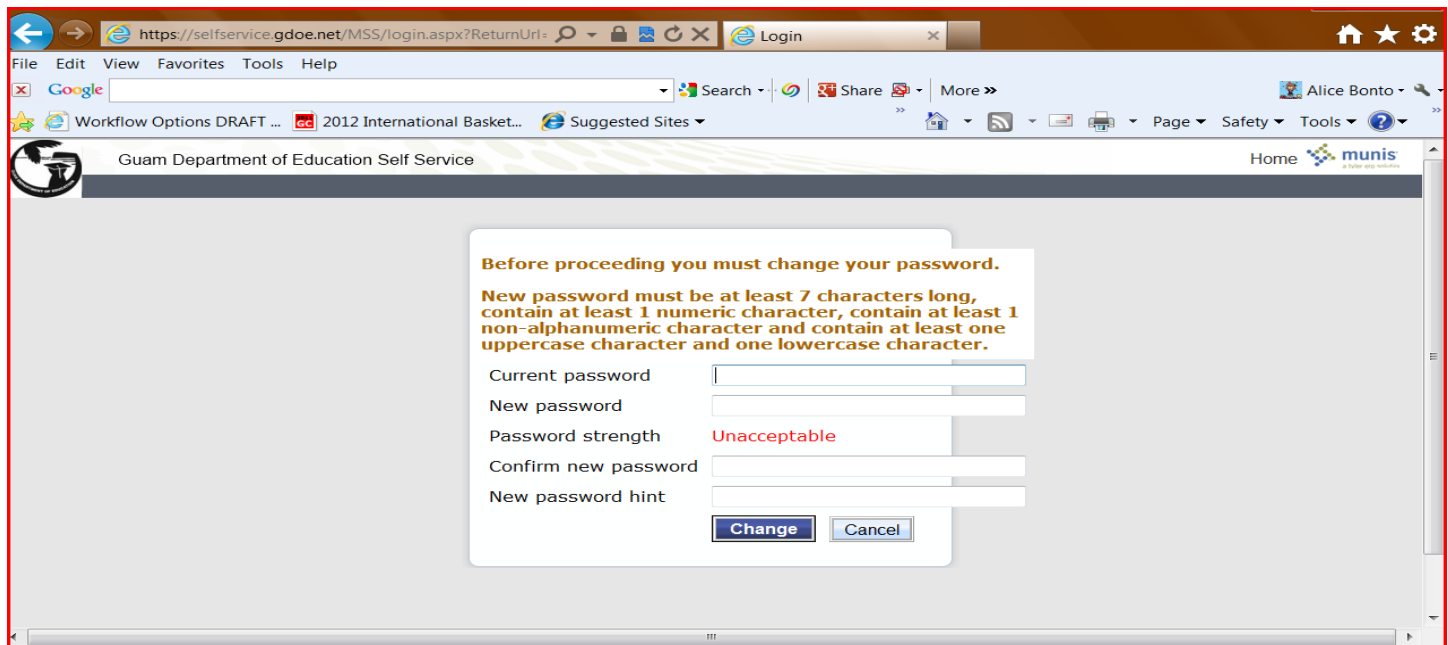


Procedure to Reset Your ESS Password

10. See screen shot below for a sample email. Note the **Temporary Password** .



12. Access the ESS website: <https://selfservice.gdoe.net/mss>
13. Use the temporary password to login.
14. The system will request you to change your password. Please note that at this point your **Current password is still your temporary password** until you are successful in changing the password.



15. If you are still not successful in resetting your password, please submit a ticket to our **FSAIS Helpdesk** Site: <https://helpdesk.gdoe.net/portal>. Use your network username and password to login.