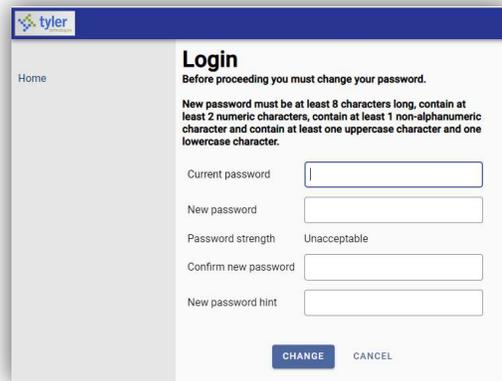


Employee Self Service (ESS) Password Policy and Instructions

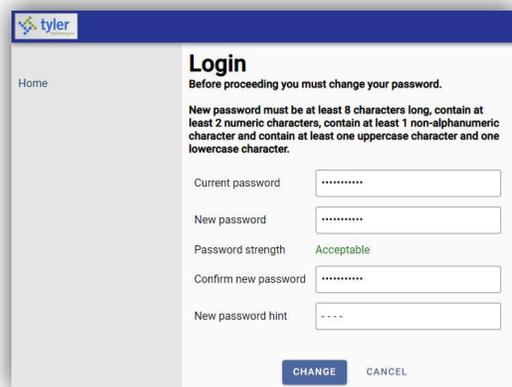
- The City of Madison requires that ESS passwords be reset every 6 months.
- ESS passwords must meet the following requirements:
 - 8 characters long
 - Contain upper and lower case letters
 - Contain 2 numeric values
 - Contain 1 special character
- If you forget your password and need it reset, please contact the IT Helpdesk at (608)266-4193

Password Reset Instructions

- You will automatically be prompted to reset your password upon logging into ESS if six months have elapsed since your last reset.
- To reset your password...
 - Enter your current password
 - Create a new password, making sure it meets the password strength requirements
 - Confirm your new password
 - Enter a password hint
 - Click “Change”

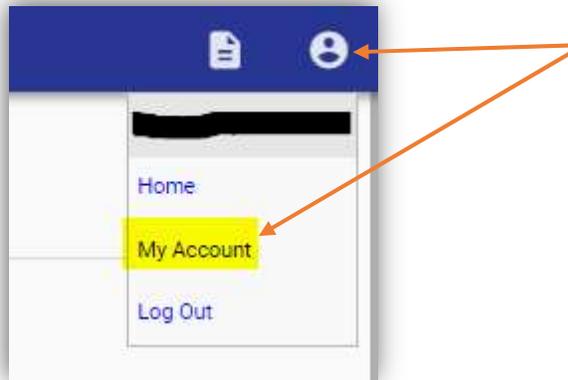


The screenshot shows the Tyler ESS password reset interface. The page title is "Login" and it includes a warning: "Before proceeding you must change your password." Below this, the password requirements are listed: "New password must be at least 8 characters long, contain at least 2 numeric characters, contain at least 1 non-alphanumeric character and contain at least one uppercase character and one lowercase character." The form contains five input fields: "Current password", "New password", "Confirm new password", and "New password hint". The "Password strength" indicator is currently "Unacceptable". At the bottom, there are "CHANGE" and "CANCEL" buttons.



This screenshot shows the same Tyler ESS password reset interface as the previous one, but with the password strength indicator now "Acceptable". The "Current password" field contains a single character, and the "New password" field contains a string of dots representing a password that meets the requirements. The "Confirm new password" field also contains a string of dots. The "New password hint" field contains four dots. The "CHANGE" and "CANCEL" buttons remain at the bottom.

- You can manually reset your ESS password at any time by accessing your ESS profile.
 - Click the User Menu icon in the upper right corner of the screen, then click “My Account”
 - In the Account Settings, click on “Change Password”
 - Follow the instructions above to change your password



Account Settings

Account Information

Now logged in as	[Redacted]
Last successful login	4/2/2024
Last failed login	8/2/2023
Password last changed	4/2/2024
Password expires in	182 days CHANGE PASSWORD

[EMPLOYEE PROFILE](#)