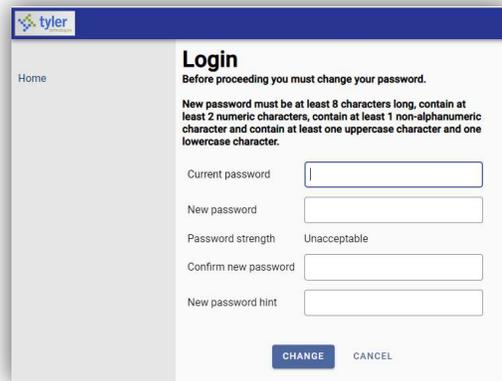## Employee Self Service (ESS) Password Policy and Instructions
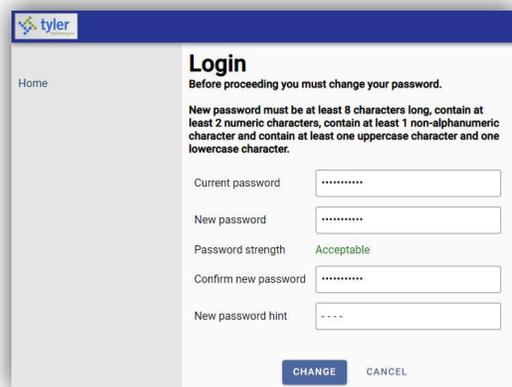
- The City of Madison requires that ESS passwords be reset every 6 months.
- ESS passwords must meet the following requirements:
    - 8 characters long
    - Contain upper and lower case letters
    - Contain 2 numeric values
    - Contain 1 special character
- If you forget your password and need it 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
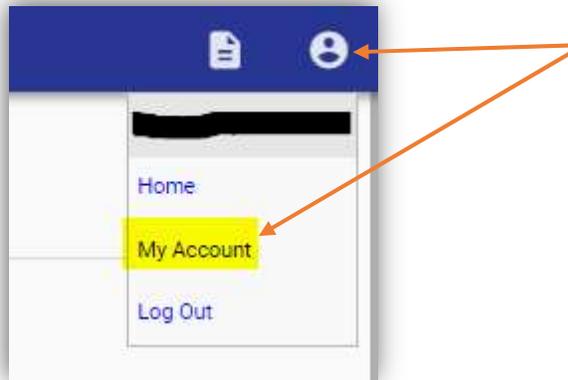   - Enter a password hint
    - Click "Change"

- 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	██████
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