Welcome to the CSS Forgot Password & Username Tutorial. This Self Observation Tool will guide you through how to reset your Password and Username.
Slide: If you cannot remember your password, select “Forgot Password”.
Slide 3: Enter your Social Security number, Email address (Username) and Date of Birth. Select submit. If you are unable to answer these questions to reset your password, you will need to contact the Department of Workforce Development during business hours at 1-800-891-6499
Slide 4: Next you will answer the security question and click the Submit button. Again, if you are not able to answer the question to reset your password, you must contact the Department of Workforce Development at 1-800-891-6499.
Slide 5: Enter and confirm your email address and create a unique password. Your password must be at least 8 characters and include at least one upper case letter, 1 special character, and 1 number. You can also change your security question and answer. Review all of your Personal Information for accuracy and select “Update Account”.
Screen 6: Please take the time to confirm your Social Security Number and Date of Birth. Please click the “eye” to view what information you typed. If you need to correct the information, select Edit and make the corrections. If the information is correct and you would like to continue, click Confirm Account. A verification email will be sent to the email address you provided. Please log-on to your email account and complete the verification process.
Slide 7: Enter your username (email address) and new password. You will now be able to log-on.
Slide 8: From the Claimant Self Service log-on screen, select “Forgot Username”. Enter your Social Security Number and Date of Birth. Select submit.
Slide 9: Answer the security question and click the Submit button. If you are not able to answer your security question, please contact the Department of Workforce Development during business hours at 1-800-891-6499
Slide 10: Your user name (email address) will appear. Enter your password and log-on to Claimant Self Service.
If you no longer have access to the email account you initially registered, and would like to change your email address, log-on using the existing email address. Click on “Security Settings” and remove the existing email address and replace it with your new email address. A verification email will be sent to the email address you provided. Please log-on to your email account and complete the verification process.