Forgot Password Function in Taleo

1. If you do not remember your password, you can use the Forgot Password option. From the Sign In page, click on **Forgot your password?** link under the login area.

   ![Forgot Password Form]

2. On the next page, the system will prompt you to **enter your user name and email address**. You must use the email associated with your account in Taleo.

   ![Forgot Your Password]

3. Click **OK** to have the system send you an email with an access code.

   ![An email has been sent to you]

   A message has been sent to you containing instructions on how to change your password. Please check your inbox.
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4. The email from Taleo will contain an access code. Click on the link in the email sent by the system.

Dear Applicant:

We have received your password change request. This email contains the information that you need to change your password.

Access Code: @U6aWQmK

Click this link to enter your new password.

Best regards,
Human Resources Department
Temple University

Replies to this message are undeliverable and will not reach the Human Resources Department. Please do not reply.

5. You will be directed back to the website and asked to enter your user name and the access code. Please copy and paste the access code to ensure it is entered correctly.
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6. On the next screen, you will be asked to enter the access code again and to create your new password. You will also need to retype the password to confirm it in the system. Click OK to save your password.

![Change Password Form]

7. If you do not meet the requirements for a Taleo password, the system will present an error and you will need to create a password that meets the requirements.

Password Requirements:

- **Passwords MUST**
  - Be between 6 and 32 characters
  - Contain at least one letter (upper or lower case)
  - Contain at least one numeric character
- **Passwords CANNOT**
  - Contain more than two identical consecutive characters (i.e. AAA, 111, !!!)
  - Contain your username

8. Once you have reset your password, you will be taken back to the login page. You will need to enter your user name and your newly created password to log into your profile.