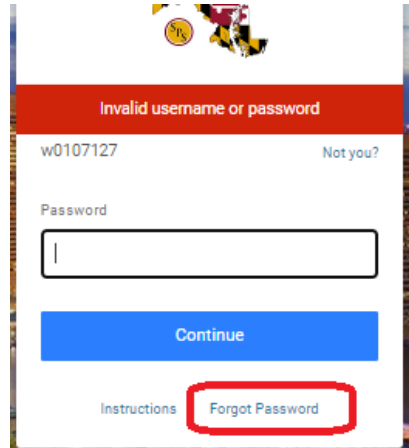


Resetting Your OneLogin Password

If you need to reset your password, click on the Forgot Password link when logging in



Invalid username or password

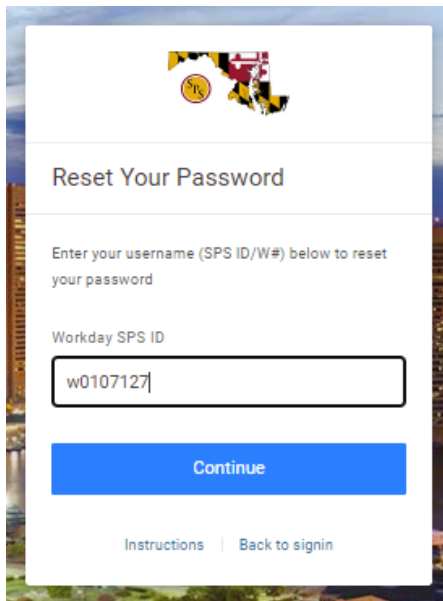
w0107127 Not you?

Password

Continue

Instructions **Forgot Password**

You will be prompted first to enter your W#.



Reset Your Password

Enter your username (SPS ID/W#) below to reset your password

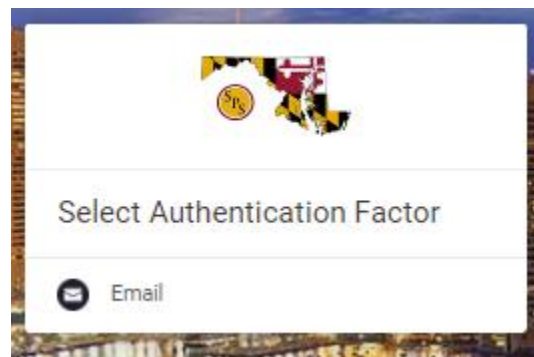
Workday SPS ID

w0107127

Continue

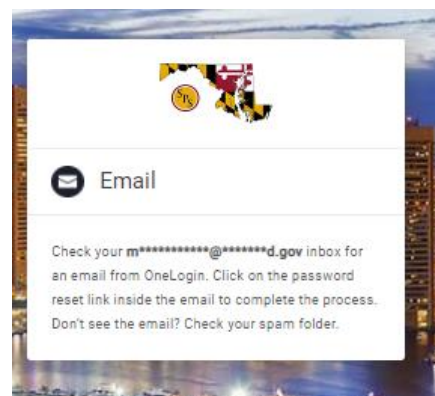
Instructions | Back to signin

Then you must select the authentication method where the reset link is to be sent to. **This could be an email, text, security questions or a request sent to OneLogin Protect, depending on the authentication method(s) you set up in OneLogin.**



Select Authentication Factor

Email



Email

Check your m*****@*****d.gov inbox for an email from OneLogin. Click on the password reset link inside the email to complete the process. Don't see the email? Check your spam folder.

Note: If you need to change/correct the email in SPS so that you can use the email method in OneLogin, you should use the appropriate process for your agency. SPMS Employees and Retirees can make the change to contact info directly in SPS; Non SPMS Employees must contact their HR Office for this change of info. Once a change is made in SPS, OneLogin will be updated with the new info within a two-hour period.

OneLogin Account Locked?

After 3 failed login attempts, you will be locked out for 15 minutes. If you continue to make failed attempts during this time, the lockout period increases in duration for each failed attempt, up to a maximum of **24 hours**.

If your account is locked, you can unlock your account by clicking on the Forgot Password link to reset your password.

