Resetting Your OneLogin Password

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

Invalid username or password	
Password	
Continue	
Instructions Forgot Pass	aword

You will be prompted first to enter your W#.



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.



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.

