

How to Reset Your Password



Smart Guide

External Learners

Overview

This smart guide provides step-by-step instructions of how a partner, provider, or user called an External Learner can reset a password with Workday's self-service tool.

Notes:

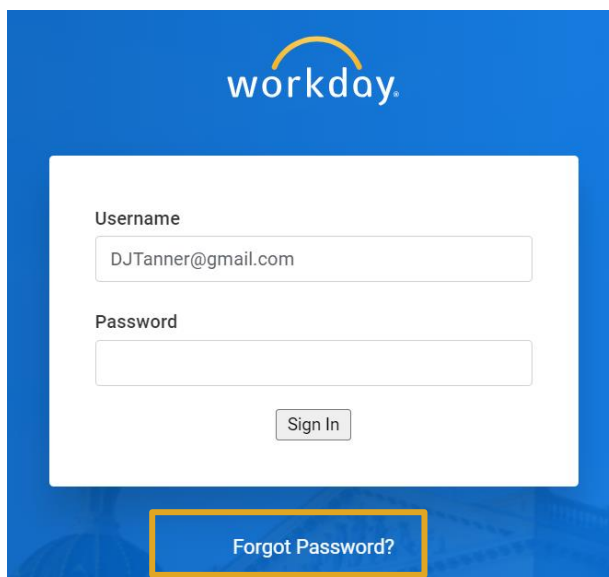
- If you are new and did not have an account with the State of Iowa's previous LMS, please review [How to Create an Account](#).
- If you have not logged into your Workday Learning account in 30 or more days, please review [How to Sign into Your Workday Account](#).
- For any additional questions, please visit the [External Learning website](#).

Audience

External Learners

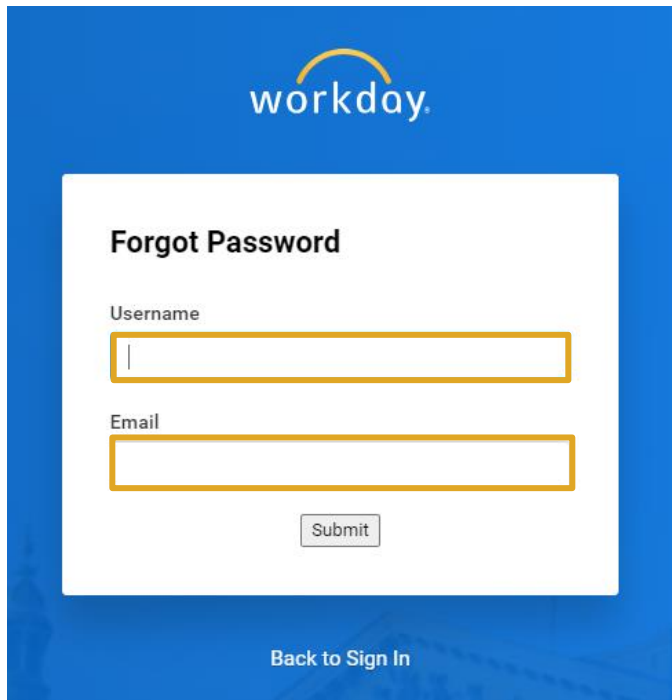
How to Reset Your Workday Password

1. Open the [Workday Login URL](#).
2. From the **Workday login screen**, select **Forgot Password**.



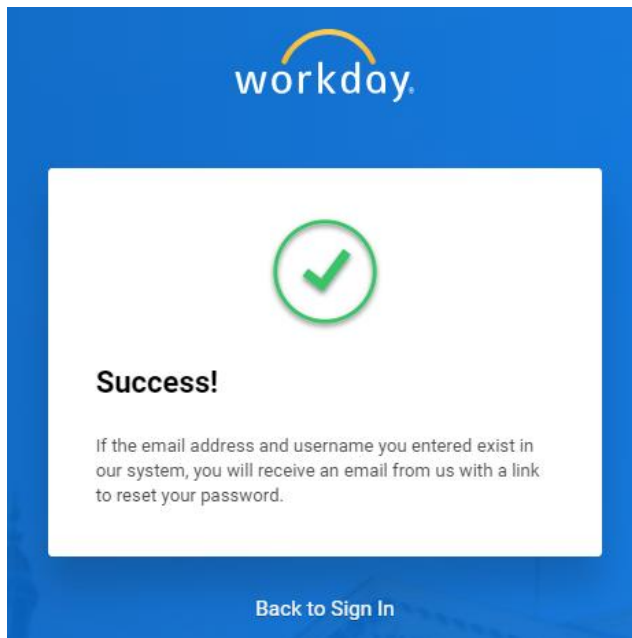
3.

4. Enter your **Username** and **Email address**. These are typically the same.



The screenshot shows the Workday 'Forgot Password' form. At the top is the Workday logo. Below it, the title 'Forgot Password' is displayed. There are two input fields: 'Username' and 'Email', both with yellow borders. A 'Submit' button is located below the 'Email' field. At the bottom of the form area, there is a link that says 'Back to Sign In'.

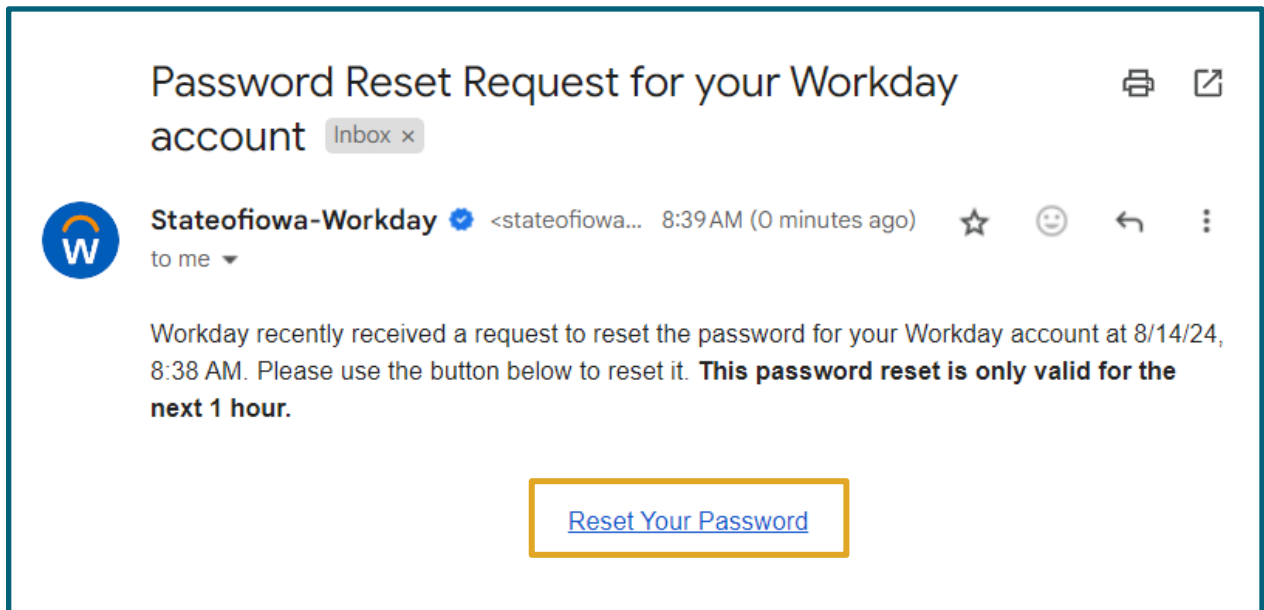
5. You will receive a **Success!** message indicating your request has been processed.



6. Open the **email** from **Stateoflowa-Workday** sent to the email address you used to create your account.

Note: The subject of the email will be **Password Reset Request for your Workday account**.

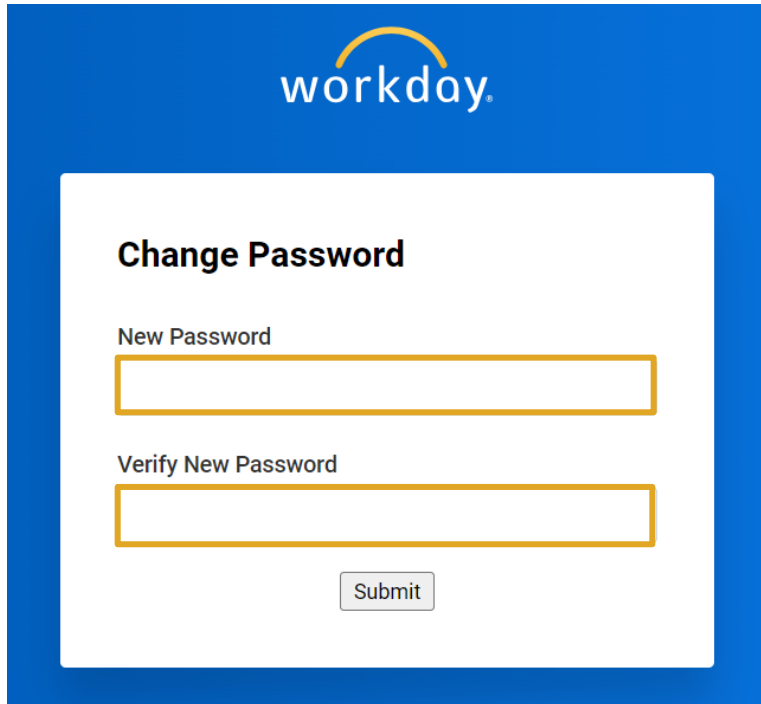
7. Select the **Reset Your Password** link near the middle of the email.



Note: This link will only work for one hour.

8. Create a **new password** using Workday's requirements to include the following:
 - a. **Minimum of 10 characters**
 - b. **Alphabetic characters – including both uppercase (capitals) and lowercase**
 - c. **Numeral characters – numbers 0 - 9**
 - d. **Special characters ! " # \$ % & ' () * + , - / : ; = > ? @ [\] & ^ ` { | } ~ .**
 - e. You **cannot** use password previously used in Workday

9. After entering your new password in the **New Password** space and the **Verify New Password** space.



The image shows a screenshot of the Workday 'Change Password' form. The form is set against a blue background with the Workday logo at the top. The title 'Change Password' is centered at the top of the form area. Below the title, there are two input fields: 'New Password' and 'Verify New Password'. Both fields are empty and have a yellow border. Below the 'Verify New Password' field, there is a 'Submit' button.

10. Select **Submit**.
11. Your password is now reset.