Reset Password Instructions for Employee Online Portal

Website: https://escapeportal.santarosa.edu

Once you have been locked out, you **MUST** go through the *Forgot Password* process, even if you remember your password.

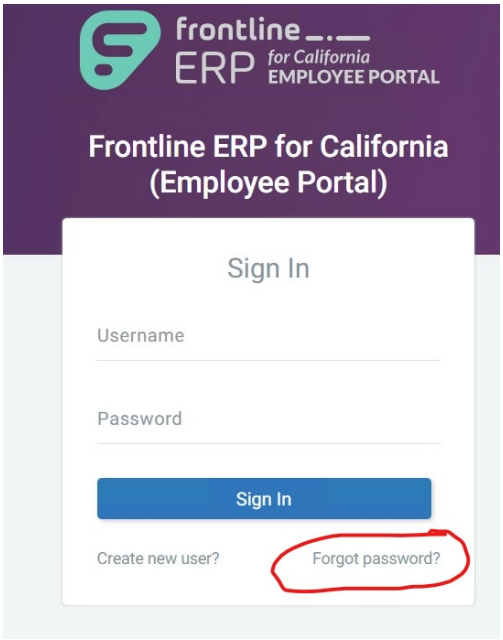
Below is the screen you will see after clicking on "Forgot Password". **Password Field should NOT HAVE ANY DOTS.** Enter your email address, your **legal** first and last name, your date of birth (xx/xx/xxxx), and a new password and click on reset.

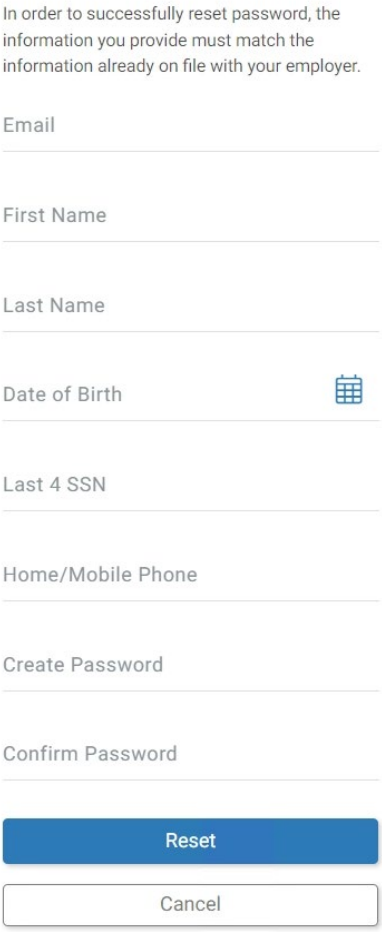
Do not use auto-fill. Type everything fresh.

***Note* The password requirements are:**

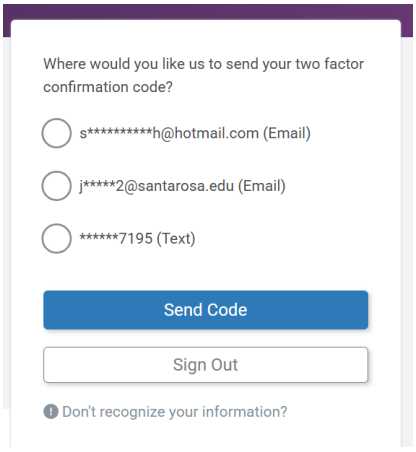
- Password must be at least 8 characters
- Password must contain at least 1 Capital letter
- Password must contain at least 1 lowercase letter
- Password must contain at least 1 special character
- (I.E., !@#$%^&*()_+=)
- Password must contain at least 1 number

***Note* - It is helpful to use your Outlook / Escape password if you already have a District or Escape login!**



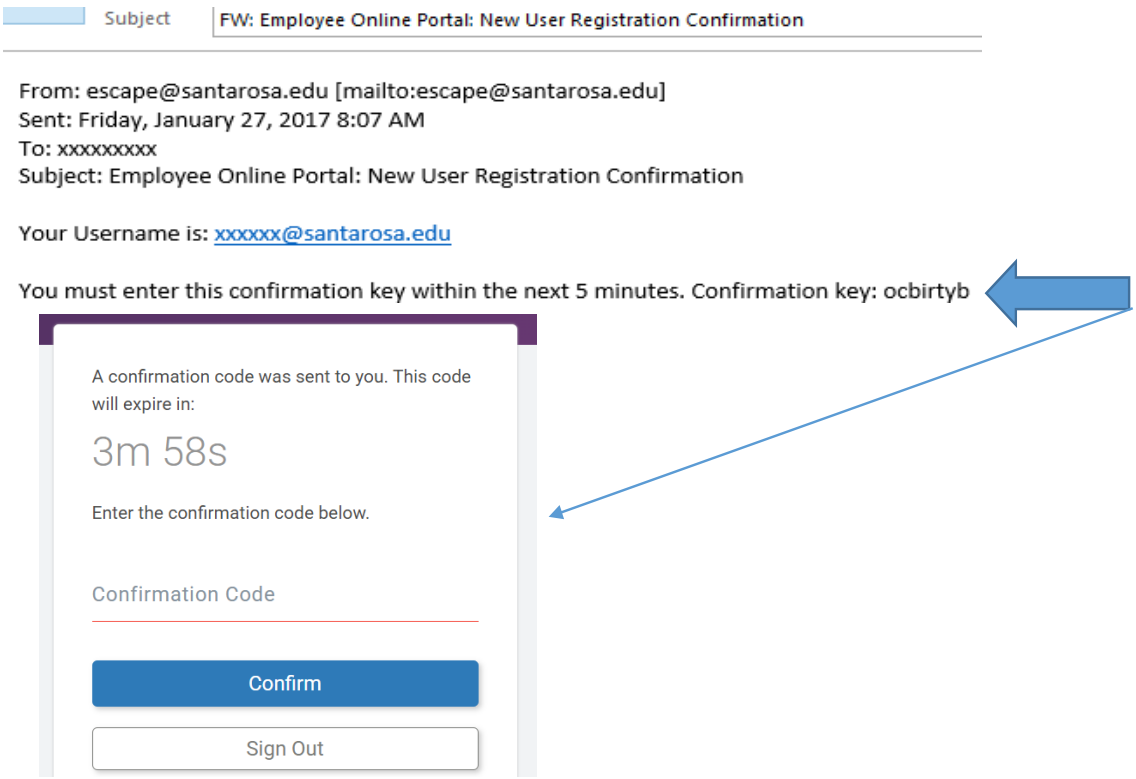


After hitting reset, you will select how to receive a confirmation key. **Best option is to send code to CELL PHONE**



Below is an example of the email that you will receive if email option is used. If you do not receive it right away, please check your spam or clutter folder. When you receive it, enter the confirmation key in the User Setup Screen and click on Confirm.

***Note*The confirmation key MUST be entered within 5 minutes.**



If you are successful, you will be returned to the sign in screen. If you need assistance logging in or have questions, please contact Katie Jimenez-Tuscano, Tamara McFarland, Terri McBride, Natalia Slasten, or Cody Smith. Alternatively, you may visit the Payroll Office, located in Bailey Hall, and the Payroll Staff can help you reset your account.