<u>Reset Password Instructions for Employee Online Portal</u>

Website: https://escapeportal.santarosa.edu/
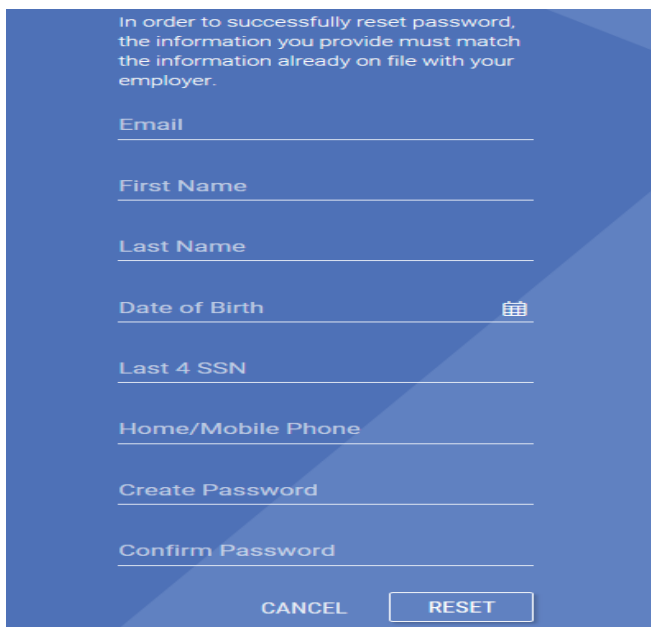

Once you have been locked out, you MUST go through the forgot password process, even if you remember your password.

Below is the screen you will see after clicking on "Forgot your password". Enter your email address, your **legal** first and last name, your date of birth, and a password and click on submit.
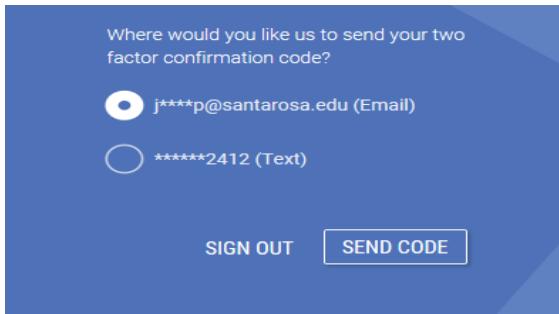
Note The password requirements are:

- 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:

Where would you like us to send your two factor confirmation code?

- ● j****p@santarosa.edu (Email)
- ○ ******2412 (Text)

SIGN OUT   SEND CODE

Below is an example of the email that you will receive. 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 submit.
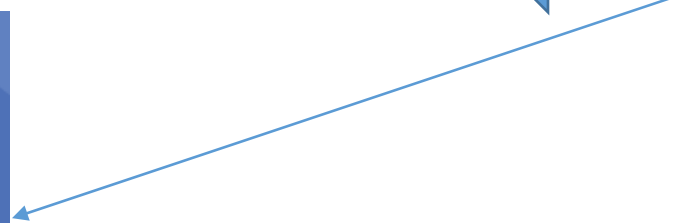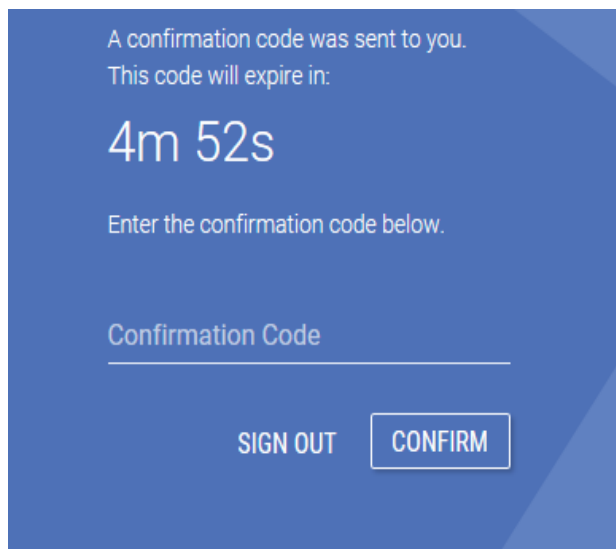
> ***Note*The confirmation key MUST be entered within 5 minutes.**

Subject | FW: Employee Online Portal: New User Registration Confirmation

From: escape@santarosa.edu [mailto:escape@santarosa.edu]
Sent: Friday, January 27, 2017 8:07 AM
To: xxxxxxxxx
Subject: Employee Online Portal: New User Registration Confirmation

Your Username is: xxxxxx@santarosa.edu

You must enter this confirmation key within the next 5 minutes. Confirmation key: ocbirtyb

A confirmation code was sent to you.
This code will expire in:

4m 52s

Enter the confirmation code below.

Confirmation Code

SIGN OUT   CONFIRM

If you are successful, you will be returned to the sign in screen. If you need assistance logging in or have questions, please contact Michelle Michalski, Terri McBride, Lisa Hotchkiss or Deepa Desai. Alternatively, you may visit the Payroll Office, located in Bailey Hall, and the Payroll Staff can help you reset your account.