



DOP
Workforce Services
Guidance

User Password Reset

For users who cannot use the Single Sign On (SSO) option they will need to manually reset their password using the following instructions.

1. Go to <https://secure.neogov.com>
2. Select “**Forgot your username or password?**” link
3. On the “**Login Assistance**” page enter the email address used to set up your account
4. Select “**Send Email**”

A screenshot of the 'Login Assistance' page. At the top left is a link '< Back to Login Page'. The main heading is 'Login Assistance'. Below it is the instruction: 'Enter your email address and we'll send you your username and a link to reset your password.' There is an 'Email' label above a text input field. At the bottom is a dark blue button labeled 'Send Email'.A screenshot of the NEOGOV login page. The 'NEOGOV' logo is at the top. Below it are two input fields: 'Username' and 'Password'. A note says 'All fields are required'. There is a dark blue 'Log In' button. Below the button is a red-bordered box containing the link 'Forgot your username or password?'. At the bottom is a link 'Login with SSO'.

5. You will receive an email with a link to reset your password