

How to Reset your ePro User ID and Password

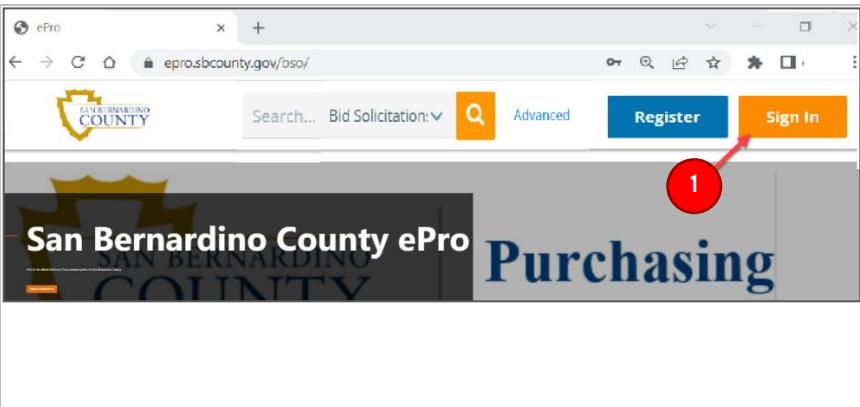
This job aid provides instructions on how to reset your ePro User ID and/or Password.

Forgot User ID / Password

After five (5) unsuccessful sign in attempts you will be locked out for 30 minutes. After 30 minutes you can attempt again but if you forgot your user ID or password, use the Login Assistance and request a new temporary password.

To request assistance with forgotten User ID or forgotten password:

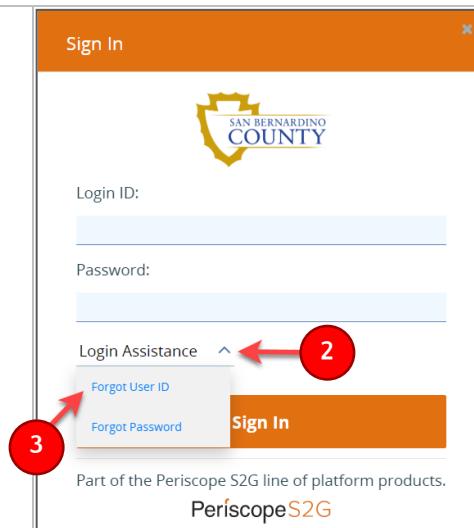
1. Click **Sign In**



Forgot User ID

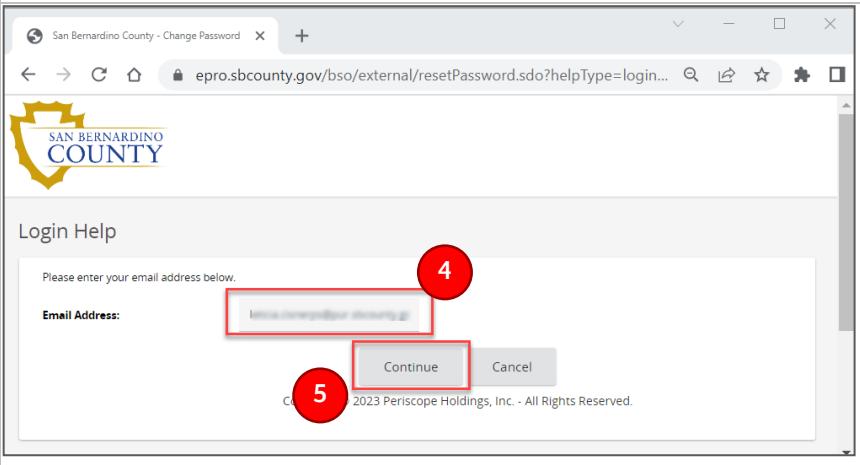
If you forgot your User ID:

2. Click **Login Assistance**.
3. Select **Forgot User ID**.



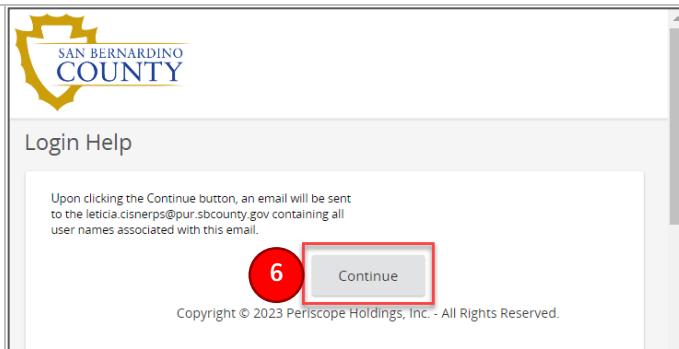
The Login Help displays.

4. Enter your email address.
5. Click **Continue**.



A message displays alerting you that an email will be sent to email entered in the previous screen.

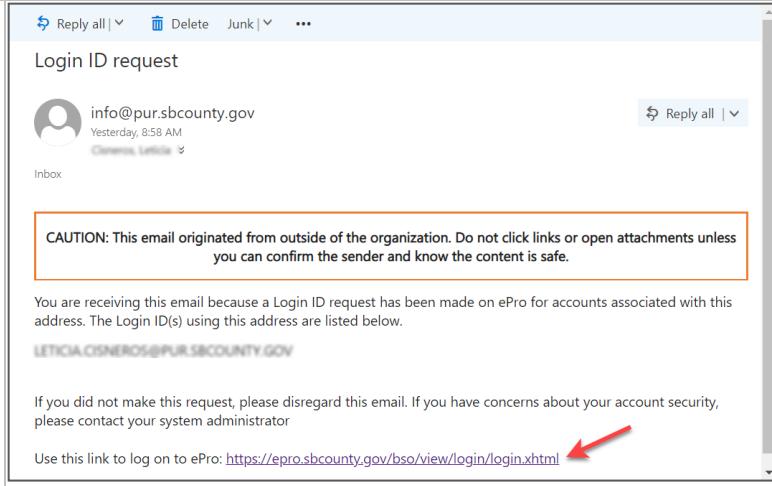
6. Click **Continue**.



An email is sent to your email, open the email to view your User ID.

Sign in to ePro using your User ID and password. If you can't remember your password, continue to next section of this job aid.

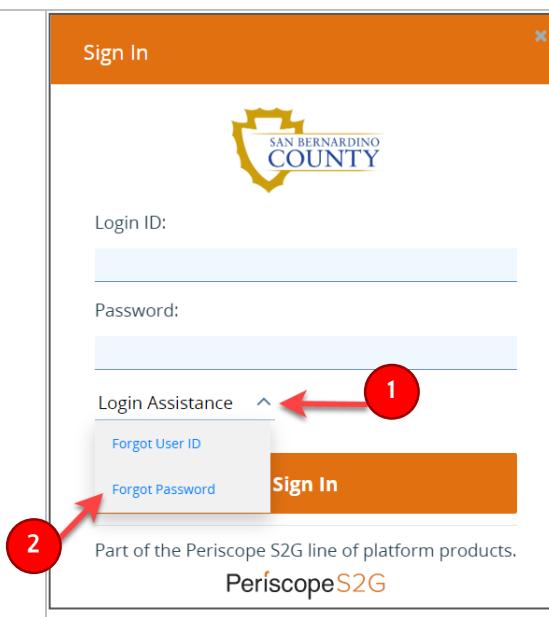
Note: do not use the ePro link provided in the email as it will not direct you to the correct ePro main website.



Forgot Password

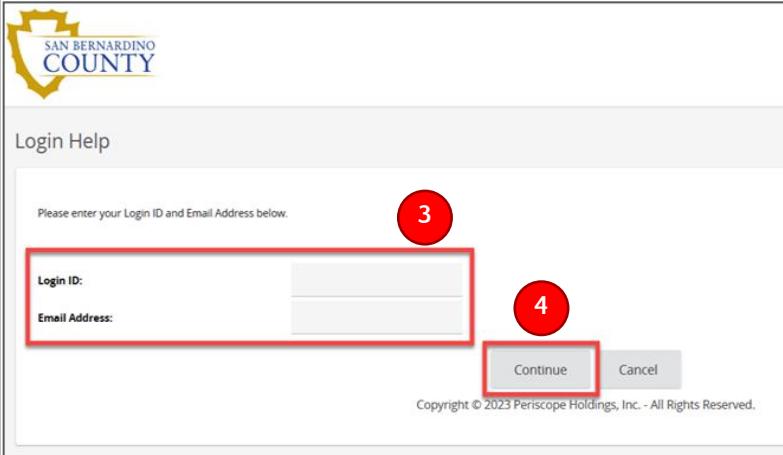
If you forgot your Password:

1. Click **Login Assistance**.
2. Select **Forgot Password**.



3. Enter your **Login ID** and **Email Address** for verification

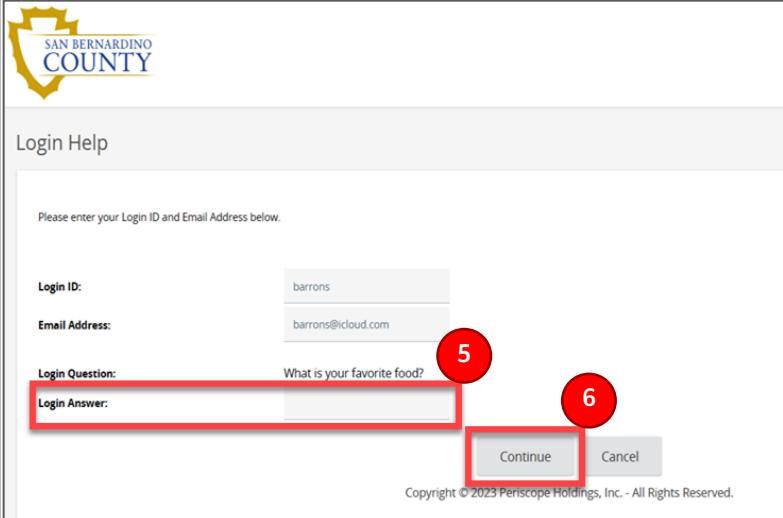
4. Click **Continue**



The screenshot shows the 'Login Help' page. At the top is the San Bernardino County logo. Below it, a message says 'Please enter your Login ID and Email Address below.' Two input fields are present: 'Login ID:' with the value 'barrons' and 'Email Address:' with the value 'barrons@icloud.com'. A red circle with the number '3' is over the 'Login ID' field. A red circle with the number '4' is over the 'Continue' button. At the bottom right, it says 'Copyright © 2023 Periscope Holdings, Inc. - All Rights Reserved.'

5. Enter your **Login Answer**

6. Click **Continue**

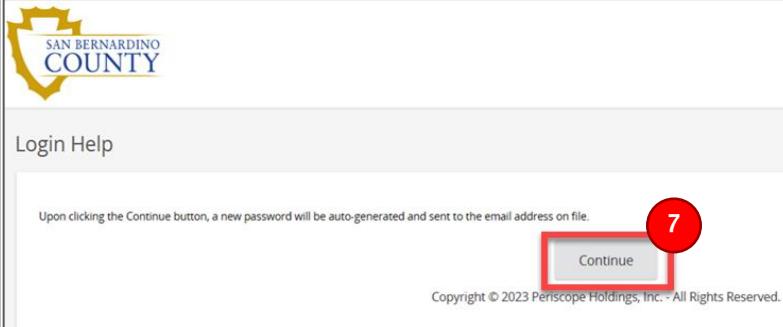


The screenshot shows the 'Login Help' page. The 'Login ID' field is 'barrons' and the 'Email Address' field is 'barrons@icloud.com'. Below these, a 'Login Question' is listed as 'What is your favorite food?' and a 'Login Answer' field contains the value 'pasta'. A red circle with the number '5' is over the 'Login Answer' field. A red circle with the number '6' is over the 'Continue' button. At the bottom right, it says 'Copyright © 2023 Periscope Holdings, Inc. - All Rights Reserved.'

If successful, you will be able to set a new password.

7. Click **Continue**

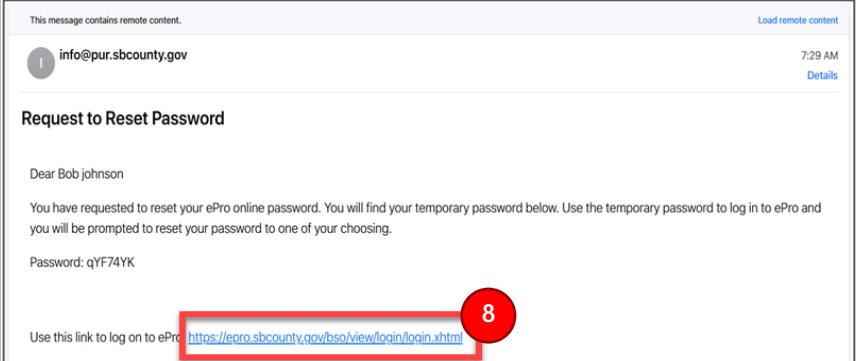
Important: Passwords must be alpha-numeric.



The screenshot shows the 'Login Help' page. A message at the top says 'Upon clicking the Continue button, a new password will be auto-generated and sent to the email address on file.' A red circle with the number '7' is over the 'Continue' button. At the bottom right, it says 'Copyright © 2023 Periscope Holdings, Inc. - All Rights Reserved.'

Link in email will direct you to **Change Password**

8. Click link



The screenshot shows an email from 'info@pur.sbccounty.gov'. The subject is 'Request to Reset Password'. The message body starts with 'Dear Bob johnson' and says 'You have requested to reset your ePro online password. You will find your temporary password below. Use the temporary password to log in to ePro and you will be prompted to reset your password to one of your choosing.' Below this, it says 'Password: qYF74YK'. At the bottom, it says 'Use this link to log on to ePro' and provides a redacted link. A red circle with the number '8' is over the link. The email has a timestamp '7:29 AM' and a 'Details' link. At the top right, there are 'Load remote content' and 'Details' buttons.

Use temporary password from email for current password.

9. Create New Password

10. Click Submit

Important: Passwords must be alphanumeric.

Change Password

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Your current password has expired. You must enter a new password. Passwords must be between 7 and 50 characters and contain at least one letter and one number.

Submit Log Out

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