

How to Reset your ePro User ID and Password

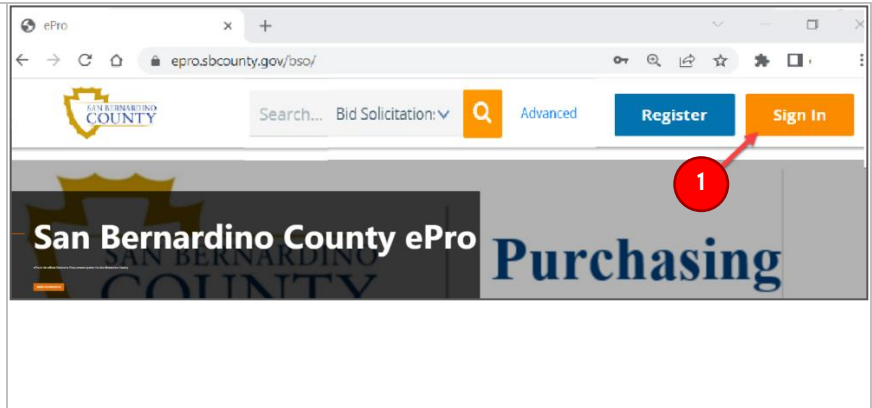
This job aid provides instructions on how to reset your ePro User ID and/or Password.

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:

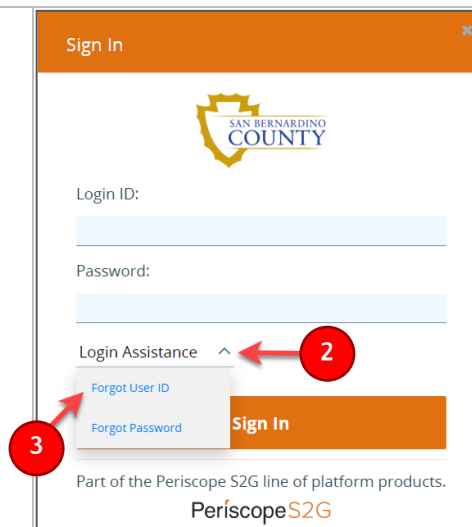
1. Click **Sign In**



Forgot User ID

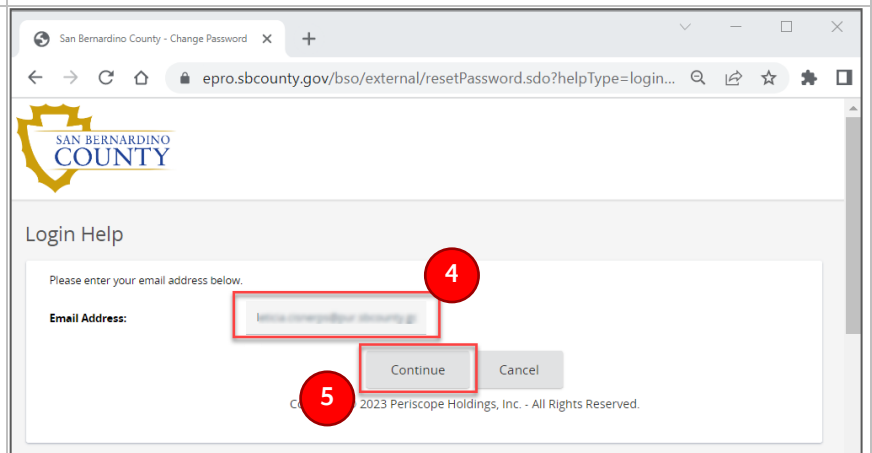
If you forgot your User ID:

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



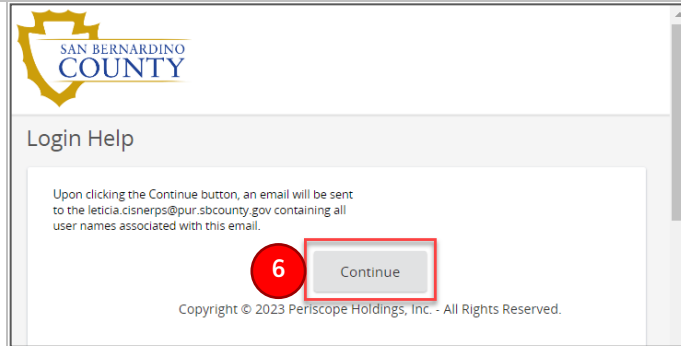
The Login Help displays.

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.

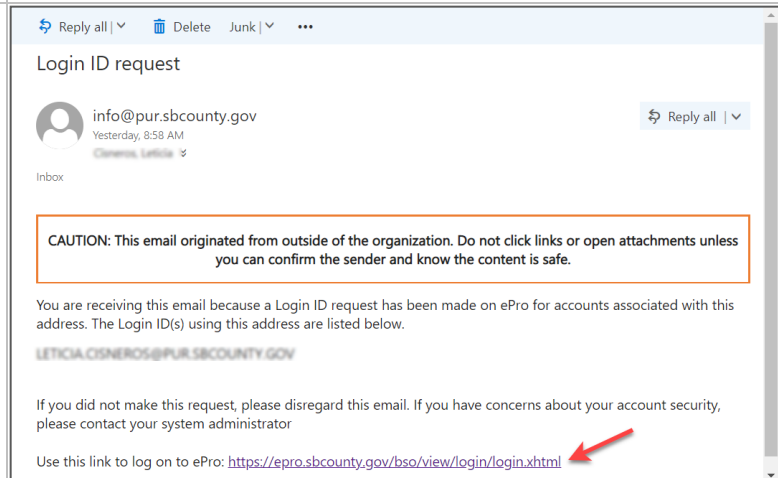
6. Click **Continue**.



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.

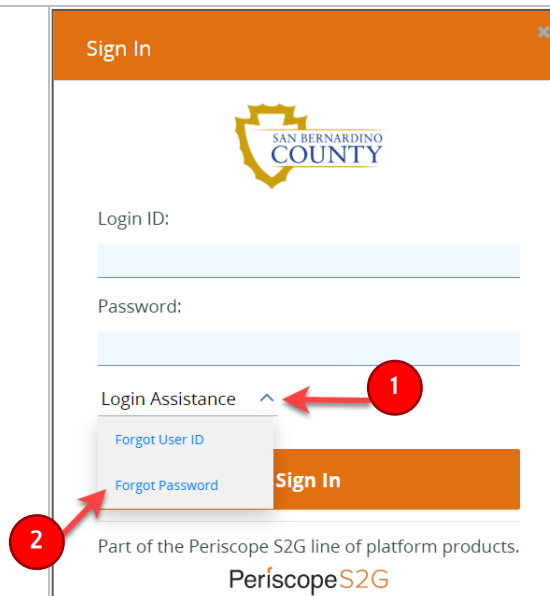
Note: do not use the ePro link provided in the email as it will not direct you to the correct ePro main website.



Forgot Password

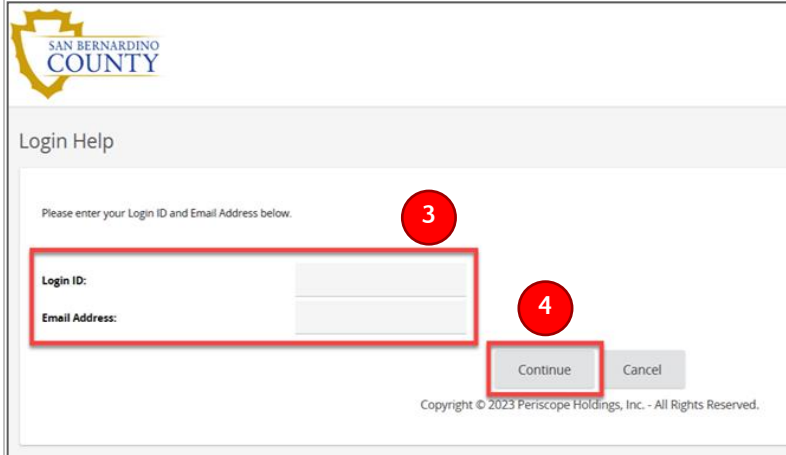
If you forgot your Password:

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



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

4. Click **Continue**



San Bernardino County

Login Help

Please enter your Login ID and Email Address below.

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Login ID:

Email Address:

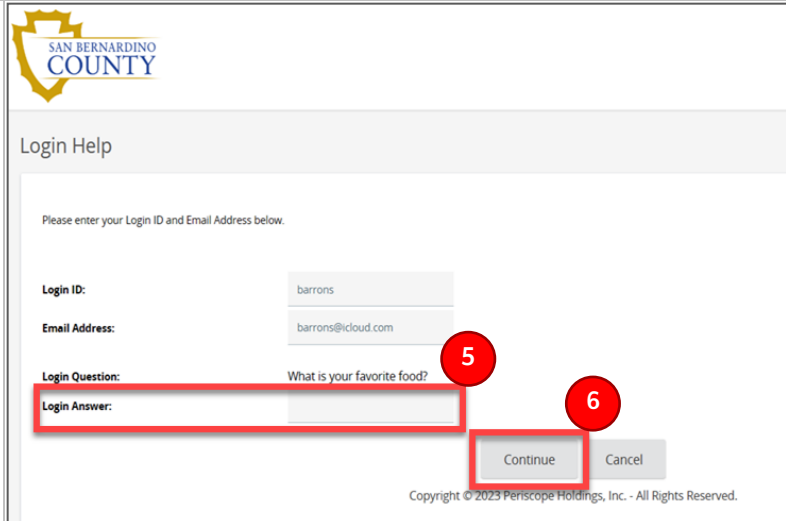
4

Continue Cancel

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5. Enter your **Login Answer**

6. Click **Continue**



San Bernardino County

Login Help

Please enter your Login ID and Email Address below.

Login ID:

Email Address:

Login Question: What is your favorite food?

5

Login Answer:

6

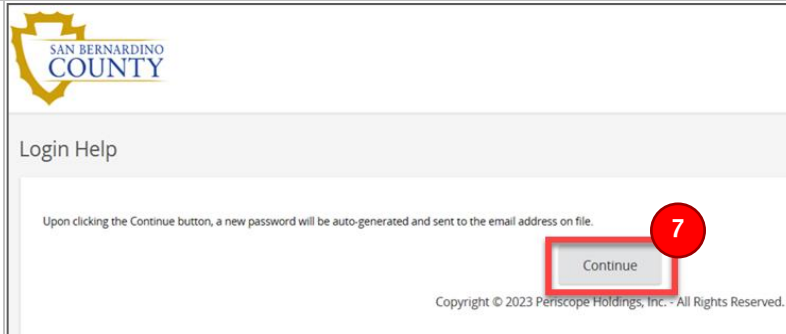
Continue Cancel

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

7. Click **Continue**

Important: Passwords must be alpha-numeric.



San Bernardino County

Login Help

Upon clicking the Continue button, a new password will be auto-generated and sent to the email address on file.

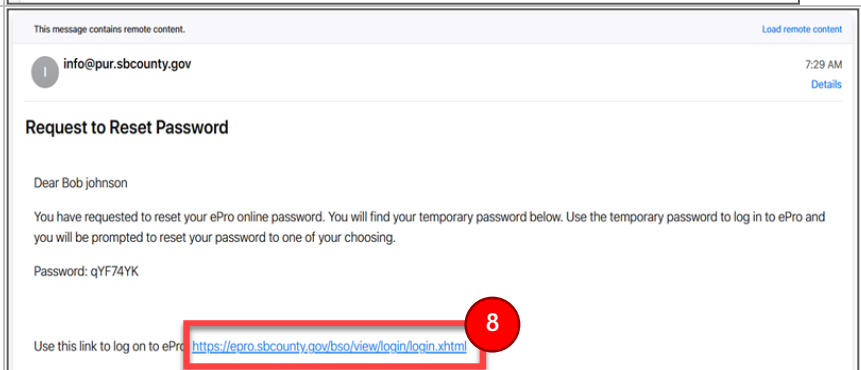
7

Continue

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

8. Click **link**



This message contains remote content. [Load remote content](#)

info@pur.sbcounty.gov 7:29 AM [Details](#)

Request to Reset Password

Dear Bob johnson

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.

Password: qYF74YK

Use this link to log on to ePro: <https://epro.sbcounty.gov/bso/view/login.xhtml>

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Use temporary password from email for current password.

9. Create **New Password**

10. Click **Submit**

Important: Passwords must be alpha-numeric.

