



HOW TO RESET YOUR WORKDAY PASSWORD

Step 1: Access Workday

If you have forgotten your password or if your password has expired (As per the security policy of MSS Security, your password for WorkDay and WorkForce Suite **expires every 90 days.**), you can reset it in the Workday app to gain access with a new password.

Open the Workday app and follow the instructions below to reset your password.



Workday

Scan to download Workday



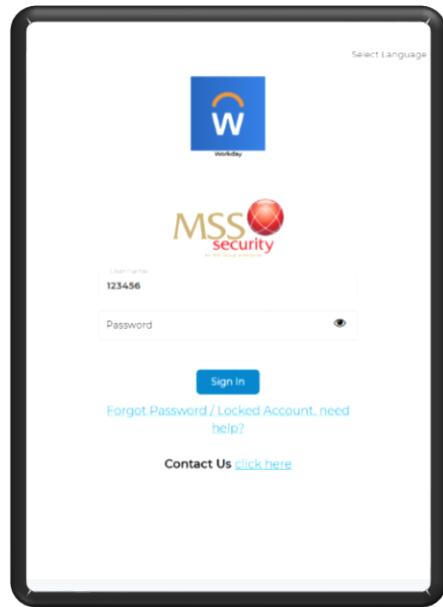
Step 2: Enter Your Username

Fill in the box titled “Username” with the following information:

Username:

- If you are an MSS employee - your **employee number** (check your pay slip if unknown)
- If you are a Subcontractor to MSS – your **email address**

Once you have entered your username, to start the process of recovering your account and resetting your password, click on the **“Forgot Password / Locked Account, need help?”** button.



Step 3: Recovering Your Account

This will prompt the steps to begin recovering your account to change your password.

Select the option to “Reset” your password, then press “Proceed” to continue to the next step.

The system will ask you to “Provide Username to Proceed” Your original entry will be populated into this field. Select “Proceed” to continue to recover your account or make any changes if necessary.

Step 4: Verifying Your Identity

Before being able to successfully change your password, you will be required to verify your identity via a **Multi-Factor Authentication** method.

Select your preferred method to verify your identity by selecting either **SMS OTP** or **Email OTP**.

Select your preferred method of MFA then click “Proceed” to continue to change your password.

Multi-factor Authentication

Please select one of the validation options:

- SMS OTP
- Email OTP

[Cancel](#) [Proceed](#)

English

?

Print

Help

Feedback

Logout

?

Print

Help

Step 5: Completing your MFA

After electing your preferred MFA method, complete the MFA process by entering the code into the OTP field and press “Proceed” when you have correctly entered your unique OTP.

For SMS:

An OTP will be sent to your phone number in a text message. This can be found in the “Messages” application. The message will be sent via an unknown number titled:

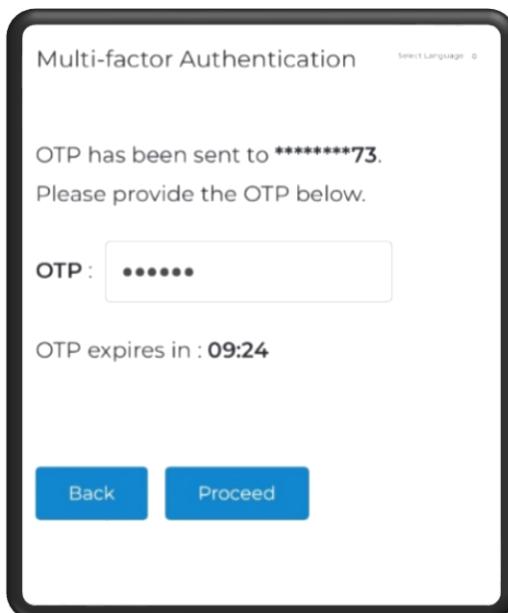
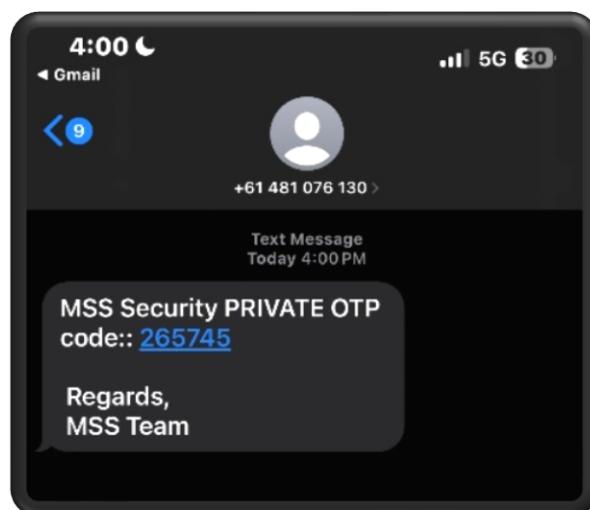
MSS Security PRIVATE OTP

CODE: xxxxxx

For Email:

An email will be sent to your inbox via MSS “itservices” titled **MSS Security: OTP**. Open the email to identify a 6-digit combination, which is your One-Time Password highlighted in bold.

Enter the 6 digit unique OTP you have received into the OTP field and select the blue “Proceed” button when you have entered the OTP. This will verify your identity so you can change your password!



Step 6: Setting a New Password

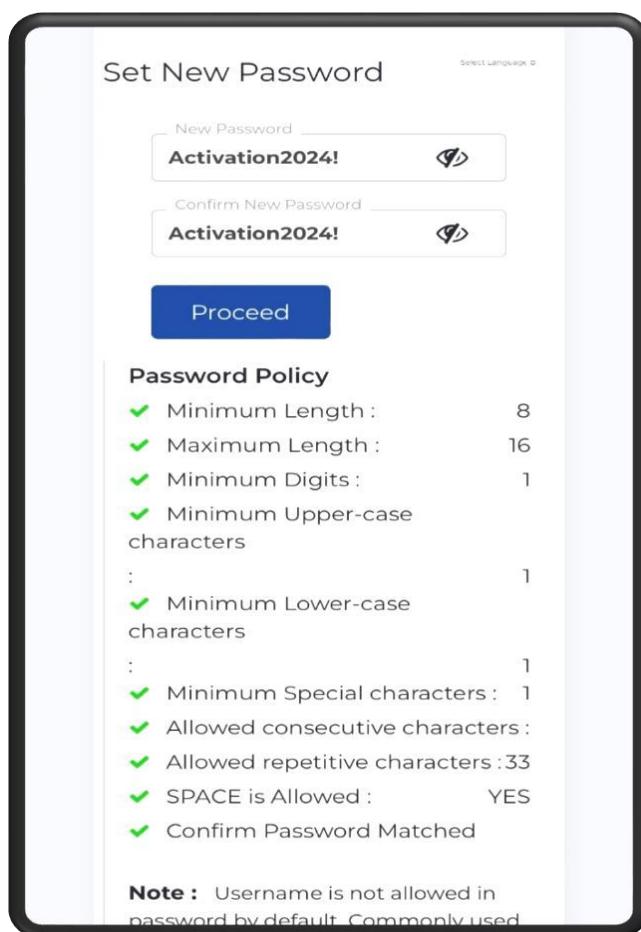
You may now enter a password of choice that is within the guidelines of the password policy.

Note: You cannot use an old password!

You will be able to proceed and set your personal password if all the password policy requirements have a green tick next to them. If your password does not meet the requirements, your chosen password will not be accepted.

Remember, you can use the "eye" feature to check your password entry!

Once you have chosen a password that fits the password policy, select the blue "**Proceed**" box to continue!



The screenshot shows a 'Set New Password' page. At the top, there are fields for 'New Password' and 'Confirm New Password', both containing the text 'Activation2024!' with eye icon buttons. Below these is a 'Proceed' button. To the right, a 'Password Policy' table lists various requirements with green checkmarks and numerical values:

Password Policy	
✓ Minimum Length :	8
✓ Maximum Length :	16
✓ Minimum Digits :	1
✓ Minimum Upper-case characters :	1
✓ Minimum Lower-case characters :	1
✓ Minimum Special characters :	1
✓ Allowed consecutive characters :	
✓ Allowed repetitive characters :	33
✓ SPACE is Allowed :	YES
✓ Confirm Password Matched	

Note : Username is not allowed in password by default. Commonly used

Step 7: Complete!

After you have proceeded to change your password, you will now be able to sign into Workday using your new preferred password! Ensure to keep your password in a safe place!

If you need any assistance, email msshelp@msssecurity.com.au