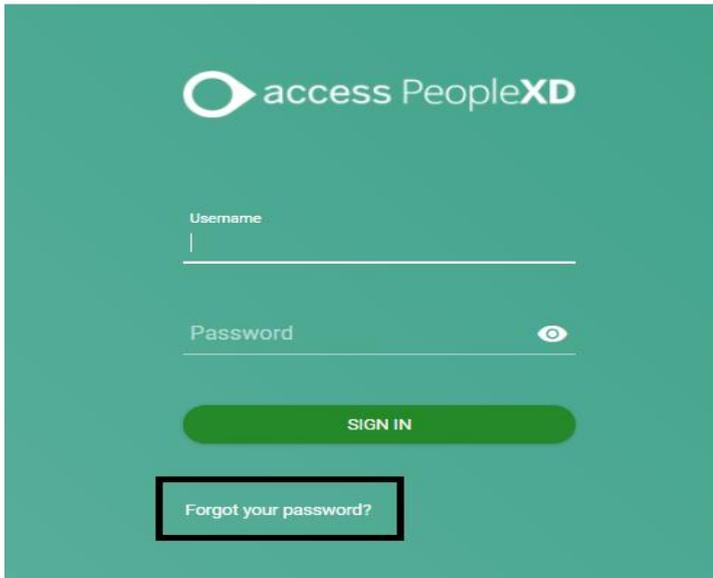


CORE PORTAL – FORGOT PASSWORD / SECURITY QUESTIONS

Please note, TETB cannot reset your password or security questions.

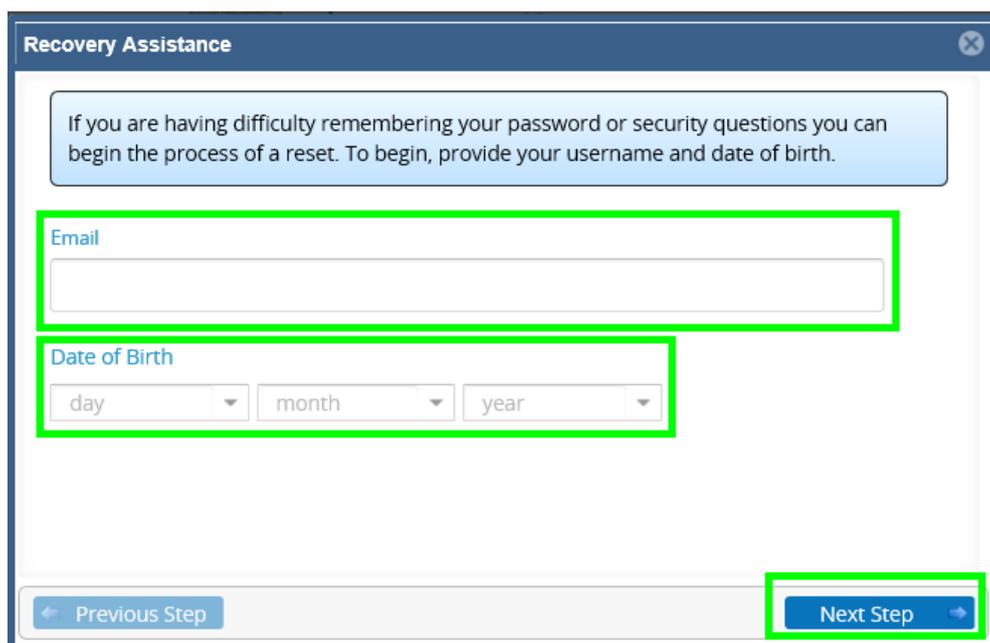
You have two options when resetting your password – it can be reset by sending an email, or by answering your security questions – both methods are stepped out below.

Step 1 – Select the ‘Forgot password or security question’ option below the sign in box.



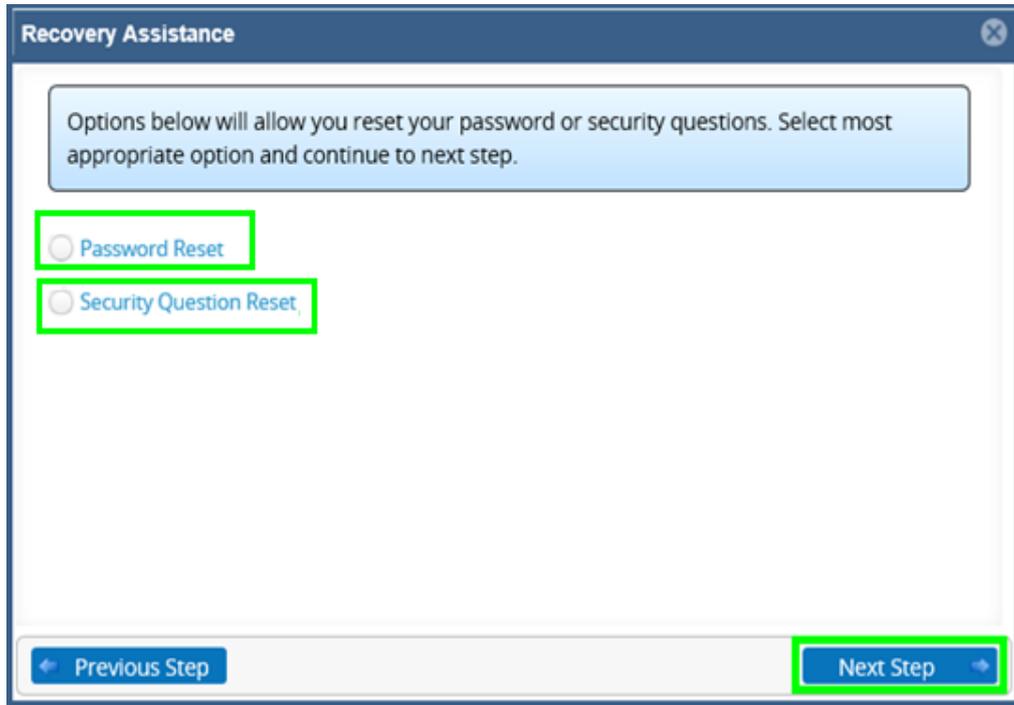
The screenshot shows the login interface for 'access PeopleXD'. It features a teal background with the logo at the top. Below the logo are two input fields: 'Username' and 'Password'. A green 'SIGN IN' button is positioned below the password field. At the bottom left, a link labeled 'Forgot your password?' is enclosed in a black rectangular box.

Step 2 – Enter your email address and date of birth as requested – click ‘Next Step’.



The screenshot displays a 'Recovery Assistance' dialog box with a blue header and a close button in the top right corner. The main content area contains a text box with the following text: 'If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your username and date of birth.' Below this text are two input sections: 'Email' with a text field, and 'Date of Birth' with three dropdown menus labeled 'day', 'month', and 'year'. At the bottom of the dialog, there are two buttons: 'Previous Step' on the left and 'Next Step' on the right. The 'Next Step' button is highlighted with a green border.

Step 3 – Select whether you want to reset your password or security questions – click ‘Next Step’.

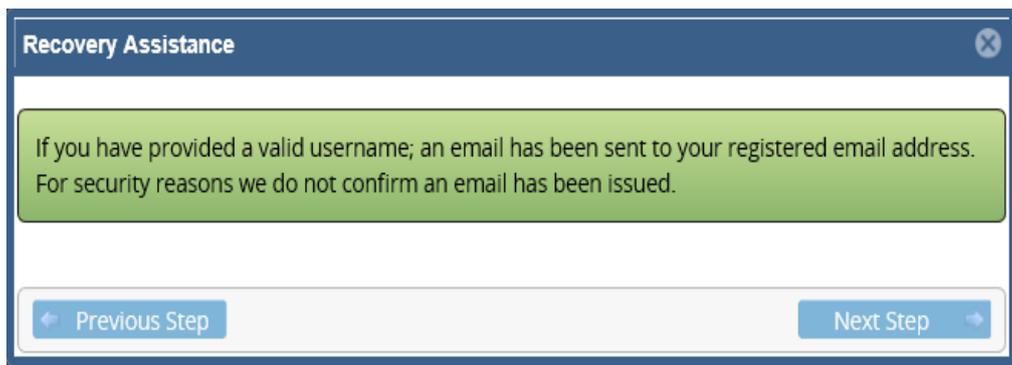


The image shows a Windows dialog box titled "Recovery Assistance". At the top, there is a blue header bar with the title and a close button. Below the header, a light blue box contains the instruction: "Options below will allow you reset your password or security questions. Select most appropriate option and continue to next step." Below this instruction, there are two radio button options: "Password Reset" and "Security Question Reset". Both radio buttons are currently unselected. At the bottom of the dialog, there are two buttons: "Previous Step" on the left and "Next Step" on the right. The "Next Step" button is highlighted with a green border.

Password Reset (2 options):

Option 1 – When resetting your password via email:

Step 1 – Select the ‘Reset password by sending an Email’ option – click ‘Next Step’ – you will receive an email with a link – click this link and follow the next steps.



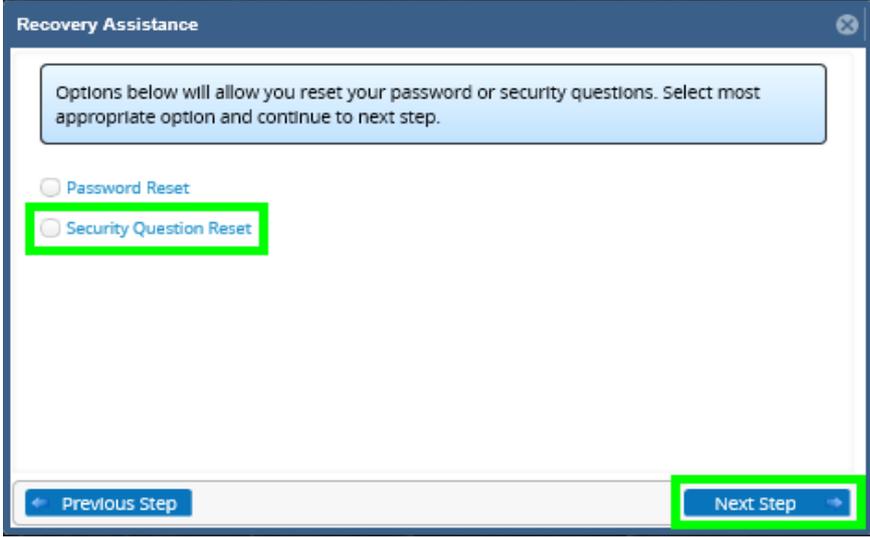
Step 2 – Once you have clicked into the link – enter your date of birth and you will be asked to answer one of your security questions. Enter these details.

Step 3 – Enter your new password and confirm your new password.

Step 4 – Click ‘Set Password.’

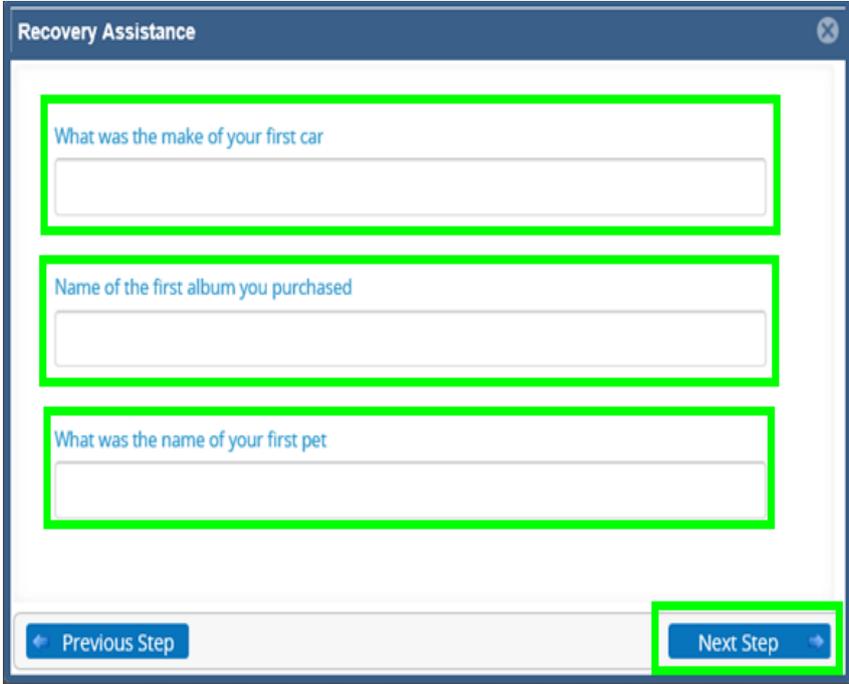
Option 2 – When resetting your password via Security Questions:

Step 1 – Select the ‘Reset Password by answering security questions’ option – click ‘Next Step’.



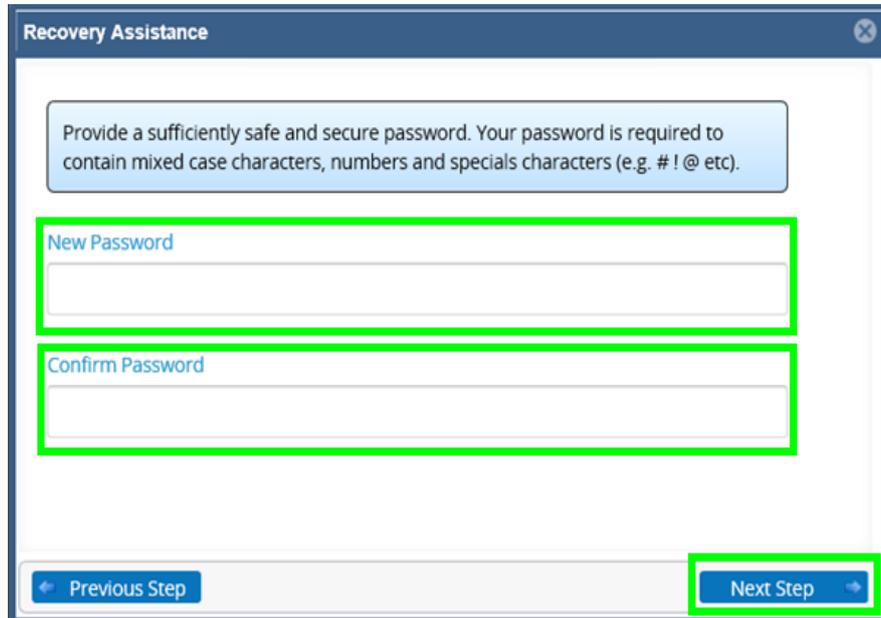
The screenshot shows a 'Recovery Assistance' dialog box with a blue header and a close button in the top right corner. Inside the dialog, there is a light blue box containing the text: 'Options below will allow you reset your password or security questions. Select most appropriate option and continue to next step.' Below this, there are two radio button options: 'Password Reset' and 'Security Question Reset'. The 'Security Question Reset' option is selected and highlighted with a green rectangular border. At the bottom of the dialog, there are two buttons: 'Previous Step' on the left and 'Next Step' on the right. The 'Next Step' button is also highlighted with a green rectangular border.

Step 2 – Answer your 3 security questions (as set out when first registered for the system) – click ‘Next Step’.



The screenshot shows the 'Recovery Assistance' dialog box at a later stage. It features three text input fields, each with a question above it and a green rectangular border around the entire question and input area. The questions are: 'What was the make of your first car', 'Name of the first album you purchased', and 'What was the name of your first pet'. At the bottom of the dialog, there are two buttons: 'Previous Step' on the left and 'Next Step' on the right. The 'Next Step' button is highlighted with a green rectangular border.

Step 3 – Enter your new password and confirm your new password – click ‘Next Step’.

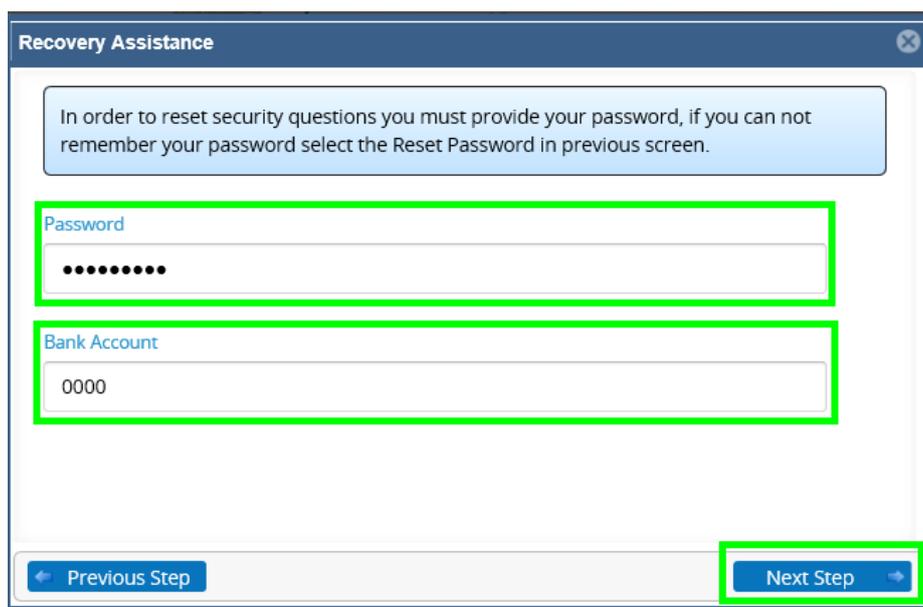


The screenshot shows a 'Recovery Assistance' dialog box with a blue header and a close button in the top right. A light blue instruction box at the top reads: 'Provide a sufficiently safe and secure password. Your password is required to contain mixed case characters, numbers and specials characters (e.g. # ! @ etc)'. Below this are two text input fields: 'New Password' and 'Confirm Password', both highlighted with a green border. At the bottom, there are two buttons: 'Previous Step' on the left and 'Next Step' on the right, with the 'Next Step' button highlighted by a green border.

Security Question Reset:

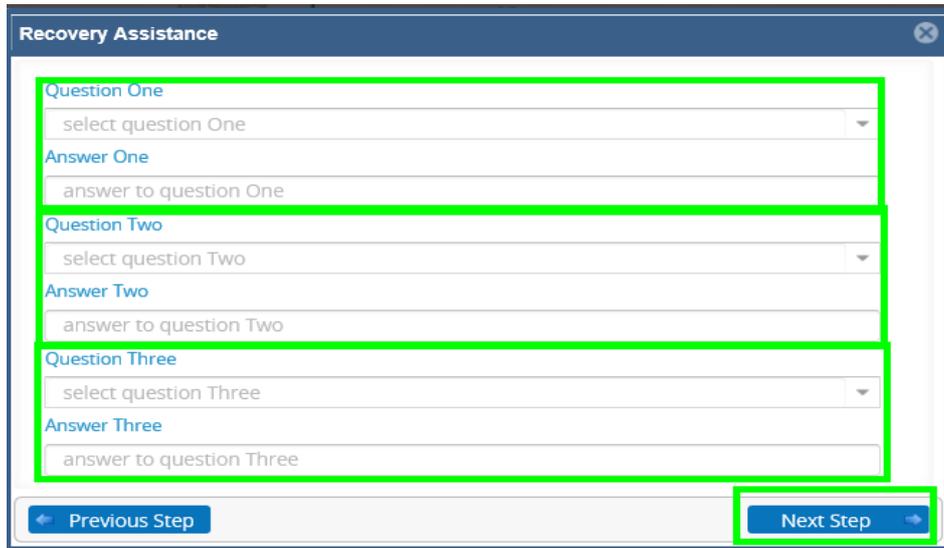
To reset your security questions you will need your password and the last 4 digits of your Bank Account Number (IBAN).

Step 1 – Enter your Password and the last 4 digits of your Bank Account Number (IBAN) into the relevant fields – click ‘Next Step’.



The screenshot shows a 'Recovery Assistance' dialog box with a blue header and a close button in the top right. A light blue instruction box at the top reads: 'In order to reset security questions you must provide your password, if you can not remember your password select the Reset Password in previous screen.' Below this are two text input fields: 'Password' (containing ten black dots) and 'Bank Account' (containing '0000'), both highlighted with a green border. At the bottom, there are two buttons: 'Previous Step' on the left and 'Next Step' on the right, with the 'Next Step' button highlighted by a green border.

Step 2 – Enter your new security questions and answers into the relevant field – click ‘Next Step’ – Your security questions will then be updated.



The screenshot shows a window titled "Recovery Assistance" with a close button in the top right corner. The window contains three identical sections for setting security questions and answers. Each section consists of a dropdown menu for the question and a text input field for the answer. The sections are labeled "Question One", "Answer One", "Question Two", "Answer Two", "Question Three", and "Answer Three". The dropdown menus currently display "select question One", "select question Two", and "select question Three" respectively. The text input fields contain "answer to question One", "answer to question Two", and "answer to question Three". At the bottom of the window, there are two buttons: "Previous Step" on the left and "Next Step" on the right. The "Next Step" button is highlighted with a green border.

If the above steps do not work for you – please contact:

ESBS ETB Payroll Helpdesk

Email: etbpayrollhelpdesk@esbs.gov.ie

Phone: 01 889 2398