LOGIN PROCESS

Select the "District" from the drop-down list on the top of the login page and enter Login Name and Password, and then click [Login].

Forgot Password

If the user has forgotten their password, there are a few options to help the user get logged in.

If the Password Hint was entered and saved during registration or authentication, enter the Login Name and click on the 'Need a hint?' link to display the Password Hint. If nothing is displayed, the hint was not setup or saved.

If the initial security questions exist for the user account, then the next option is to utilize the Forgot your password feature by clicking on the 'Forgot your login/password' link.

After clicking on the Forgot Password link, the system must verify the identity of the user. Enter either the Login Name OR the First Name, Last Name, and SSN and click [Continue]. If any of the information entered is incorrect or if the Security Questions do not exist for the user account, the user will not be verified and the user must complete the registration process.

Once verified, the next step is to again verify the user by entering the SSN, and entering the correct answer for the security question displayed. If the question cannot be entered correctly, clicking [Change Security Question] will display the

next question and then enter the correct answer. If any of the information cannot be verified, the user must complete the registration process.
Click [Continue].

Forgot Login/Password

Security Questions

SSN: _____ (Example: 123456789 (no hyphens))

Please provide an answer to the security question (case sensitive):

What is the name of your favorite book?

Answer: _____

[Continue] [Cancel] [Change Security Question]

Once all of the information entered is verified, enter a new password and then click [Save]. The Login page is then displayed and the user can login.

Forgot Login/Password

Change Password   (* = Required field)

Password Policy:
  • Password must be at least 4 characters long
  • Password cannot be the first, last or login name or the word 'password'
  • Password must contain at least 1 letter
  • Password will expire in 180 days
  • Password must not have been used in the last 400 days

New Password: _____ *

Retype Password: _____ *

Password Hint (optional): _____

[Save] [Cancel]

After resetting a user password using the Forgot Password feature, the system generates and sends an email to the registered user alerting them that their password has been changed.

From: BEST NET Employee Self Service Site [mailto:DoNotReply@BESTNETCONSORTIUM.net]
Sent: Tuesday, July 01, 2014 4:18 PM
To: John Doe
Cc: John Doe
Subject: Employee Self Service - Password Reset

This is an automated message notifying you that your Employee Self Service account password has been changed. If you reset your password, you may ignore this message.
If you did not reset your password, contact your Payroll administrator immediately.

Please do not respond to this email. We will not be able to respond to any emails sent in reply to this email as the message was automatically generated.
For further assistance with your account or registration, contact your Payroll administrator.