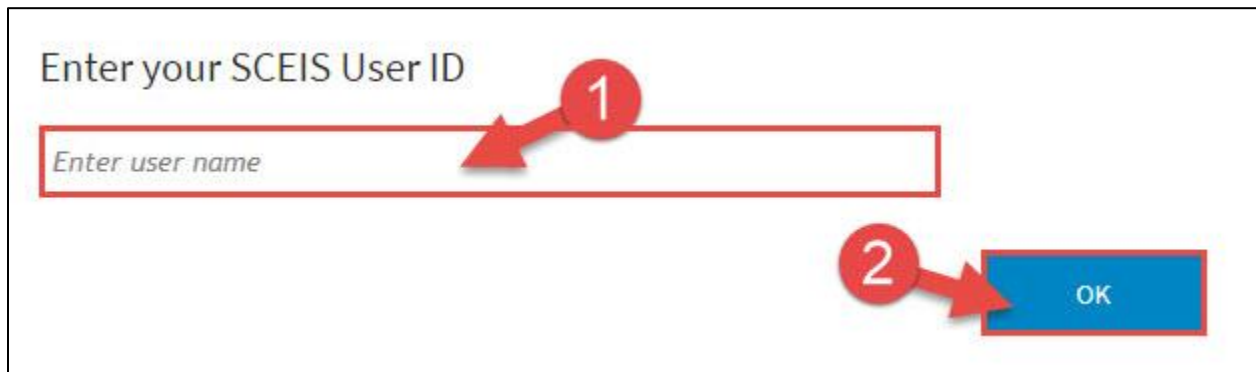


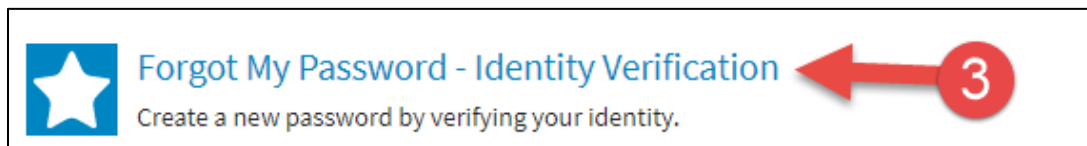
# Password Management: Forgot My Password

## Reset Your Password by Answering Identity Specific Questions

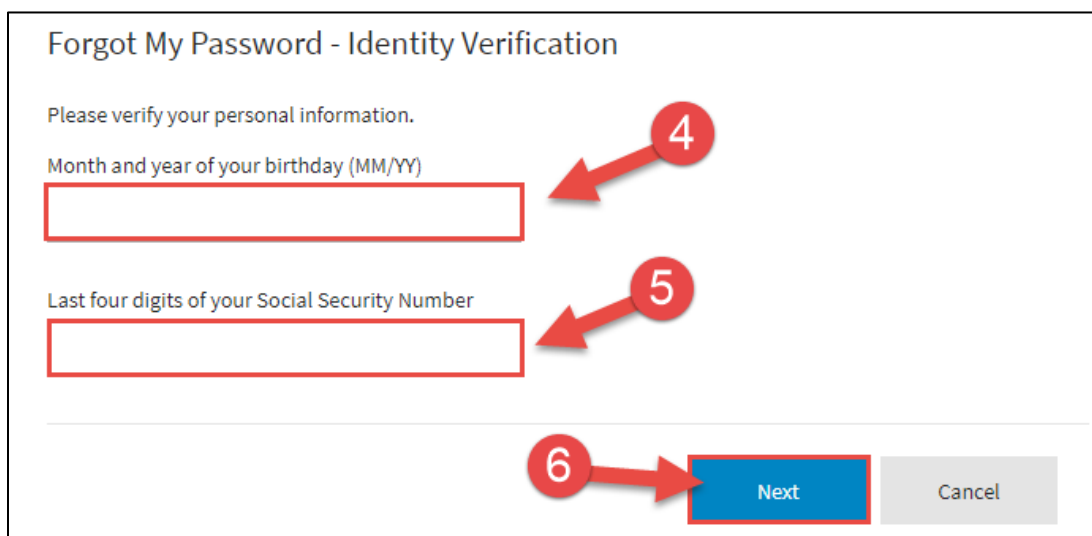
1. Go to <https://sceispasswordreset.sc.gov/PMUser/> and enter your **SCEIS username**.
2. Click **OK** to log in.

A screenshot of a web form titled "Enter your SCEIS User ID". It features a text input field with the placeholder text "Enter user name". A red circle with the number "1" and an arrow points to the input field. To the right of the input field is a blue button labeled "OK". A red circle with the number "2" and an arrow points to the "OK" button.

3. Click the **Forgot My Password – Identity Verification** link.

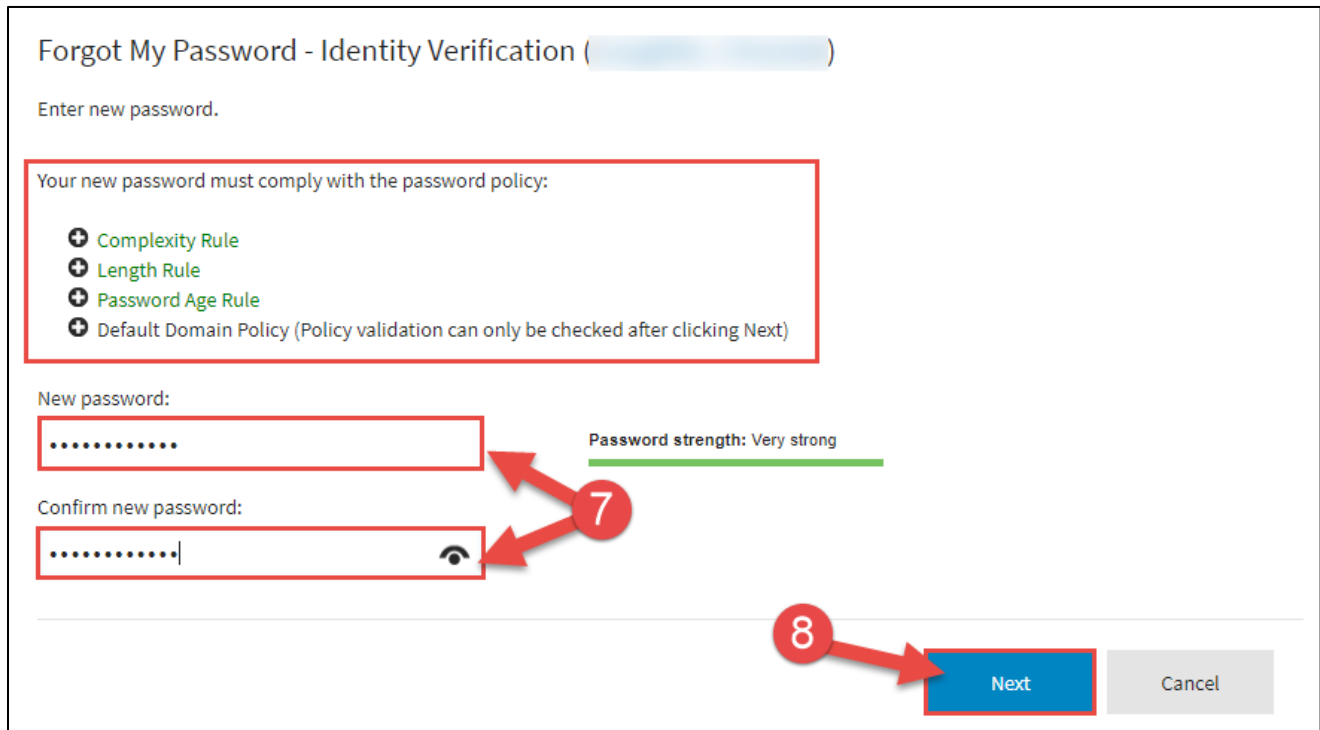
A screenshot of a navigation bar. On the left is a blue square icon containing a white star. To its right is the text "Forgot My Password - Identity Verification" in blue, with a smaller line of text below it: "Create a new password by verifying your identity." A red circle with the number "3" and an arrow points to the text.

4. Enter the **month and year of your birthday** (MM/YY).
5. Enter the **last four digits of your Social Security number**.
6. Click **Next**.

A screenshot of a web form titled "Forgot My Password - Identity Verification". The form asks the user to "Please verify your personal information." It contains two text input fields. The first is labeled "Month and year of your birthday (MM/YY)" and has a red circle with the number "4" and an arrow pointing to it. The second is labeled "Last four digits of your Social Security Number" and has a red circle with the number "5" and an arrow pointing to it. At the bottom of the form are two buttons: a blue "Next" button and a grey "Cancel" button. A red circle with the number "6" and an arrow points to the "Next" button.

7. **Enter and confirm your new password.**

8. Click **Next**. *Note: your password must comply with the requirements at the top of the page. You can only change your password once per day.*



Forgot My Password - Identity Verification ( )

Enter new password.

Your new password must comply with the password policy:

- Complexity Rule
- Length Rule
- Password Age Rule
- Default Domain Policy (Policy validation can only be checked after clicking Next)

New password:  
.....

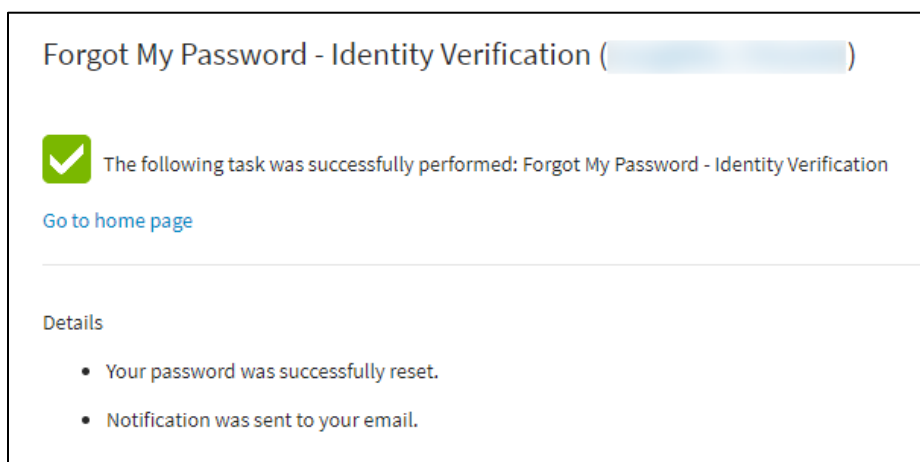
Confirm new password:  
.....

Password strength: Very strong


Next Cancel

Annotations: A red box highlights the password policy rules. Red arrows labeled '7' point to the 'New password' and 'Confirm new password' fields. A red arrow labeled '8' points to the 'Next' button.

9. You will receive confirmation that your password was successfully changed.



Forgot My Password - Identity Verification ( )

 The following task was successfully performed: Forgot My Password - Identity Verification

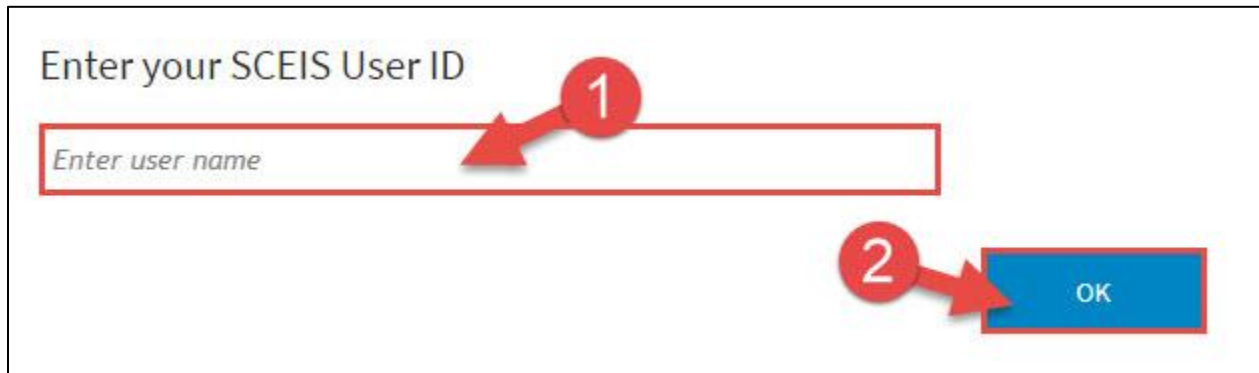
[Go to home page](#)

Details

- Your password was successfully reset.
- Notification was sent to your email.

**Reset Your Password by Answering Registered Security Questions**

1. Go to <https://sceispasswordreset.sc.gov/PMUser/> and enter your **SCEIS username**.
2. Click **OK** to log in.

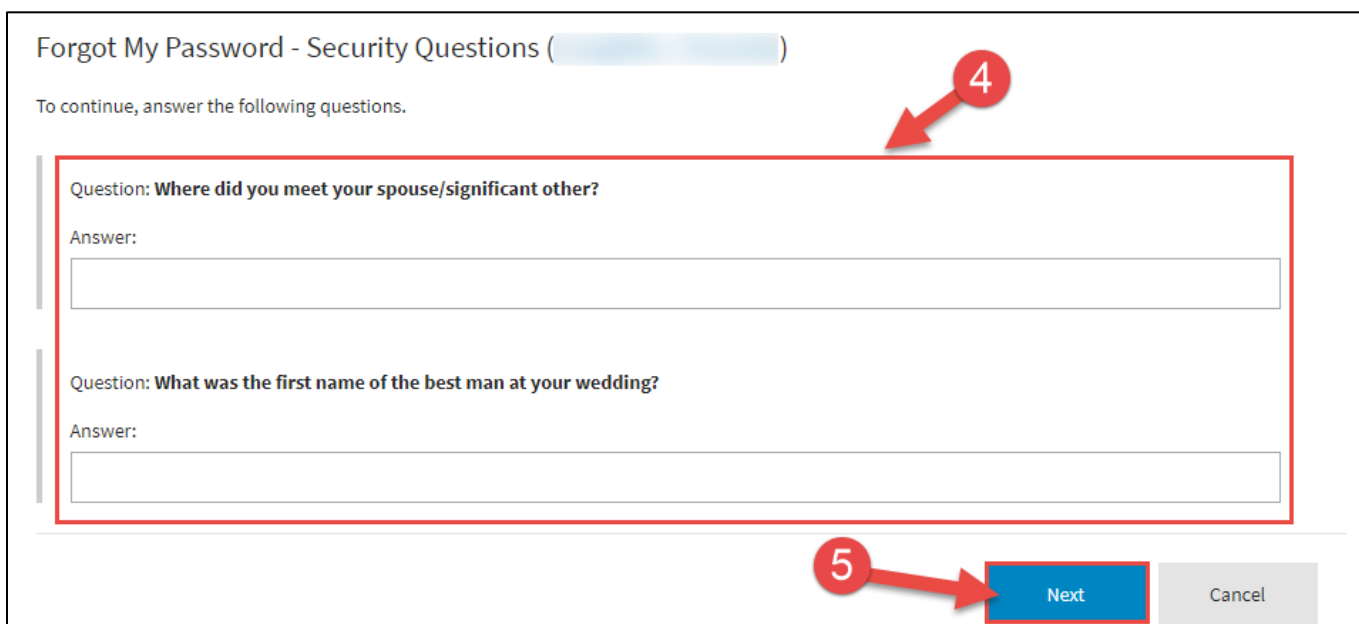
A screenshot of a web form titled "Enter your SCEIS User ID". It features a text input field with the placeholder text "Enter user name" and a blue "OK" button. Red arrows and numbers indicate the steps: arrow 1 points to the input field, and arrow 2 points to the "OK" button.

3. Click the **Forgot My Password – Security Questions** link.

A screenshot of a navigation menu item. It includes a blue star icon, the text "Forgot My Password - Security Questions" in blue, and a subtext "Recover your password answering registered security questions." in grey. A red arrow with the number 3 points to the main text.

4. **Answer the security questions.**

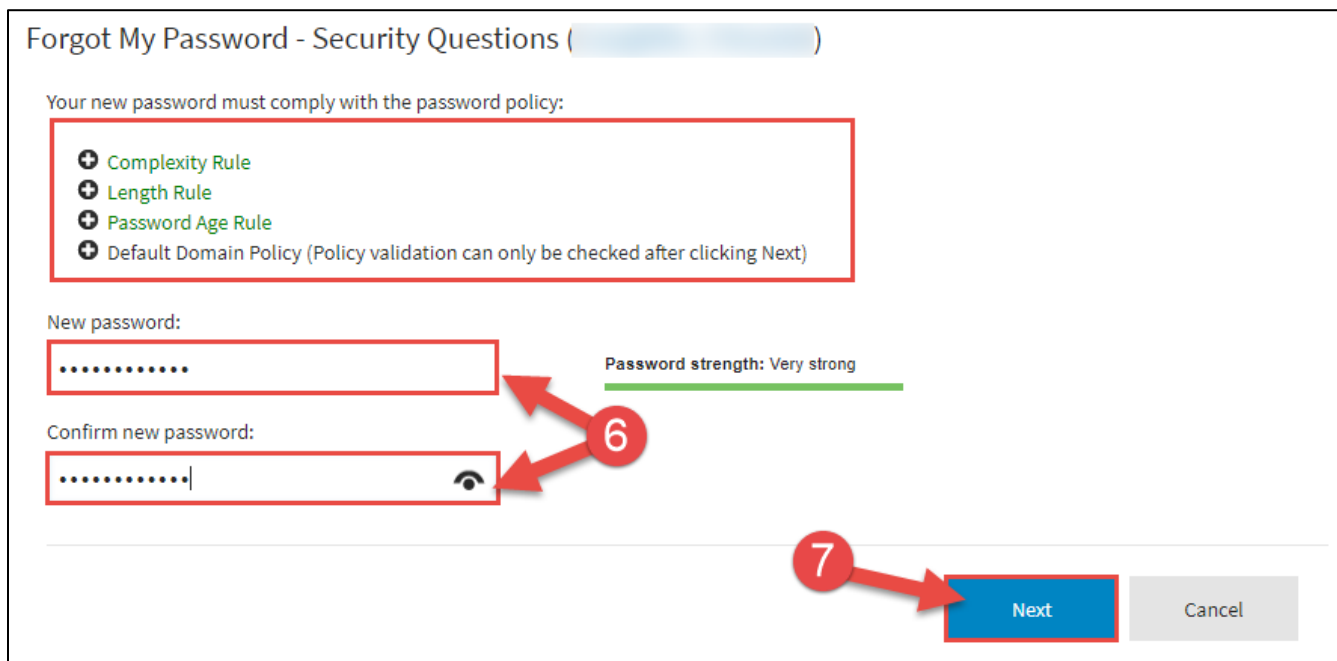
5. Click **Next**.

A screenshot of the "Forgot My Password - Security Questions" page. The page title is "Forgot My Password - Security Questions ( )". Below the title, it says "To continue, answer the following questions." There are two question-answer pairs, each with a text input field. The first question is "Where did you meet your spouse/significant other?" and the second is "What was the first name of the best man at your wedding?". At the bottom, there are two buttons: a blue "Next" button and a grey "Cancel" button. Red arrows and numbers indicate the steps: arrow 4 points to the question area, and arrow 5 points to the "Next" button.

# Password Management: Forgot My Password

## 6. Enter and confirm your new password.

7. Click **Next**. *Note: your password must comply with the requirements at the top of the page. You can only change your password once per day.*



Forgot My Password - Security Questions ( )

Your new password must comply with the password policy:

- Complexity Rule
- Length Rule
- Password Age Rule
- Default Domain Policy (Policy validation can only be checked after clicking Next)

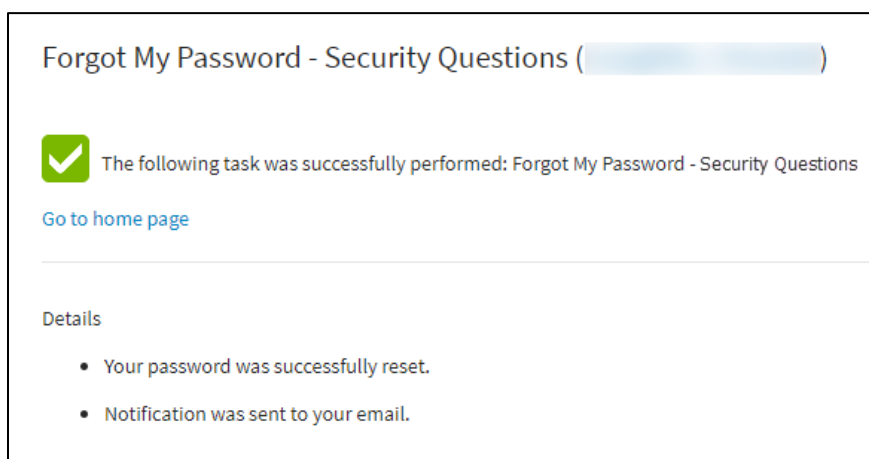
New password:  Password strength: Very strong

Confirm new password:

**6**

**7**

## 8. You will receive confirmation that your password was successfully changed.



Forgot My Password - Security Questions ( )

The following task was successfully performed: Forgot My Password - Security Questions

[Go to home page](#)

Details

- Your password was successfully reset.
- Notification was sent to your email.

If you have difficulty using this procedure, contact the SCEIS Help Desk (803-896-0001 and select option 2 for SCEIS issues or visit <https://sceis.sc.gov/requests>).