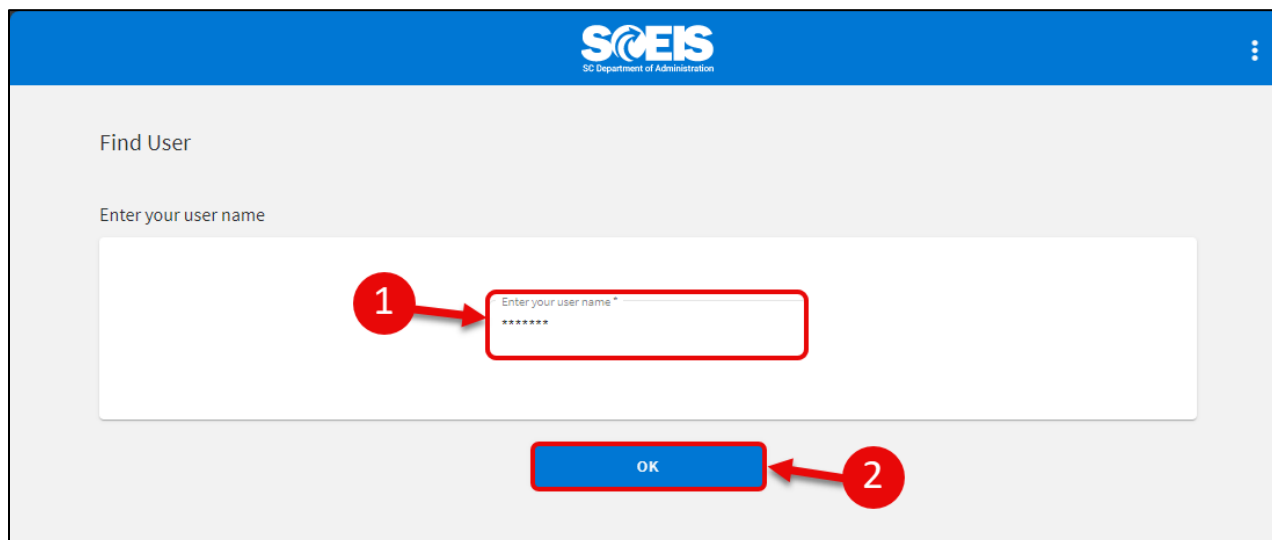
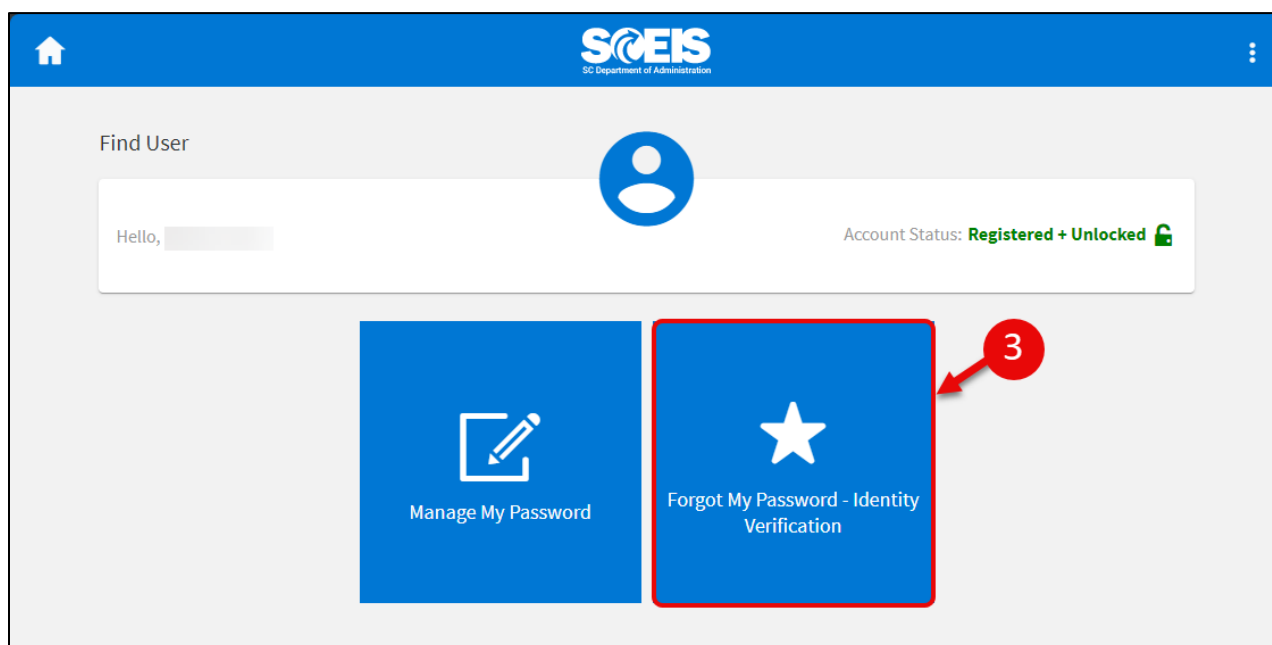


Reset Your Password by Answering Identity Specific Questions

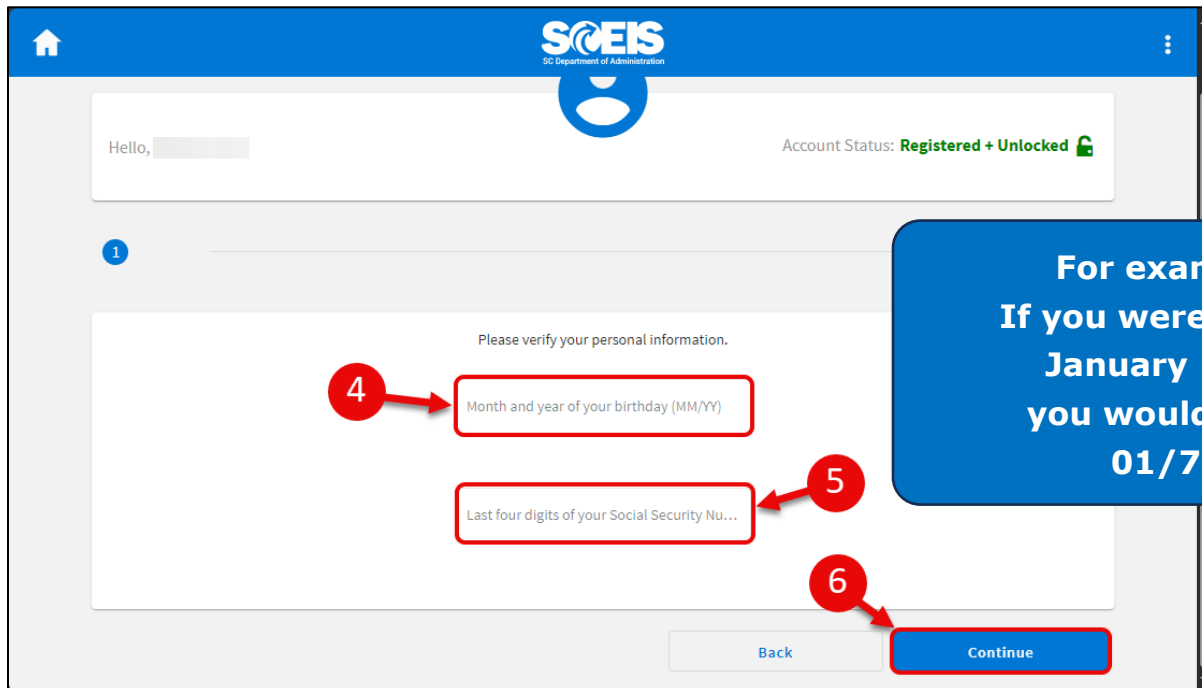
1. Go to <https://sceispasswordreset.sc.gov/PMSelfService> and enter your **SCEIS User Name** (Ex: abc123456).
2. Click **OK** to log in.

A screenshot of the SCEIS Password Reset page. The page has a blue header with the SCEIS logo and the text 'SC Department of Administration'. Below the header, the text 'Find User' is displayed. Underneath, there is a prompt 'Enter your user name' followed by a large white input field. A red circle with the number '1' and an arrow points to the input field. Below the input field is a blue button with the text '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.

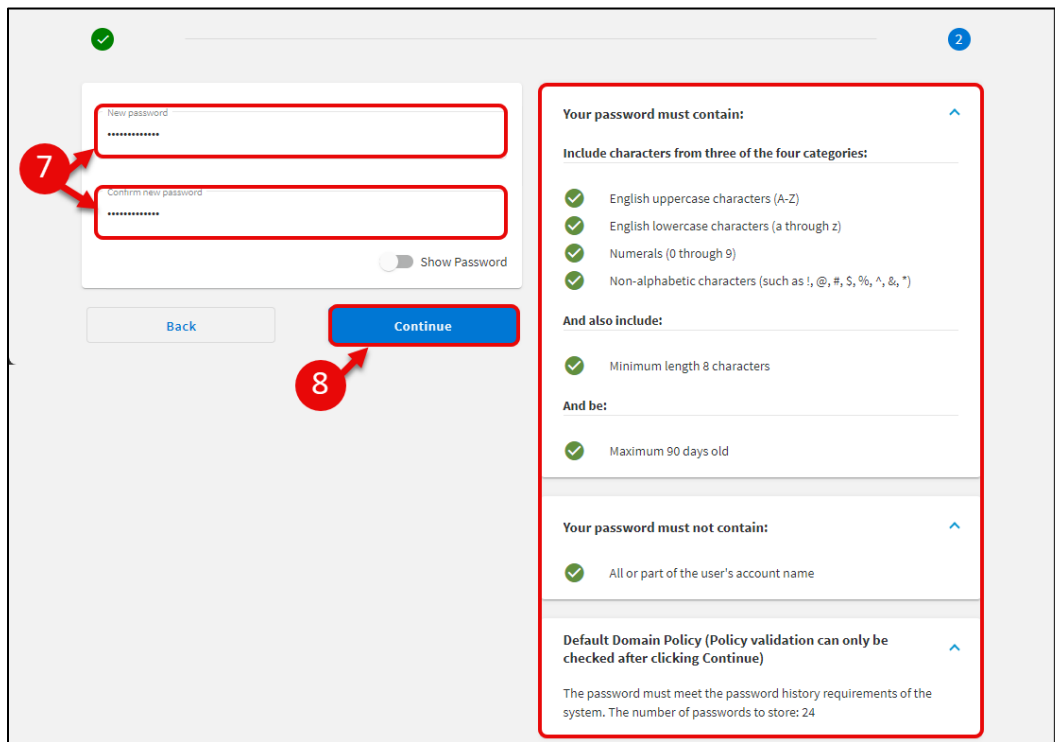
A screenshot of the SCEIS user dashboard. The page has a blue header with the SCEIS logo and the text 'SC Department of Administration'. Below the header, the text 'Find User' is displayed. Underneath, there is a white box containing a greeting 'Hello,' followed by a greyed-out name field. To the right of the greeting is a blue circular profile icon. Further right, the text 'Account Status: Registered + Unlocked' is displayed with a green padlock icon. Below the white box, there are two blue buttons. The left button has a white icon of a document with a pencil and the text 'Manage My Password'. The right button has a white star icon and the text 'Forgot My Password - Identity Verification'. A red circle with the number '3' and an arrow points to the 'Forgot My Password - Identity Verification' button.

4. Enter the **month and year of your birthday** (MM/YY). Do not enter the day of your birth.
5. Enter the **last four digits of your Social Security number**.
6. Click **Continue**.

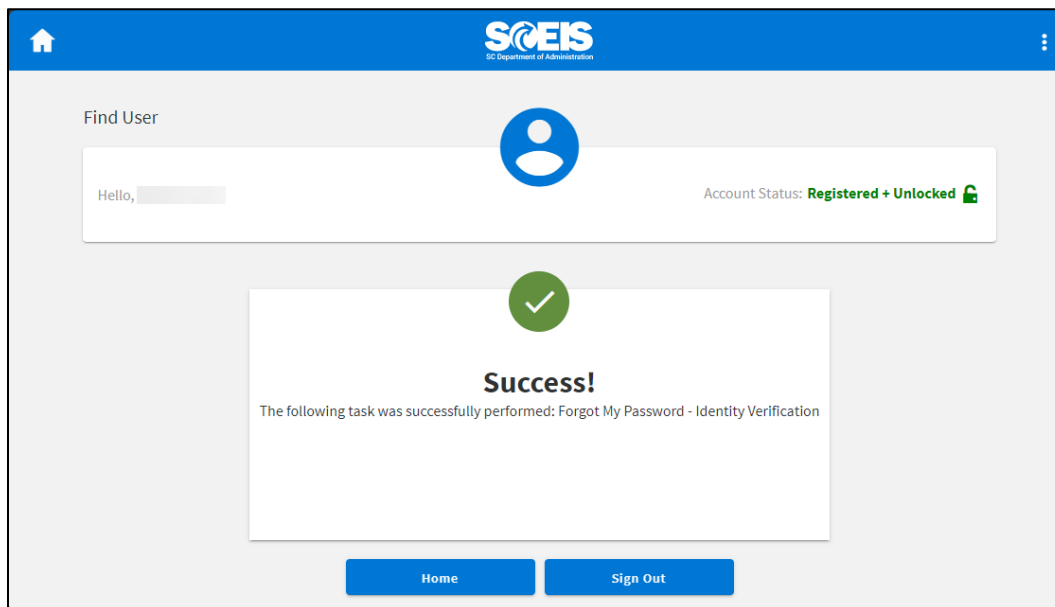


The screenshot shows the SCEIS (South Carolina Department of Administration) login page. At the top, there is a blue header with the SCEIS logo and a home icon. Below the header, a white box contains a greeting "Hello, [redacted]" and the account status "Account Status: Registered + Unlocked" with a green lock icon. The main content area has a blue circle with the number "1" and a heading "Please verify your personal information." Below this, there are two input fields: "Month and year of your birthday (MM/YY)" and "Last four digits of your Social Security Nu...". Red callout boxes with numbers 4, 5, and 6 point to these fields. Callout 4 points to the birthday field, callout 5 points to the Social Security number field, and callout 6 points to the "Continue" button. At the bottom, there are "Back" and "Continue" buttons. A blue callout box on the right provides an example: "For example: If you were born in January 1978, you would enter 01/78."

7. **Enter and confirm your new password.**
8. Click **Continue**. Note: your password must comply with the requirements at the right of the page. **You can only change your password once per day.**



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



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>).