

Forgot Your Username or Password?

Forgot Your Username?

1. Your Username is your City Employee ID #, if you do not remember it, click on “Forgot your username?”

2. Type in the email address you confirmed or set when you first logged into Employee Self Service.
3. Once you have typed in your email address, click “Retrieve Username” and an email will be sent.

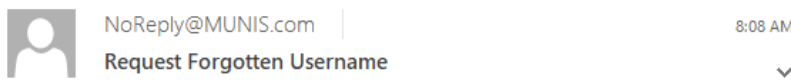
Login

Enter the email address associated with your username in the textbox below and click "Retrieve Username". An email containing your username will be sent to you.

Email

[Back to login screen](#)

4. You will receive an email from **NoReply@Munis.com** that gives you your Username (Your City Employee ID #).



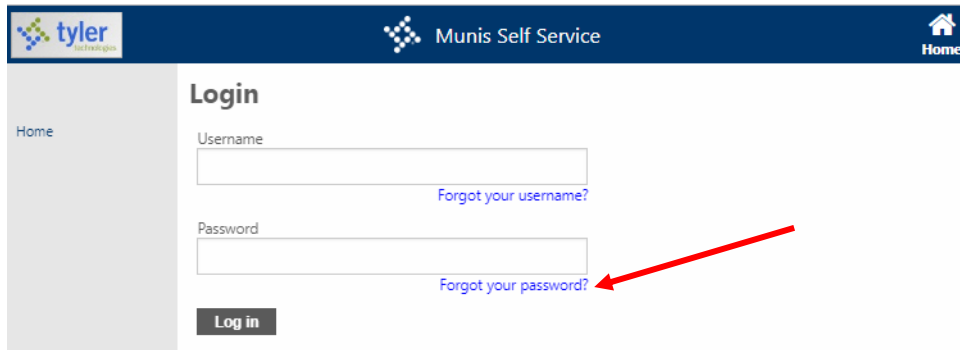
As requested, here is your username: **Your City Employee #**

If this email was sent to you in error, or you are still having problems logging on to the site, contact the site administrator.

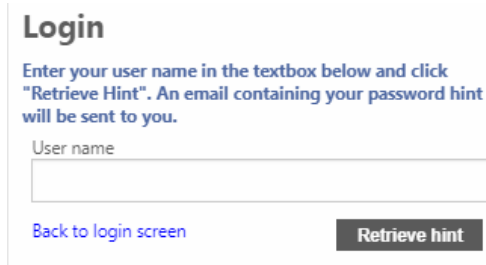
5. Click “Back to login screen” in Employee Self Service and now login with your Username.

Forgot Your Password?

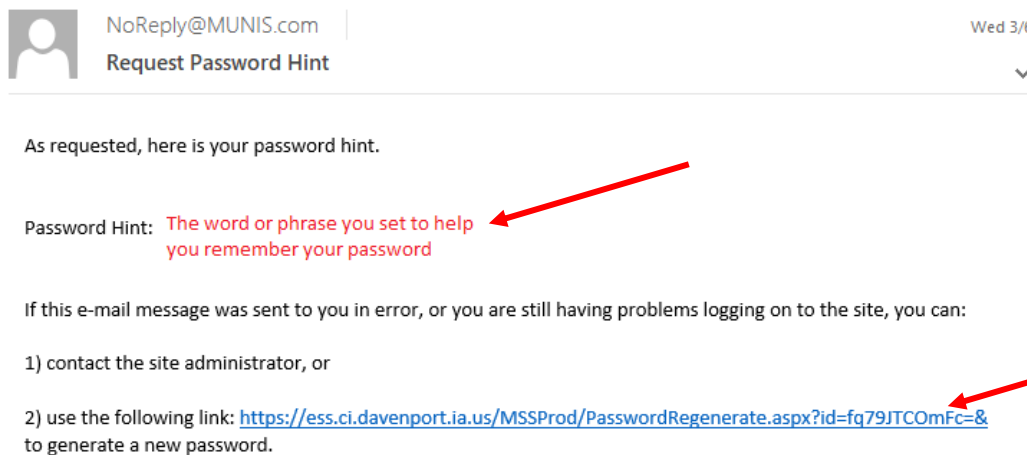
1. If you forget your password to Employee Self Service, you can retrieve the hint you setup to help you remember. Click “Forgot your password?”



2. Type your Username (Your City Employee ID #) in the box and click on “Retrieve hint”.





3. You will receive an email from **NoReply@Munis.com** that gives you your password hint.



4. If the hint does help you remember, click “Back to login screen” in Employee Self Service and login to the website.
5. If this hint still does not help you remember your password, click on the link to start to generate a new temporary password.

6. A webpage will open up and you will then click the “Submit” button to generate a new temporary password. Another email will be sent.

Password Regeneration

 When you click the Submit button, a new, temporary password will be generated and sent to your personal email address. Upon first usage of the newly generated password, you will be prompted to change it. 

Initiate Password Regeneration

User ID: 12575



7. Open the email to get the new Temporary Password.



As requested, here is your new MUNIS Self Service temporary password.

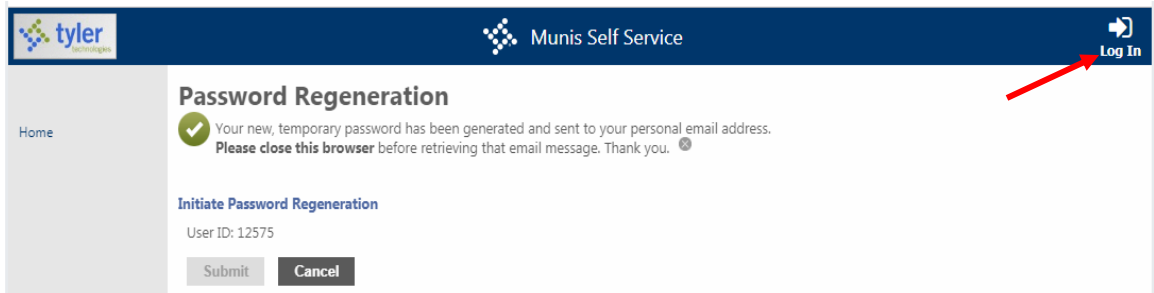
Temporary Password: zj?}GJ(R



Use this temporary password to log onto the [MUNIS Self Service website](#), not the mobile app. When it is accepted, you will be immediately prompted to change it.

If this e-mail message was sent to you in error, or you are still having problems logging on to the MUNIS Self Service site, contact the site administrator.

8. Go back to the ESS login screen



9. Type in your Username and the Temporary Password from the email and follow the direction to create your own new password.

If you have any question or issues with resetting passwords, please contact:

- Payroll: 888-2076 or 328-6766
- Human Resources: 888-2067
- Munis System Administrator: 327-5154