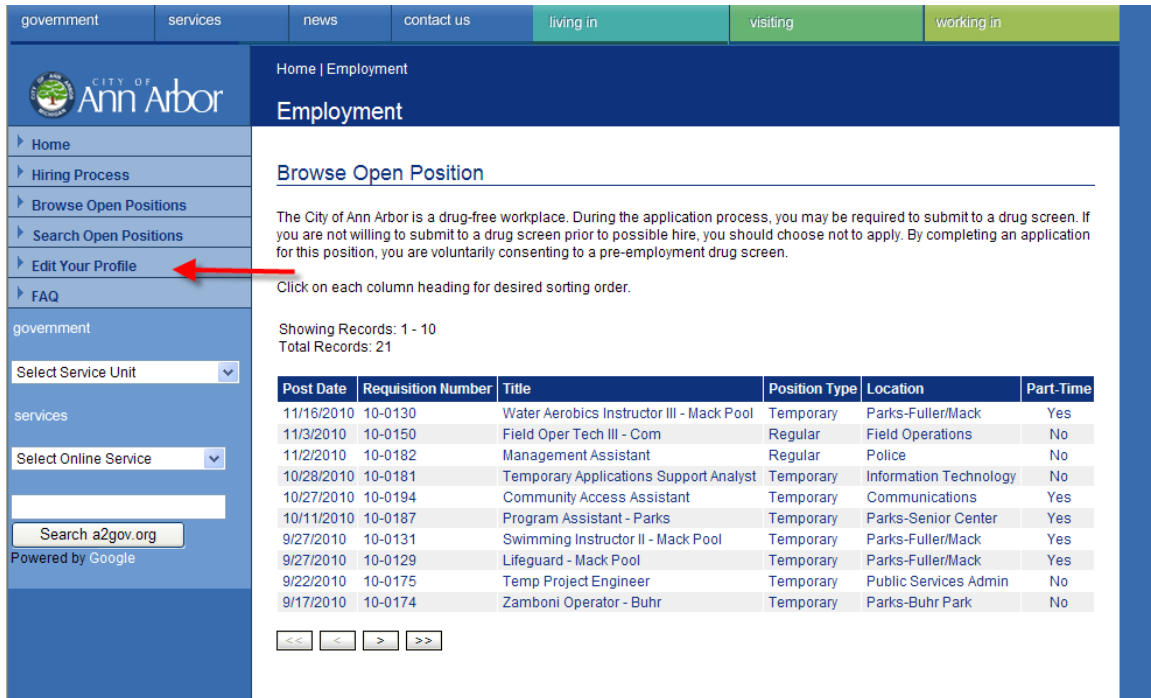


## Steps to Follow if Password is Forgotten

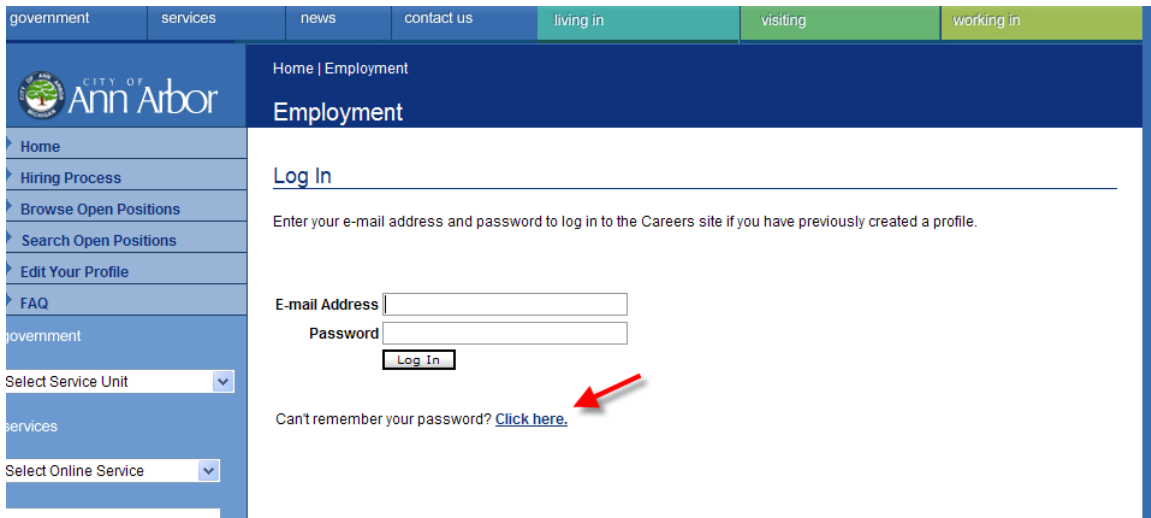
Click on 'Edit your Profile' link:



The screenshot shows the City of Ann Arbor Employment page. The navigation menu includes 'Home', 'Hiring Process', 'Browse Open Positions', 'Search Open Positions', 'Edit Your Profile', and 'FAQ'. The 'Edit Your Profile' link is highlighted with a red arrow. Below the navigation menu, there is a search bar and a 'Search a2gov.org' button. The main content area is titled 'Employment' and contains a 'Browse Open Position' section. This section includes a disclaimer about the drug-free workplace, a sorting instruction, and a table of open positions. The table has columns for Post Date, Requisition Number, Title, Position Type, Location, and Part-Time. The 'Edit Your Profile' link is highlighted with a red arrow.

Post Date	Requisition Number	Title	Position Type	Location	Part-Time
11/16/2010	10-0130	Water Aerobics Instructor III - Mack Pool	Temporary	Parks-Fuller/Mack	Yes
11/3/2010	10-0150	Field Oper Tech III - Com	Regular	Field Operations	No
11/2/2010	10-0182	Management Assistant	Regular	Police	No
10/28/2010	10-0181	Temporary Applications Support Analyst	Temporary	Information Technology	No
10/27/2010	10-0194	Community Access Assistant	Temporary	Communications	Yes
10/11/2010	10-0187	Program Assistant - Parks	Temporary	Parks-Senior Center	Yes
9/27/2010	10-0131	Swimming Instructor II - Mack Pool	Temporary	Parks-Fuller/Mack	Yes
9/27/2010	10-0129	Lifeguard - Mack Pool	Temporary	Parks-Fuller/Mack	Yes
9/22/2010	10-0175	Temp Project Engineer	Temporary	Public Services Admin	No
9/17/2010	10-0174	Zamboni Operator - Buhr	Temporary	Parks-Buhr Park	No

Click on the 'click here' hyperlink next to "Can't remember your password?":



The screenshot shows the City of Ann Arbor Employment page. The navigation menu includes 'Home', 'Hiring Process', 'Browse Open Positions', 'Search Open Positions', 'Edit Your Profile', and 'FAQ'. The 'Log In' section is visible, containing a form with 'E-mail Address' and 'Password' fields, and a 'Log In' button. Below the form, there is a link that says 'Can't remember your password? [Click here.](#)'. A red arrow points to this link.

There are two options provided:

1. Enter the e-mail address originally used to create profile so that password can be sent via e-mail.
2. Enter e-mail address and answer to security question chosen when originally creating profile.

The screenshot shows the 'Employment' section of the City of Ann Arbor website. The page has a blue header with the city logo and navigation links. A left sidebar contains a menu with options like 'Home', 'Hiring Process', and 'FAQ', along with dropdown menus for 'Select Service Unit' and 'Select Online Service'. The main content area is titled 'Log In' and contains the following text: 'Enter your e-mail address and password to log in to the Careers site if you have previously created a profile.' Below this text are two sets of input fields. The first set includes an 'E-mail Address' field, an 'E-mail My Password' button, and a 'Log In' button. The second set includes an 'E-mail Address' field, a 'Secret Question' dropdown menu (with the selected question being 'What street did you grow up on?'), a 'Secret Answer' field, and a 'Log In' button. At the bottom of the form, there is a link: 'To login using your password, [Click here.](#)'

If the first option is chosen, the password will be sent via e-mail as long as the e-mail entered matches what is in the system.

If the second option is chosen, the system will automatically log you in.