

## ESS Password Reset FAQ's

### Why are we required to change the password every 42 days?

- You must reset your password every 42 days to ensure system security and protection of Employer and Member's confidential information.

### When missing any of the password requirements will it indicate which one is missing?

- Yes. Listed below are the error messages and requirements received when missing any of the requirements.
- **Error Message: *"Password cannot be less than 8 characters"***  
Requirement: Password must have a minimum of 8 characters
- **Error Message: *"Password cannot have less than 1 numeric characters"***  
Requirement: Password must have a minimum of 1 numeric character
- **Error Message: *"Password must have a minimum of 1 capital letters"***  
Requirement: Password must have a minimum of 1 capital letter
- **Error Message: *Password must have a minimum of 1 lower case letters"***  
Requirement: Password must have a minimum of 1 lower case letter
- **Error Message: *"Password cannot have less than 1 non alpha numeric characters"***  
Requirement: Password must include a character that is not a letter or a number (for example: @, #, \$, &)
- **Error Message: *"Password cannot be set to any of the previous 4 password"***  
Requirement: Password cannot be set to any previous 4 passwords

### Why did the Funds implement the new password requirements?

- To improve our system security and protection of Employer and Member's confidential information.

### What if I forget my ESS password?

- Click on Forgot Password from the [Login Page](#) (must know answer to your security question).
- Type in temporary password that will be emailed to you (do not copy and paste).
- If unable to reset your password using "Forgot Password" feature please contact your Employer Administrator. (*Employer Administrators have the ability to add, delete, and edit ESS users' information*).

**Will the Forgot Password feature work if my ESS account has been locked?**

- No. There is a **Lock Account** functionality that needs to be disabled in order to gain access. The user account is locked after three failed attempts. Please contact your Employer Administrator to disable the Lock Account functionality.

**How do I reset my password?**

- By clicking on the word “Account” in the upper right corner of the ESS home page you come to the Account Settings page. It is on this page that you can reset your password, update your Security Questions, Email Address, and Document Communication Preferences.

**What if my previous password was saved to my computer?**

- The Funds recommends not saving the ESS password to your computer.
- Your old ESS password must be removed from your computer prior to resetting.
- [Click here for instructions](#)

**Do I need to change my password for Chase Pay Connexion?**

- No. The new password policy is for ESS only.

If you have any questions, please contact Employer Services at 212-388-3354.  
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