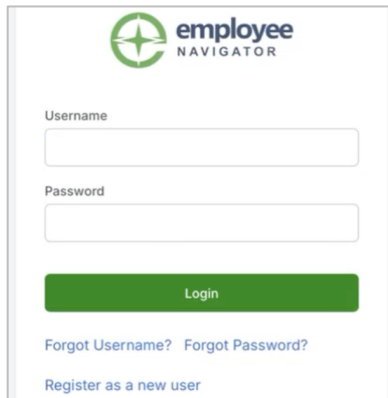


Employee Navigator Username and Password Reset Guide

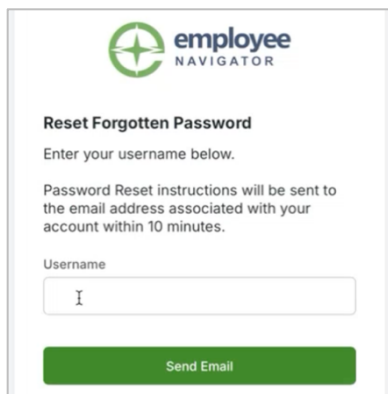
I know my username, but forgot my password:

1. Go to the [Employee Navigator login page](#).
2. Select **Forgot password**.



The image shows the Employee Navigator login page. At the top is the logo, which consists of a green circle with a white crosshair and the text "employee NAVIGATOR" to its right. Below the logo are two input fields: "Username" and "Password". Below these fields is a green "Login" button. At the bottom of the page are three links: "Forgot Username?", "Forgot Password?", and "Register as a new user".

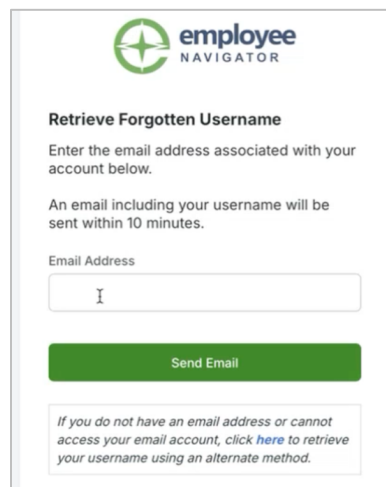
3. Enter your username. Double check that you spelled it correctly.
4. Click Send Email. The password reset email is sent to the address on file for your account. If you do not receive an email and you are sure you spelled your username correctly, your account may be associated with a different email address. Please contact HR to confirm your email.



The image shows the "Reset Forgotten Password" page. At the top is the same logo as the login page. Below the logo is the heading "Reset Forgotten Password". Underneath is the instruction "Enter your username below." followed by a paragraph: "Password Reset instructions will be sent to the email address associated with your account within 10 minutes." Below this text is a "Username" label and an input field containing the letter "I". At the bottom is a green "Send Email" button.

I forgot my username and my password:

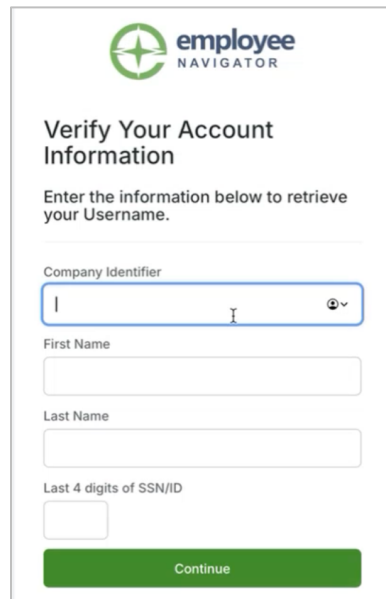
1. From the Employee Navigator login screen, select **Forgot username**.
2. Enter your email address.
3. Click Send Email
4. Enter your username as it appears in the email you receive from Employee Navigator.
5. Continue with the 'Forgot Password' steps from page 1 to reset your password, with your now recovered username.



The screenshot shows the 'Retrieve Forgotten Username' screen of the Employee Navigator. At the top is the logo. Below it, the title 'Retrieve Forgotten Username' is followed by instructions: 'Enter the email address associated with your account below.' and 'An email including your username will be sent within 10 minutes.' There is a text input field for 'Email Address' with a cursor. Below the field is a green 'Send Email' button. At the bottom, a small text box contains a link: 'If you do not have an email address or cannot access your email account, click [here](#) to retrieve your username using an alternate method.'

I don't know / can't access my password, username, or email address:

1. From the EN login screen, select **Forgot username**.
2. On the Retrieve Forgotten Username screen, select the blue **"here"** link under the green **Send Email** button.
3. Enter the company identifier: **BrentwoodUSD**
4. Enter your first name, last name, and the last four digits of your Social Security number. Each entry must be spelled exactly as it appears in the system.
5. Select **Continue**. Your username is displayed.
6. Return to the login page, enter your username, and submit the request to receive the password reset email (see pg. 1).



The screenshot shows the 'Verify Your Account Information' screen of the Employee Navigator. At the top is the logo. Below it, the title 'Verify Your Account Information' is followed by instructions: 'Enter the information below to retrieve your Username.' There are four text input fields: 'Company Identifier', 'First Name', 'Last Name', and 'Last 4 digits of SSN/ID'. The 'Company Identifier' field has a dropdown arrow. Below the fields is a green 'Continue' button.

If none of the above options work...

If none of the options above resolve the issue, contact your HR representative for further assistance sending a reset request. Once the request has been sent, follow these steps:

1. From the Employee Navigator login screen, select **Forgot password**.
2. Select **"[My account administrator initiated a Password Reset Request on my behalf](#)"**.
3. Verify your account information on the next screen, the same Verify Your Account Information Screen shown above.