

# TeamWorks HCM Self-Service Account Unlock

State Accounting Office has improved the TeamWorks HCM System to enable all active state employees whose account are “locked out” to utilize the ‘I Forgot My Password’ link to reset their password and unlock their own accounts. This will occur by successfully answering their security questions. The improvement will reduce the need for active state employees whose accounts are “locked out” to call the SAO Customer Support Center (CSC). This new improvement will require all HCM users to change their password and update their security questions *at the first login after the improvement is implemented*. HCM users will likely encounter one of two scenarios.

Scenario 1: [If You Know Your Password](#)

Scenario 2: [If You Do Not Know Your Password](#)

Once you complete one of the scenarios above, upon further logins, [Helpful Hints/Going Forward](#) will provide you additional assistance.

## Scenario 1: If You Know Your Password

The first time you access the TeamWorks HCM System you must create a new password and enter new security questions.

- Login to the updated TW HCM page using your current User ID and Password:
  - The URL has not changed



The screenshot shows the login page for the TeamWorks HCM System. At the top left is the SAO logo with the text 'State Accounting Office'. To the right of the logo is the title 'TeamWorks HCM System' and a welcome message: 'Welcome to the State of Georgia's TeamWorks HCM System is supported by the State Accounting Office.' Below this, it says 'Login here as an existing User.' There are two input fields: 'User ID:' and 'Password:'. A yellow 'Sign On' button is positioned below the password field. At the bottom left, there is a link: '? I forgot my password' with the subtext 'Click here to reset your password'.

- The first time you access the TeamWorks HCM System the *Password Expired/Missing or Invalid Security Questions* message will appear.

## Password Expired/Missing or Invalid Security Questions

Your password has expired or you are missing security questions or you have invalid security questions. Click the Continue button to change your password and set up your security questions.

Continue

- Click **Continue**

The *Change Password* window will open

- Enter your current password in the **Current Password** field
- Enter a new password in the **New Password** field
  - Pay attention to the password requirements:
    - Minimum 8 characters with at least one number and one special character
- Enter your new password in the **Confirm Password**
- Select new security questions and enter the responses where the field is blank
  - The security questions have changed. Everyone will be required to select some new security questions the first time the TeamWorks HCM System is accessed
  - **Important:** choose questions you can remember the answers to in the future.

## Change Password

User ID: XXXXXXXX

Description: Tyler Perry

\*Current Password:

\*New Password:

\*Confirm Password:

### Change or set up forgotten password help

You must populate all 3 questions and responses.

Your responses will be stored in upper case.

The questions and responses will be used to authenticate you, if you forget your password.

#### Hint 1

Question 1

Select from the list of questions.

Response:

#### Hint 2

Question 2 What is your father's middle name?

Select from the list of questions.

Response JAMES

2:

#### Hint 3

Question 3

Select from the list of questions.

Response

3:

Please enter a valid email address, or make sure the email address below is correct.

Email Addresses			Customize	Find	First	1 of 1	Last
Primary Email Account	Email Type	Email Address					
<input checked="" type="checkbox"/>	Business	tylerperry@tylerperry.com					

- Click **Submit Changes**
- Your security questions will be updated

Log back in to TeamWorks HCM with your User ID and new Password.

Login

**SAO**  
State Accounting Office

**TeamWorks HCM System**

Welcome to the State of Georgia's TeamWorks HCM System is supported by the State Accounting Office.

Login here as an existing User.

User ID:

Password:

? [I forgot my password](#)  
Click here to reset your password

## Scenario 2: If You Don't Know Your Password the FIRST Time You Access the TeamWorks HCM System

If you do not remember your password, you must set a *temporary* password before you proceed with the password and security question reset process described above.

Access the TeamWorks HCM System (URL has not changed)

- Click on the "[I forgot my password](#)" link on the Login Page



- Enter your User ID and click on **Continue**

- Enter the responses to each of your OLD Security Questions
  - If you do not remember the correct responses to your security questions contact the **SAO Customer Service Center** for assistance at 404-657-3956 Option 1 or 888-896-7771 Option 1

**Forgot My Password**

**User Information**

User ID: XXXXXXXX

Please answer the following question below for user validation.

**Question:** What is your city of birth?  
**Response:**

**Question:** What is your father's middle name?  
**Response:**

**Question:** What is your first child's name?  
**Response:**

**Continue**

- Click **Continue**

You will be required to create a TEMPORARY password on the OLD security page

- Enter a TEMPORARY password in the **New Password** field
  - Minimum 8 characters with at least one number and one special character
  - Passwords are case sensitive
- Enter your TEMPORARY password in the **Confirm Password** field

**Forgot My Password**

**User Information**

User ID: XXXXXXXX

Please answer the following question below for user validation.

**Question:** What is your city of birth?  
**Response:** Austin

**Question:** What is your father's middle name?  
**Response:** Richard

**Question:** What is your first child's name?  
**Response:** Kirsten

**Continue**

Validation Successful! Please enter New Password

**New Password:**

**Confirm Password:**

**OK** **Cancel**

**Notes**

Password must be at least 8 characters long and must contain at least one number and one special character. The password is also case sensitive. Passwords for Self Service Users expire in 180 days and for Application Users in 30 days.



- Click **OK**

Your temporary password is recorded.

## Password Saved



Your password has successfully been changed.

[Return to Login](#)

- Click **Return to Login**

Login to TeamWorks HCM with your **User ID** and the TEMPORARY password you just created

- You will receive the following message:

## Password Expired/Missing or Invalid Security Questions

Your password has expired or you are missing security questions or you have invalid security questions. Click the Continue button to change your password and set up your security questions.

[Continue](#)

- Click **Continue**

The *Change Password* window will open. You will be required to create a new password

- Enter the TEMPORARY password you just logged in with in the **Current Password** field
- Enter a NEW password in the **New Password** field
- Enter the NEW password again in the **Confirm Password** field

- Select new security questions and enter the responses where the field is blank
  - EVERYONE must select new security questions the 1<sup>st</sup> time the TeamWorks HCM System is accessed

- **Important:** choose questions you can remember the answers to in the future.  
Note: Some of the old security questions may remain. You can leave them or change them.

## Change Password

User ID: XXXXXXXX

Description: Tyler Perry

\*Current Password:

\*New Password:

\*Confirm Password:

[Submit Changes](#)

### Change or set up forgotten password help

You must populate all 3 questions and responses.

Your responses will be stored in upper case.

The questions and responses will be used to authenticate you, if you forget your password.

#### Hint 1

Question 1

Select from the list of questions.

Response:

#### Hint 2

Question 2

Select from the list of questions.

Response 2:

#### Hint 3

Question 3

Select from the list of questions.

Response 3:

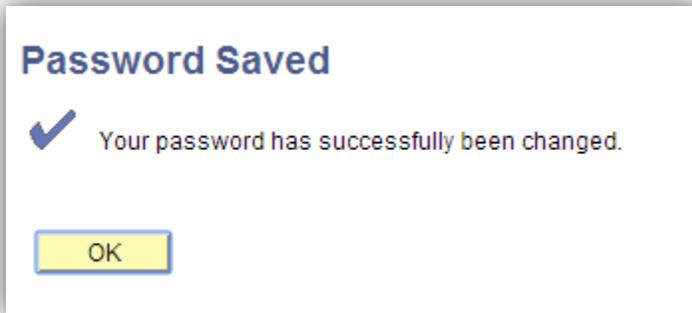
Please enter a valid email address, or make sure the email address below is correct.

Email Addresses			Customize	Find	First	1 of 1	Last
Primary Email Account	Email Type	Email Address					
<input checked="" type="checkbox"/>	Business	tylerperry@tylerperry.com					



[Submit Changes](#)

- Enter a valid work or business email address and make the email address your Primary Email Account.
- Click **Submit Changes**



- Click **OK**

Log back in to TeamWorks HCM with your new password.



## Helpful Hints & Going Forward

- If you:
  - Forgot your password
  - Tried to access TeamWorks HCM and received this message “Your User ID and/or password are incorrect. Please try again.”
  - Tried three times to access TeamWorks HCM and received this message “Unable to validate User ID and/or password. Use the ‘I forgot my password’ link to reset your password.”
- Click on the “[I forgot my password](#)” link on the Login Page



- Enter your User ID and click on **Continue**

- Enter the correct responses to each of your three Security Questions\*
- Click **Continue**

**Forgot My Password**

**User Information**

User ID: XXXXXXXX

Please answer the following question below for user validation.

**Question:** What is your city of birth?  
**Response:**

**Question:** What is your father's middle name?  
**Response:**

**Question:** What is your first child's name?  
**Response:**

**Continue**

- Enter your new password in **New Password**
  - Pay attention to the password requirements:
    - Minimum 8 characters with at least one number and one special character
- Enter your new password in **Confirm Password**

**Forgot My Password**

**User Information**

User ID: XXXXXXXX

Please answer the following question below for user validation.

**Question:** What is your city of birth?  
**Response:**

**Question:** What is your father's middle name?  
**Response:**

**Question:** What is your first child's name?  
**Response:**

**Continue**

Validation Successfull Please enter New Password

**New Password:**

**Confirm Password:**

**OK** **Cancel**

**Notes**  
 Password must be at least 8 characters long and must contain at least one number and one special character. The password is also case sensitive. Passwords for Self Service Users expire in 180 days and for Application Users in 30 days.

- Click **OK**

You will be returned to the login page

Login

**SAO**  
State Accounting Office

**TeamWorks HCM System**

Welcome to the State of Georgia's TeamWorks HCM System is supported by the State Accounting Office.

Login here as an existing User.

User ID:

Password:

**Sign On**

? [I forgot my password](#)  
Click here to reset your password

- Sign in to TeamWorks HCM with your new password

\*If you do not remember the correct responses to your Security Questions contact the **SAO Customer Service Center** for assistance. 404-657-3956 Option 1 or 888-896-7771 Option 1