Retrieving your Password

Go to the PeopleSoft log in page:

Click on the 'Forgot your password?' link
Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID: 

Continue

You will need to know your User ID. If you do not know/remember your user ID, you must submit a heat ticket with the UMass Help Desk.

Enter in your User ID and click on the button.

Forgot My Password

User ID: WRTEST
Email ID: R.TEST@UMASSMED.EDU

Please answer the following question below for user validation.

Question: Enter your birth date in the format MM/DD/YYYY
Response: 

Email New Password

The Email ID shown is where your Password will get mailed to. Usually this is your umassmed.edu or umassmemorial.org email. If this Email ID is incorrect, students can contact the Registrars’ office. Others can submit a Heat Ticket with the UMass Help Desk.

Enter your birth date in the correct format shown (i.e. 01/03/1978)
Click on the **Email New Password** button. A new password will be emailed to you.

Once you receive it, log into PeopleSoft.

Enter your User ID and the Password that was just emailed to you. *User ID and Password are case sensitive (User ID is always in caps)*

You will be prompted to change your password to one of your choice. Click on the ‘**Click here to change your password**’ link.
In the **Current Password** field, enter the Password sent to you in the email.

**New Password:** Password of your choice

**Confirm Password:** retype the ‘New Password’

Click on the **Change Password** button.

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**Password Saved**

- Your password has successfully been changed.

Click the **OK** button.

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Once successfully changed, click the **OK** button.
You have successfully retrieved your password and are now logged into PeopleSoft.

If you forget your password in the future, you will need to follow these steps again.