

OVERS Password Reset Guide

Purpose: The password reset functionality allows OVERS users to reset a password electronically after getting locked out or if they forgot their password.

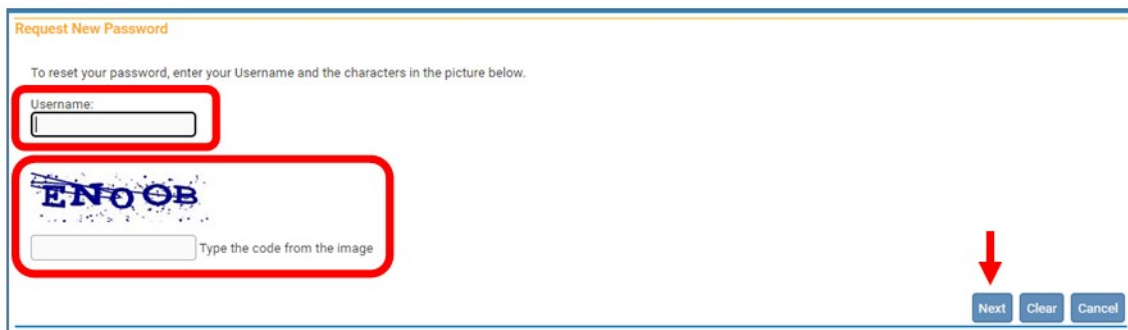
Summary: Click on the **Forgot your password?** link under the **Username** field. The next screen will require your username and a Captcha security code. Continue through the prompts to receive an email with a temporary password. Once you have received the email, you can log back into OVERS and reset the password.

Instructions:

1. Select the **Forgot your password?** link under the Username field.



2. Enter your username and the Captcha security code from the image and click **Next**.




3. Answer the security question and click **Next**.

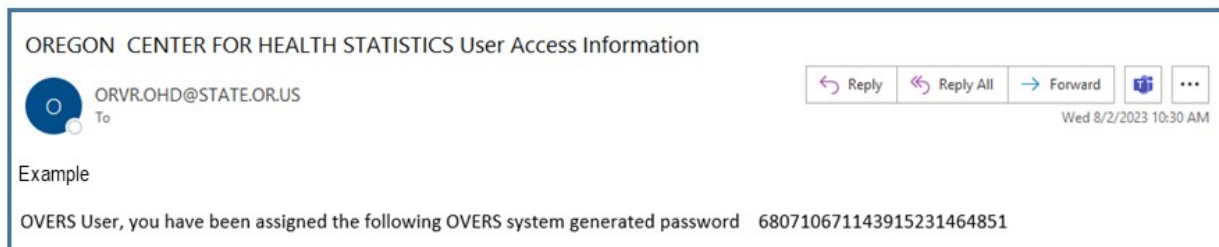
If you do not know the answer to your security question, please call the OVERS Help Desk at 971-673-0279 to complete the process.



4. Click **Continue** to receive the temporary password email. ^{08/2023}



5. You will receive an email from ORVR.OHD@STATE.OR.US with your temporary password. Check your spam folder if you do not receive the email with in a few minutes. You may copy the password to use when logging into OVERS.



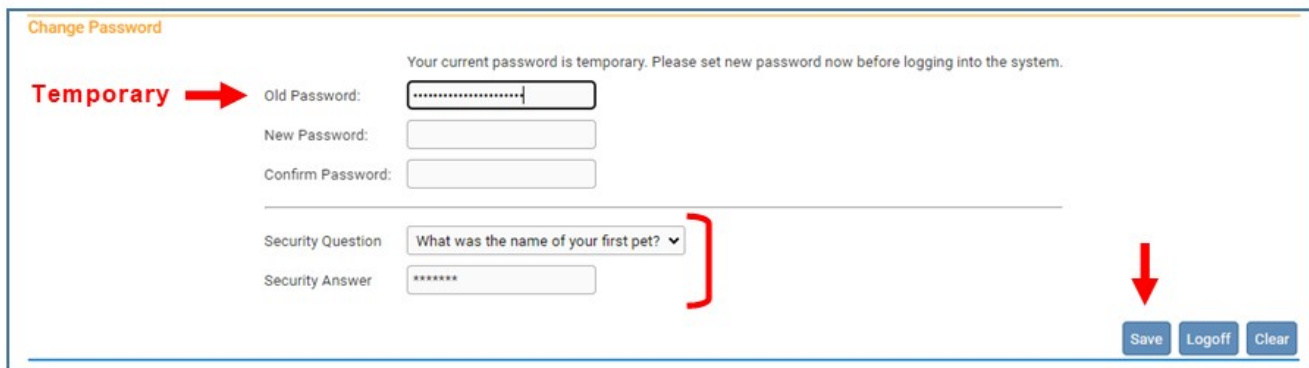
6. Log into OVERS with your **temporary password** from the email You may paste the copied password for convenience.



7. You will be taken to the User Acknowledgement screen. Select **I Accept** to acknowledge that you have read and understand the acknowledgement. This will take you into OVERS.



8. You will be prompted to create a new password on the **Change Password** screen. Your "old password" will be the **temporary password** that was emailed to you. You can also change your security question at this time. You have a choice of four questions. Click **Save**.



9. You should see the following message. Either continue into OVERS or logoff the system.

