

### Forgot Password, User Name or Reactivate your Account

Enterprise Reporting customers have the ability to assign and manage their own passwords for Enterprise Reporting system security.

If you have:

- Forgotten your Password,
- Forgotten your User Name, or
- Disabled/locked your account after 5 attempts to log on.

A ***Forgot Password, User Name or Enable your Account*** link is available on the **Enterprise Reporting Standard Reports** log on screen and the **Enterprise Reporting Web Intelligence** log on screen to assist customers with the ability to manage their security access accounts.

The ***Forgot Password, User Name or Enable your account*** link is located:

- 1) On the **Enterprise Reporting Standard Reports** log on screen *below* the log on box.
- 2) On the **Enterprise Reporting Web Intelligence** log on screen to the *right* of the log on box.

#### To use this feature:

- 1) Please Click on the ***Forgot Password, User Name or Enable your account*** link.
- 2) The *User Account Management Screen* will appear.

Please follow the instructions by filling in the appropriate fields on the screen.

#### Forgot password or Enable account

To reset your password or to reactivate a disabled account, enter your *User Name* in box labeled “Forgot Password or Enable Account”. Then press “Send”.

#### Forgot User Name

To request your user be sent to the email address Enterprise Reporting Standard Reports has on file simply enter your *Email Address* in box labeled “Forgot User Name”. Then press “Send”.

If the email address entered matches the one we have on file for you; a new temporary password or your user name will be sent to that email address. Information and instructions to access or reset your account will be included in the email. Please follow the instructions in the email. If you do not receive an email within a few minutes of your request, please notify [ERServices@ofm.wa.gov](mailto:ERServices@ofm.wa.gov)