TYLER EMPLOYEE SELF SERVICE (ESS) PASSWORD RESET
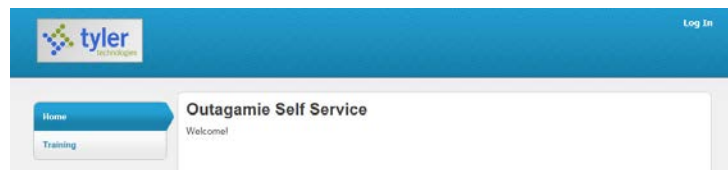
1) Navigate to Tyler ESS Login Page
   a. Outagamie County External webpage
      - www.outagamie.org
      - Staff Login
      - Tyler Technologies
   b. Tyler Technologies webpage
      - https://outagamie.munisselfservice.com/

2) Click **Log In**
3) Click **Forgot your password?**
4) Enter **Username**
5) Click **Retrieve hint**
6) Open Outlook email
   a. Outagamie County External webpage
      - www.outagamie.org
      - Staff Login
      - Outlook Web App
      - Proceed to OWA
7) Check for an email from noreply@tylertech.com with subject of Request Password Hint
   a. First look at the Password Hint:, if this helps, return to the Tyler ESS Log In page and log in.
   b. If this hint does not help, click on the **link** below the hint in the email.
   c. On the Password Regeneration screen, the screen will have your User ID

      - Click **Submit**

8) Check for an email from noreply@tylertech.com with subject of Request Password Reset
   a. Temporary password is listed. Highlight and COPY the new password.
   b. Return to Tyler ESS Log In page
   c. Enter Username
   d. COPY new password that was generated, then click **Log in**
9) Change password
   a. PASTE new password that was generated in Current password
   b. Enter New password
   c. Enter New password to Confirm
   d. Enter New password hint (make sure to enter a hint that will help you in the future)
   e. Click **Change**
10) You should receive a message 'Your password has been successfully changed.'
    a. Click **Continue**