

## Employee Self Service: Log In and Password


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Employee Self Service users may:

- [Log into ESS](#)
- [Set your Password](#)
- [Reset your Password](#)

Follow these steps to log in to ESS:

1. Navigate to: [www.nyc.gov/ess](http://www.nyc.gov/ess)  
*“NYCAPS/ESS Log in” page opens*
2. Enter **User ID** and **Password**



**Notes:**

- Your User ID is your seven-digit Employee ID Number, which can be found on your pay stub in the box called Reference #.
- If this is your first time logging in, your Default password consists of the last two digits of your SSN, and underscore (“\_”), the first three letters of your birth month (must be upper case), your birth day including the leading zero, and your birth year (e.g., the password for an employee with an SSN of XXX-XX-XX99 and a birth date of January 01, 1910 would be 99\_JAN011910).

3. Click **Sign In**

*“ESS” opens*

You have successfully logged into ESS.

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Follow these steps to set your ESS password for the first time:

1. Sign in with your [default password](#)

**Note:** This is for new users only, users who have forgotten their password should go to [Resetting your Password](#).

*“Setup Forgotten Password Help” page opens*

2. Enter **Answers** in text fields

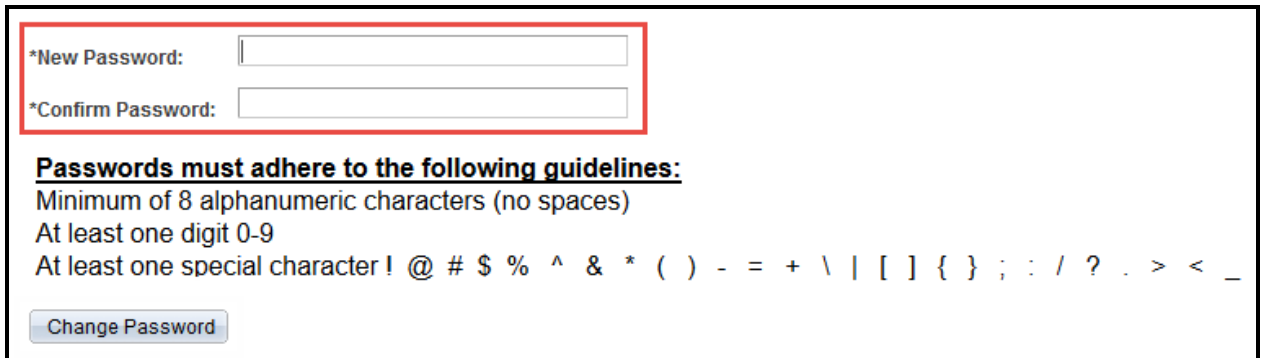
	
User ID 0015756	
Description Steve Kerr	
Select at least 5 out of the 10 questions and enter your responses. These will be used to authenticate you in case you forgot your password.	
Question	Response
What is your father's middle name?	<input type="text"/>
What color was your first car?	<input type="text"/>
In what month was your mother born? (full word)	<input type="text"/>
What was your high school mascot?	<input type="text"/>
What is your favorite color?	<input type="text"/>

**Note:** You cannot use the same answer for more than one question.

3. Click **Done**

*“Reset Password” page opens*

4. Enter **New Password**



\*New Password:

\*Confirm Password:

**Passwords must adhere to the following guidelines:**  
Minimum of 8 alphanumeric characters (no spaces)  
At least one digit 0-9  
At least one special character ! @ # \$ % ^ & \* ( ) - = + \ | [ ] { } ; : / ? . > < \_

5. Click **Change Password**

You have successfully set your password.

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Follow these steps to reset your ESS password:

1. Click **Forgot your password?**



**NYCAPS**

User ID:

Password:

[Forgot your password?](#)

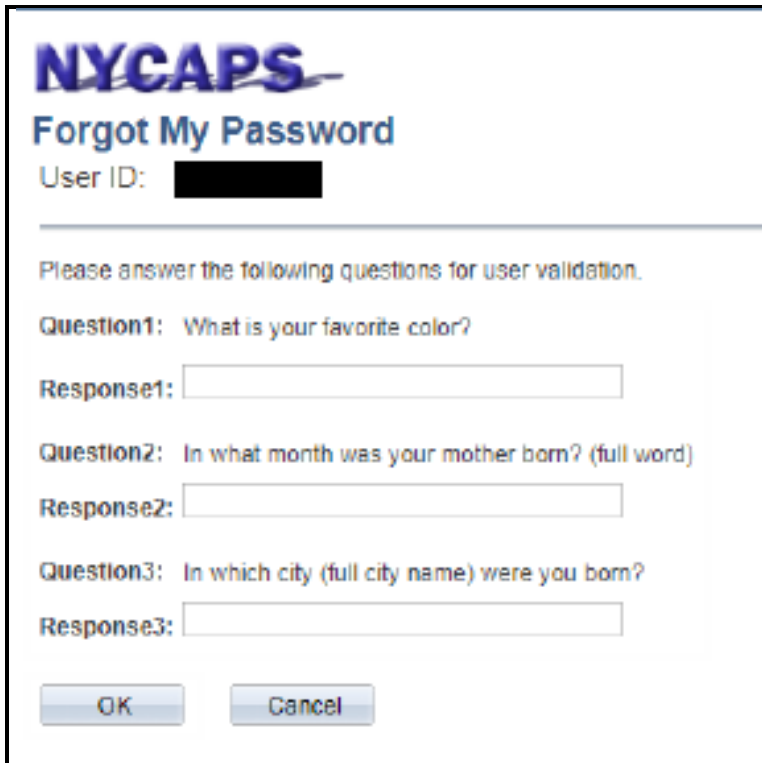
*"Forgot My Password" page opens*

2. Enter **User ID**

3. Click **Continue**

*"Forgot My Password" page reopens*

4. Enter **Responses**

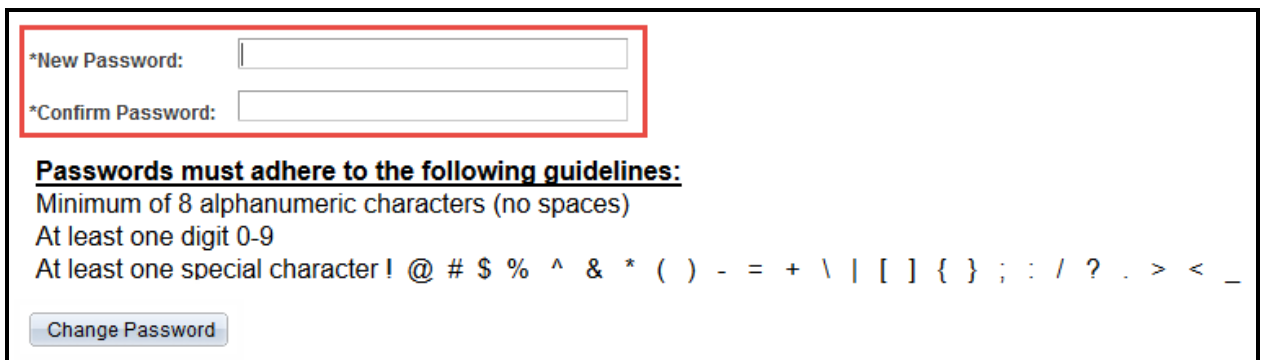


The image shows a web form titled "NYCAPS Forgot My Password". It includes a "User ID:" field with a blacked-out value. Below this, a message asks the user to answer three questions for validation. The questions are: "Question1: What is your favorite color?", "Question2: In what month was your mother born? (full word)", and "Question3: In which city (full city name) were you born?". Each question has a corresponding "Response" text input field. At the bottom of the form are "OK" and "Cancel" buttons.

5. Click **OK**

*"Reset Password" page opens*

6. Enter **New Password** in text fields



The image shows a form with two text input fields: "\*New Password:" and "\*Confirm Password:". Both fields are highlighted with a red border. Below the fields is a section titled "**Passwords must adhere to the following guidelines:**" with three bullet points: "Minimum of 8 alphanumeric characters (no spaces)", "At least one digit 0-9", and "At least one special character ! @ # \$ % ^ & \* ( ) - = + \ | [ ] { } ; : / ? . > < \_". At the bottom of the form is a "Change Password" button.

6. Click **Change Password**

You have successfully reset your password.

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