To successfully transact in the Statewide Financial System (SFS), it is important to **first** refer to the related SFS Handbook. Job aids should be referred to as quick reminders on how to process transactions. SFS Handbooks provide more context and include screenshots.

Job Aid Number	**JAA-VEN101-002**
Purpose	In this quick guide, you will learn how to set a password hint, in the event you forget your password.
User Role	
Date Modified	**4/20/2023**
Related SFS Handbook	SFS Training for Vendors

Concept

If you forget your password, you can have a new password emailed to you by clicking the I forgot my password link on the Supplier Portal sign-in page.
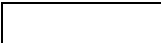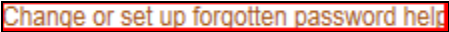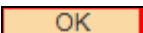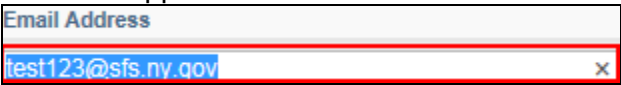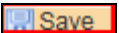
In order to have a new password emailed to you, you must first setup a password hint (a security question and response) so the system can authenticate you.

This should be done immediately after signing into the system for the first time with a new user ID.

Predecessor(s)	
Transactions that should occur before this task.	
JAA-VEN101-001	Logging in to Vendor Self-Service

Successor(s)	
Transactions that should occur after this task.	
N/A	

Procedure

Step	Action
1.	From the **NavBar**, navigate to: Menu > My System Profile.
2.	Click the **Change or set up forgotten password help** link. Change or set up forgotten password help
3.	Click the **Question** field drop-down list. Click the **Question** field drop-down list and select the applicable list item. Question ⌄
4.	**Note**: Select a **Question** from the drop-down list that is meaningful to you and easy to remember but not known by others.
5.	Enter the applicable information into the **Response** field. Response
6.	Click the **OK** button when finished to return to the previous screen. OK
7.	Verify and enter the correct email address. Enter the applicable value into the **Email Address** field. Email Address test123@sfs.ny.gov ✕
8.	Click the **Save** button. Save
9.	**Note**: Going forward, if you forget your password, you can have a new password emailed to you by clicking the **I forgot my password** link on the Vendor Portal sign-in page.
10.	**End of Procedure.**