Employee Self Service: Log In and Password

Employee Self Service users may:

- Log into ESS
- Set your Password
- Reset your Password

Follow these steps to log in to ESS:


   Home/Offsite: www.nyc.gov/ess

   “NYCAPS/ESS Log in” page opens

2. Enter User ID and Password

\[\text{User ID: }\]
\[\text{Password:}\]

Sign In

Forgot your 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 # or by asking your HR representative.
- 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.

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

   ![NYCAPS](image)

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

3. Click **Done**

   “Reset Password” page opens
4. Enter **New Password**

![Password Entry Form]

**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 ! @ # $ % ^ & * ( ) - = + \ [ ] { } ; : / ? . > <

[Change Password]

5. Click **Change Password**

You have successfully set your password.

Follow these steps to reset your ESS password:

1. Click **Forgot your password?**

![Forgot Password Page]

“Forgot My Password” page opens

2. Enter **User ID**

3. Click **Continue**

“Forgot My Password” page reopens
4. Enter Responses

![NYCAPS Forgot My Password](image)

- Question1: What is your favorite color?
  - Response1: 

- Question2: In what month was your mother born? (full word)
  - Response2: 

- Question3: In which city (full city name) were you born?
  - Response3: 

5. Click OK

“Reset Password” page opens

6. Enter New Password in text fields

![Password entry](image)

- *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 ! @ # $ % ^ & * ( ) _ - + \ [ ] { } ; : / ? . > <

6. Click Change Password

You have successfully reset your password.