

# Reset Candidate Password

## Quick Steps

### Need to Reset a Candidate's Password? Here's How to Do It in Workday.

Everyone forgets a password now and then, including job candidates navigating the application process. Fortunately, resetting a Candidate Home password in Workday is a straightforward process supporting a smooth experience for future team members.

Candidates who can't access their Candidate Home page may contact you for help. Knowing how to reset their password or guide them through the process shows that your team is responsive and ready to support every step of their hiring journey.

### When Should You Reset a Candidate's Password?

You may need to help a candidate reset their password if:


- If they report being locked out of their Candidate Home account.
- They forgot their login credentials and needed help starting over.
- They haven't received the reset email after trying on their own.

### Why Resetting It Matters

Resetting a candidate's password:

- The candidate can complete their application or onboarding tasks without unnecessary delays.
- Your hiring process stays on track without losing momentum due to technical issues.
- Candidates feel supported, which reflects positively on your organization's brand.

### Ready to Help a Candidate Reset Their Password?

 Follow the **Step-by-Step Instructions** below to confidently reset their Candidate Home password.

Step	Action
1	Select the <b>Forgot Password</b> button.
2	Enter the original email address used to create the account.
3	A generated email will be sent to the email the candidate entered.
4	After selecting the link in the email, it will route the candidate back to the external career site to reset their password.
5	Once the password is reset, it will instruct them to login with the new password.
6	Select <b>Submit</b> .

**Best Practice**

Before initiating a reset, ask the candidate to check their spam or junk folder for the password reset email. Sometimes, it's already waiting!

**Keep in Mind**

Only candidates can reset their passwords, but you can resend the password by reset email or walk them through the process. Offering timely guidance helps reduce frustration and shows that you're there to help.