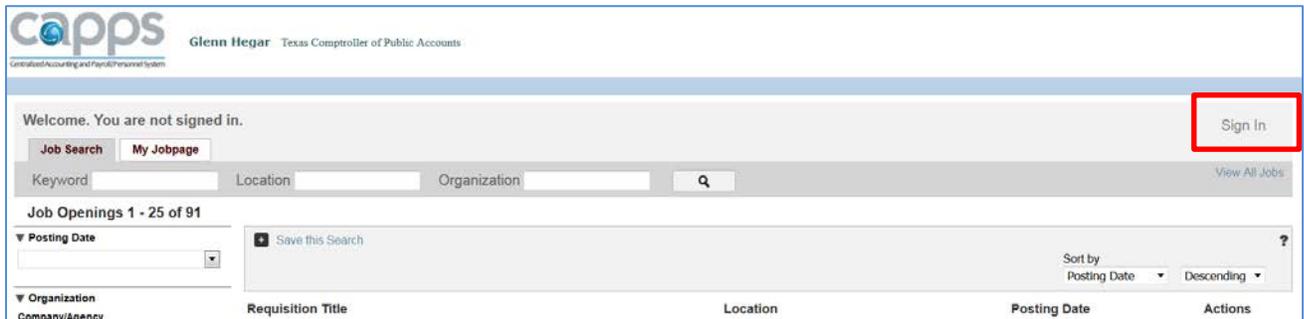# Unlock CAPPS Recruit Candidate Account or Reset/Request Password

If you've been locked out of CAPPS, please see below for information on unlocking your account or follow the instructions to reset/request a password.
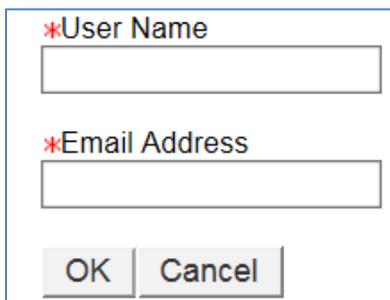
Unlock CAPPS Recruit Candidate Account

1. If your CAPPS Recruit Candidate account is locked wait 5 minutes then your account will unlock. You may receive an email letting you know your account has been locked.

2. After 5 minutes, go back to CAPPS Job Posting board and click 'Sign In' in the upper right-hand corner:

3. Click 'Forgot your password?' link:

4. Enter your User Name and Email Address used on your CAPPS Candidate Account and click 'OK':

5. You should receive an email which contains a temporary password. You may have to wait up to 24 hours to receive the email. Be sure to also check your junk email folder.

6. We recommend that you copy and paste the temporary password. <u>The temporary password is only good for 24 hours.</u>

7. Follow the instructions in the email to set a new password (your new password can be the same as your CAPPS password). New password criteria:
   a. Passwords must be at least 8 characters
   b. Passwords must contain 1 Uppercase letter and 1 lowercase letter
   c. Passwords must contain at least 1 numeric character
   d. Passwords must contain at least 1 special character (! # $ % & ( ) * + , - . / : ; < = > ? @ [ ] _ ' { } ~)
   e. Passwords <u>cannot</u> contain the user's first or last name, corresponding user name or email address.
   f. Passwords can only contain 2 identical consecutive characters
   g. Passwords must be unique from the past 24 passwords
   h. User-defined passwords will expire every 90 days

Reset/Request a Password

1. Click 'Sign In' in the upper right-hand corner:

2. Click 'I Accept' in the lower left-hand corner:

3. Click 'Forgot your password?':

4. Enter your User Name and Email Address used on your CAPPS Candidate Account and click 'OK':

5. You should receive an email which contains a temporary password. You may have to wait up to 24 hours to receive the email. Be sure to also check your junk email folder.

6. We recommend that you copy and paste the temporary password. <u>The temporary password is only good for 24 hours.</u>

7. Follow the instructions in the email to set a new password (your new password can be the same as your CAPPS password). Password criteria:
    a. Passwords must be at least 8 characters
    b. Passwords must contain 1 Uppercase letter and 1 lowercase letter
    c. Passwords must contain at least 1 numeric character
    d. Passwords must contain at least 1 special character (! # $ % & ( ) * + , - . / : ; < = > ? @ [ ] _ ' { } ~)
    e. Passwords <u>cannot</u> contain the user's first or last name, corresponding user name or email address
    f. Passwords can only contain 2 identical consecutive characters
    g. Passwords must be unique from the past 24 passwords
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