

ESS is designed to allow users to reset the password and unlock their accounts as needed.


How to unlock your ESS account/reset your password

- Go to the ESS login page
- Click “Forgot your password?”
- Enter the username. *NOTE: If you enter an incorrect username, you will not receive the reset emails*
- Click “Retrieve Hint”
- The system will send an email to your VPS email address
- Open the email; click the link in **option 2** to generate a new password (see sample below)

As requested, here is your password hint.

Password Hint: XXXXXXXX


If this e-mail message was sent to you in error, or you are still having problems logging on to the site, you can:

- 1) contact the site administrator, or
- 2) use the following link:  **Click here**

<https://ess.vernon-ct.gov/ess/PasswordRegenerate.aspx?id=wjt8sQnsN/9CSJe4uDIV9Q==&> to generate a new password.

- Password Regeneration – Click “Submit”
- A second email will be sent to your VPS email address (see sample below)

As requested, here is your new MUNIS Self Service temporary password.

Temporary Password: **me@Rj_1dt/**  **Click here**

Use this temporary password to log onto the [MUNIS Self Service website](#), not the mobile app. When it is accepted, you will be immediately prompted to change it.

If this e-mail message was sent to you in error, or you are still having problems logging on to the MUNIS Self Service site, contact the site administrator.

- Click the link to use the temporary password
- Copy & paste the temporary password into the password field
- Create a new password
- You can now login to your account using your new password