



Self Service Password Reset

Information Technology Services

Primary Home Email in Workday

The self service password reset process will be driven by the email you have listed as your “Primary Email” under “Home Contact Information” in Workday. This is your personal, non-Brock email address. Because of this, it is recommended that you go into Workday and input a “Primary Email” under “Home Contact Information”, otherwise, you will not be able to use the self service password reset process.

To add a “Primary Email” into Workday, go into your Worker Profile, click **Contact** from the left red menu bar, and click **Edit** at the top of the page. Under **Home Contact Information**, select **Add** under **Primary Email**.

The screenshot shows the 'Home Contact Information' page in Workday. The page is organized into several sections:

- Home Contact Information** (Header, highlighted with a yellow box)
- Primary Address**
 - Address: 16 Hemlock Way, Grimsby, ON L3M0A7 (with an edit icon)
 - Usage: Mailing
 - Visibility: Private
- Additional Address**
 - Add button
- Primary Phone**
 - Phone: +1 (905) 9623635 (Landline) (with delete and edit icons)
- Additional Phone**
 - Add button
- Primary Email** (Section, highlighted with a yellow box)
 - Add button

Reset Your Password



If you have not added a Primary Home Email into Workday, you will need to visit the ITS Help Desk in person with a **Valid Photo ID** to reset your password.

[Click Here](#) for ITS Help Desk location.

Note: if you do not have **Valid Photo ID** please [contact HR](#) for support.

1. Go to my.brocku.ca.
2. Click **Faculty/Staff password?** or **Faculty** or **Staff**. Both will launch the password reset password.

The screenshot shows the my.brocku.ca website. At the top left is the Brock University logo. To the right is a navigation menu with links: About Brock University, Academics, Admissions, Research, Services, and Contact Us. Below the navigation is a login area with fields for Campus ID and Password, and a Login button. Below these fields are links for 'Forgot your student' and 'Faculty/Staff password?'. The 'Faculty/Staff password?' link is highlighted with a yellow box. Below the login area are two main sections: 'Scheduled Maintenance' and 'Activate your account'. The 'Activate your account' section has three links: 'Applicant, New, Returning Student or Alumni', 'Faculty or Staff', and 'Continuing Education - Request new password.'. The 'Faculty or Staff' link is highlighted with a yellow box. Below 'Activate your account' is a 'Tutorials and Resources' section with links for 'Account activation' and 'Password reset'.

3. The next page will prompt you to **Verify Status**.
4. Beside **Personal Email** enter your personal, non-Brock email which you have listed as your “Primary Email” under “Home Contact Information” in Workday.
5. Beside **Campus ID or Employee #** enter your Campus ID (ex: jsmith) or your employee number.
6. Select the box beside **I’m Not a Robot**.
7. Click **Next**.

Step 1: Verify Status

Please enter your personal email address and your Campus ID or Employee # below to confirm your identity to begin the set password process. An email will be sent to the address supplied with instructions on how to change your Brock Campus ID password.

Personal Email

Campus ID or Employee #

Captcha I'm not a robot

reCAPTCHA
Privacy - Terms

[Next >](#) | [Cancel](#)

8. Select Finish and go to your personal email, non-Brock email.

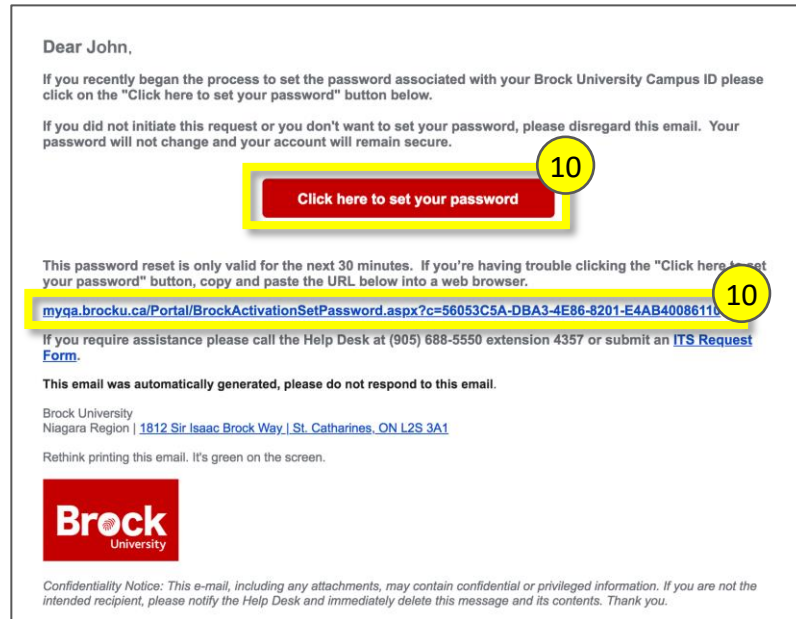
Step 2: Check Personal Email

Activate/Reset Password

If the email address you entered was found in our system, you will receive an email at that address which contains instructions to set your password.

[Finish](#)

9. You should soon receive an email to your personal non-Brock email you indicated in step 4. This email will be titled **Brock University Password Reset Request**. Open this email.
10. Select the **Click Here to Set your Password** button or the blue hyperlink below.



11. The Brock DB portal will open in a new window to set your password.
12. Beside **New Password** and **Confirm New Password** type the password you want for your Campus ID. Ensure to meet all the requirements listed above the fields. You will receive an error message if these requirements are not met, and you will need to adjust your new password in order to move forward.
13. Select **Next**.

Final Step: Set Password

Set your password for your Campus ID account.

Please note that your new password must be 8 - 30 characters in length and contain at least 3 different types of characters (i.e. lowercase, uppercase, numbers or special characters)

New Password

Confirm New Password

Next > Cancel

14. You will now see a **Summary** page. This means your password is now successfully set for your Campus ID. Select **Finish** and use your password, along with your Campus ID, to log into any of your Brock accounts.