

## Employee Forgot Password

If you have forgotten your Bb or MEMO password you will need to access the PAT forgotten password area at:

<https://memo.maricopa.edu/cgi-bin/UserLookup.pl>

Once there follow the steps below.

### Step #1

- Click Forgot Password link

Personal Administration Tool V2.01

Web Calendar Staff Directory WebMail

Location:  (Required Field)

\* Directory Name:  Login Help?  
(e.g. Firstname Lastname)

Password:

--OR--

Memo Address:  Login Help?  
(e.g. first.last@sitemail.maricopa.edu)

Password:

\* - Your Directory Name is your name as it appears in the Directory. If your Directory Name does not allow you to login, you may need to use your memo address and password. If you need further information, please contact your supervisor.

Login Clear Form

MEID Lookup [Forgot Password](#)

### Step #2

- Enter your MEID
- First name
- Last name
- Last Four digits of Social Security number
- Code Shown in lower left corner
- Click Submit

*Note: In this case the code is butter yours will most likely be different.*

The image shows a registration form with the following fields and values:

- Enterprise ID (MEID): maric00001
- Official First Name: Maricopa
- Official Last Name: Employee
- Last four digits of National ID (SSN): 5555
- Birthdate: 01 / 10 / 1991

Below the form, there is a section for a security code:

Enter the code as it is shown below:  
butter

This helps prevent automated lookups. If you find the image difficult to read, reload this page to get a new image.

butter  
[reload image](#)

Submit

Orange arrows point to each of these elements: the Enterprise ID, Official First Name, Official Last Name, SSN, Birthdate, the security code input field, the security code image, the reload image link, and the Submit button.

### **Step #3**

- If you have already enter your challenge questions
- Enter your password
- Click Submit button

*Note: the next step shows Password rules and challenge questions.*

**Set Password and Challenge Questions**

It appears that you have not previously set any challenge questions.

Please do so at this time, in order to reset your password.

Select two challenge questions from the pull-down menus below, providing answers for both.

Please make sure you remember your answers as they will be required for authentication if you forget your password.

**\* = Required items**

Set your Challenge Questions:

\* Question 1:

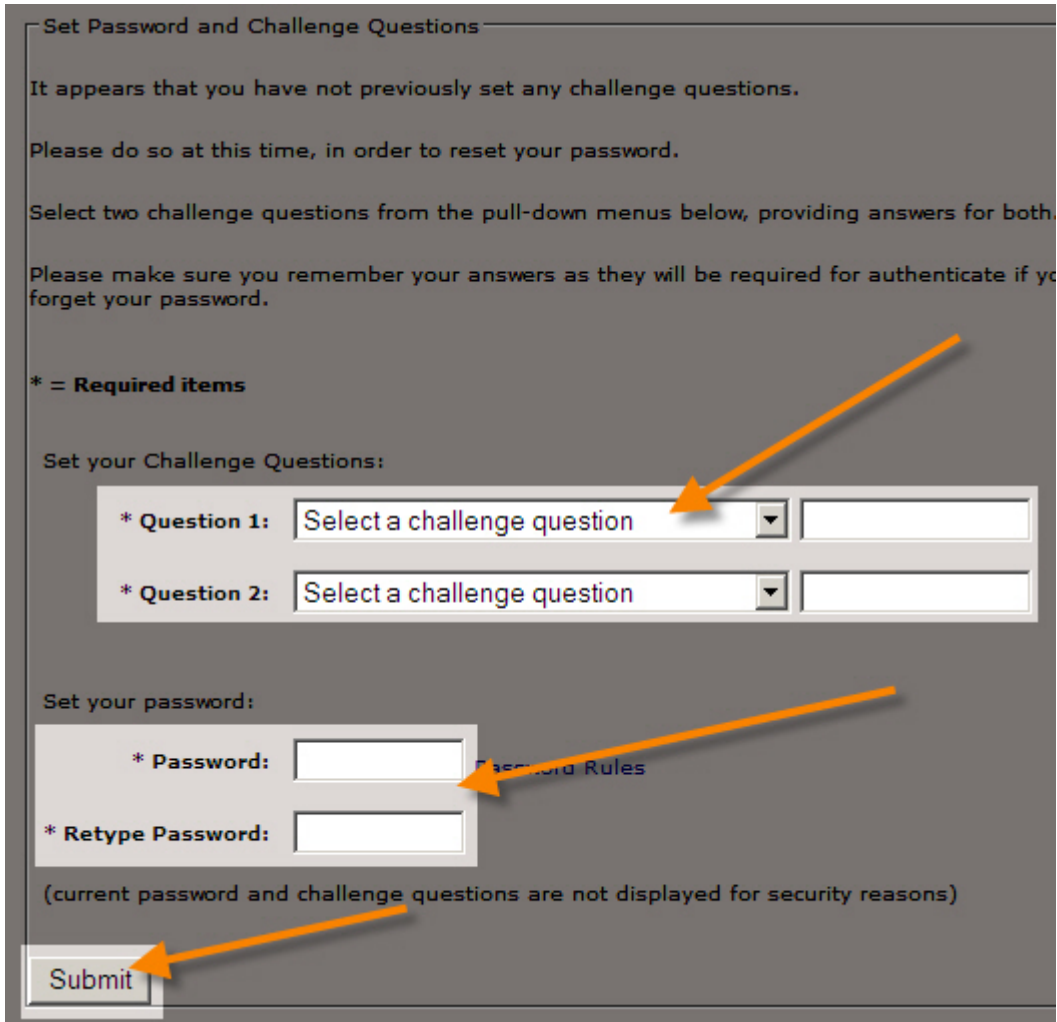
\* Question 2:

Set your password:

\* Password:  [Password Rules](#)

\* Retype Password:

(current password and challenge questions are not displayed for security reasons)



**Step #4**

Password requirements and challenge questions.

## Password Change Requirements

A valid password is at least **seven characters** in length and consists of at least **one uppercase letter**, at least **one lowercase letter** and at least **one number**. (for example, MyPswd48)

### Set your Challenge Questions:

\* Question 1:

\* Question 2:

- In what city were you born?
- What is the name of your first child?
- What is the name of your first love?
- What is your anniversary?
- What is your driver's license number?
- What is your library card number?
- What is your spouse's maiden name?

### Set your Challenge Questions:

\* Question 1:

\* Question 2:

- What is the name of your high school?
- What is your favorite animal?
- What is your favorite color?
- What is your favorite movie?
- What is your favorite restaurant?
- What is your favorite sport?
- What is your favorite sports team?
- What is your favorite TV show?
- What is your pet's name?