

# County of San Bernardino EMACS PASSWORDS

## Overview

A password is necessary to access EMACS and should never be shared with anyone else. Employees granted access to EMACS must recognize their responsibility for the security of the system and for the information contained therein. Attempts to retrieve or share EMACS information not necessary to perform your job duties or for self service information are strictly prohibited.

## Password Requirements

Passwords are case sensitive and must be entered in the same upper or lower case characters that were used when the password was created.

EMACS passwords are required to have the following characteristics:

- Must be at least eight (8) characters in length
- Must contain at least two (2) numeric digits
- Letters may be in upper or lower case.

## New Employees

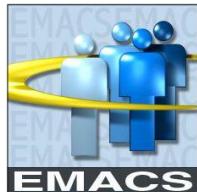
If you are a new employee, your temporary starting password is your social security number (SSN). Immediately after you log on with your SSN, you will be routed to the Expired Password page shown below. You will also be routed to this page if your non-temporary password expires. Click on the link to change to a non-temporary password.



You will be routed to the 'Change Password' page.

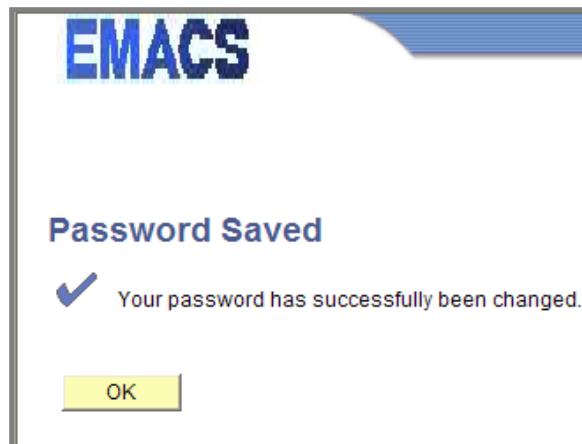
The screenshot shows a 'Change Password' form. It includes fields for User ID (A20601), Description (Public, John Q), and three password fields: Current Password, New Password, and Confirm Password. A yellow 'Change Password' button is at the bottom.

<b>Change Password</b>	
User ID:	A20601
Description:	Public, John Q
*Current Password:	<input type="text"/>
*New Password:	<input type="text"/>
*Confirm Password:	<input type="text"/>
<b>Change Password</b>	



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1. Type your temporary (or expired non-temporary) password in the **Current Password** field.
2. Using the **Password Requirements** outlined above, create and type your new password into the **New Password** field.
3. Retype your new password into the **Confirm Password** field. The password must be entered exactly the same way in both fields.
4. Click on **Change Password**
5. You will receive the following confirmation. Click OK and you will be routed to the EMACS Home page.



### Password Expiration

- Passwords expire every 180 days.
- 'Password Expiration' warnings will begin fourteen (14) days prior to the expiration. You will be advised of the number of days remaining until the expiration and given the option of changing your password.
- If you allow your password to expire, you will be routed to the Expired Password page described above.

### Account Lockout

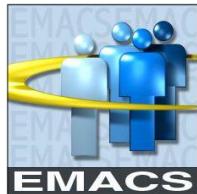
- After three (3) failed attempts to sign into EMACS, your User Id will be locked out of the system. If this occurs, contact the ISD Help Desk.
- In your web browser address bar, enter the ISD Help Desk link:  
<http://countyline.sbccounty.gov/isd/helpdesk/default.asp> or call **(909) 884-4884** for assistance.

### Change Password

You may change your password at any time. You do not have to wait until it expires.

### Navigation

On the Home page main menu:



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## Change My Password

The screenshot shows a web-based application interface for changing a password. On the left, there is a vertical menu bar with a search field and links for 'My Favorites', 'SBCounty', 'Self Service', and 'Change My Password'. The 'Change My Password' link is highlighted. The main content area has a title 'Change Password'. It displays the user's User ID as 'A2060EE' and Description as 'John Q Public'. Below this, there are three input fields labeled '\*Current Password', '\*New Password', and '\*Confirm Password'. At the bottom of the form is a yellow-bordered button labeled 'Change Password'.

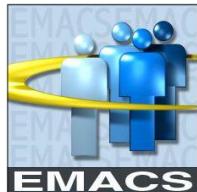
## Field Descriptions

Field	Description
Current Password	Current EMACS password
New Password	New EMACS password
Confirm Password	Validation of new password

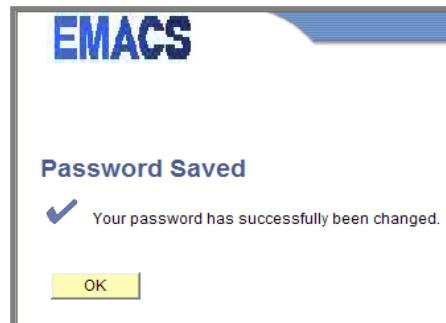
## Procedure Steps

### Change Password

1. Enter your current password in the box designated '**Current Password**'.
2. Enter your new password in the box designated '**New Password**'.
3. Re-enter your new password in the box designated '**Confirm Password**'. The password must be entered exactly the same way in both boxes.
4. Click '**Change Password**' to save your new password.
5. If the new password does not meet the 'Password Requirements', you will receive an error message. The message will indicate what you need to do to correct the error. Remember to check the 'Caps Lock' key to see if the letters were entered in all caps.
6. If your password cannot be changed, follow the procedures for 'Forgot My Password'.
7. You will receive a Save confirmation message. If you click OK, you will be taken back to the Change Password page.



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- To leave the Change Password page, click on the [Home](#) link at the top of the page, or on another menu option such as Self Service.

The screenshot shows the 'Change Password' page. On the left, there's a sidebar with a 'Menu' section containing 'My Favorites', 'Self Service', and 'Change My Password'. The 'Change My Password' link is highlighted with a red arrow. At the top right, there's a 'Home' link circled in red. The main content area shows User ID: A20601 and Description: Public, John Q. There are fields for Current Password, New Password, and Confirm Password, each with a redacted value. A 'Change Password' button is at the bottom.

### Forgot My Password

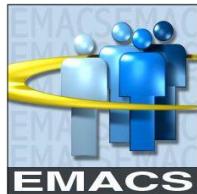
#### Navigation:

The 'Forgot My Password' link is located on the EMACS sign-in page at the bottom center of the page.

#### Field Descriptions

Field	Description
User ID	EMACS User Id - If your employee number begins with a number, replace the first digit with the letter 'X'.

The screenshot shows the 'Forgot My Password' page. It includes instructions: 'If you have forgotten your password, or your password has expired, you can have a new password emailed to you.' Below is a 'User ID:' label with an input field, and two buttons: 'Continue' and 'Cancel/Exit'.



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**Forgot My Password**

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:

### Procedure Steps

#### Forgot My Password

1. From the EMACS Sign-In page, click on the link labeled 'Forgot My Password' located at the bottom of the page.
2. Enter your five (5) or six (6) digit EMACS User Id number. (Note: If your employee number begins with a number, replace the first digit with the letter 'X'.) Click on the 'continue' button.
3. You will be asked a question to validate your identity. Enter the answer and click on the 'Email New Password' button.
4. If you provided the correct answer, EMACS will generate a new password and email it to you within a few minutes.

**Note:** EMACS can send you email only if it has your current email address. For employees in the County Email Exchange, the Exchange Manager automatically updates email addresses in EMACS. If for any reason EMACS does not have your email address on record, you will receive an error message that the 'Email New Password' process cannot be used. If this occurs, please call the **Help Desk at (909) 884-4884**.

5. Your EMACS generated password is a temporary password containing only lower-case letters and numbers. Immediately after you sign in, you will be directed to change it.