

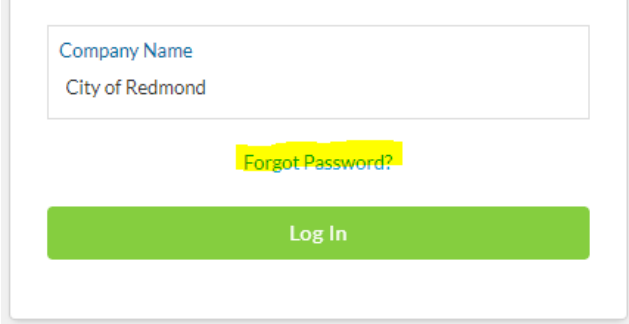
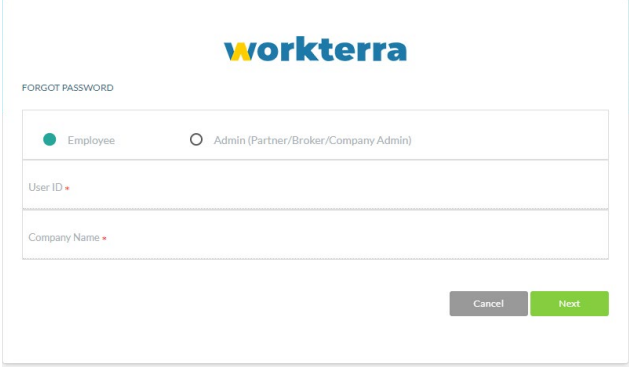
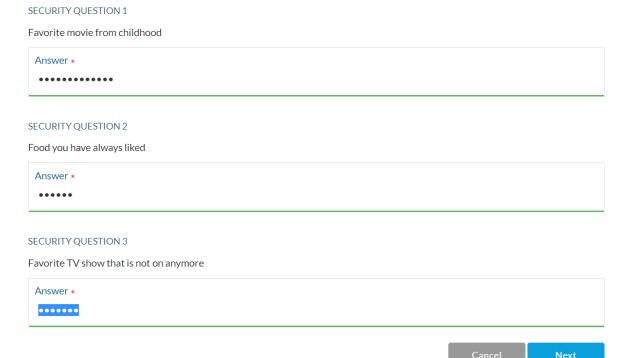
# Standard Operating Procedure: Workterra

## Resetting your Password



**Purpose:** Provide steps to reset your Workterra password when accessing the benefits system from a personal device. When accessing the Workterra Benefits system from a city device, single sign-on will log you in directly.

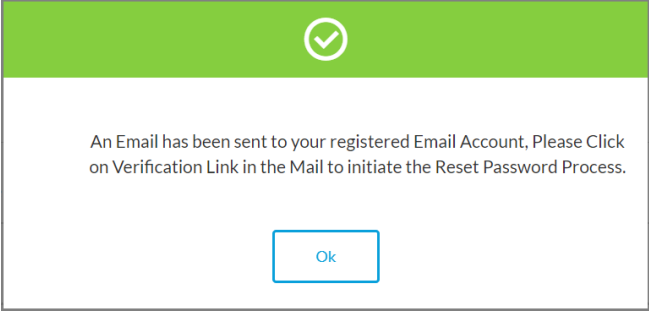
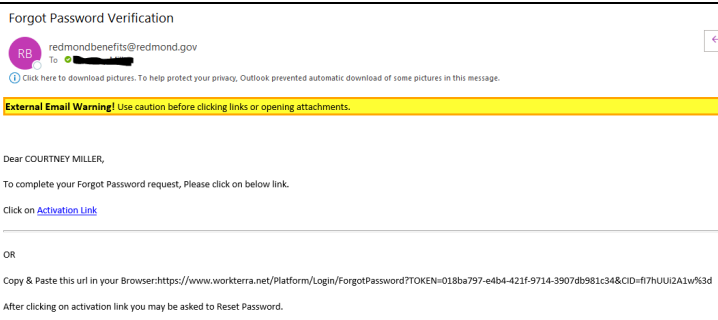
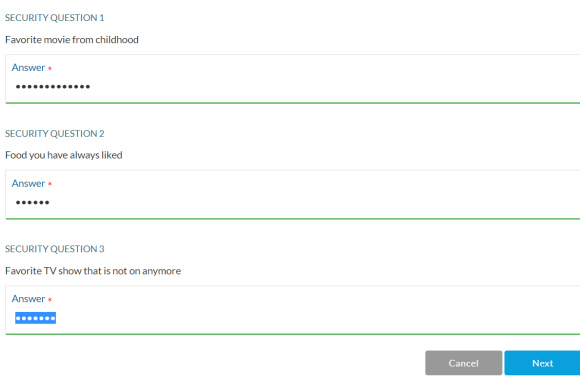
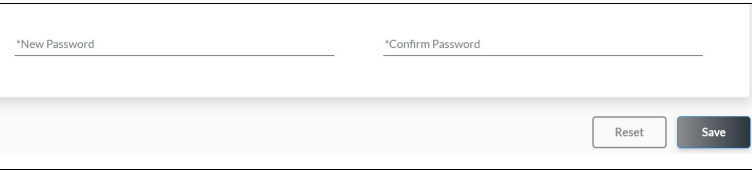
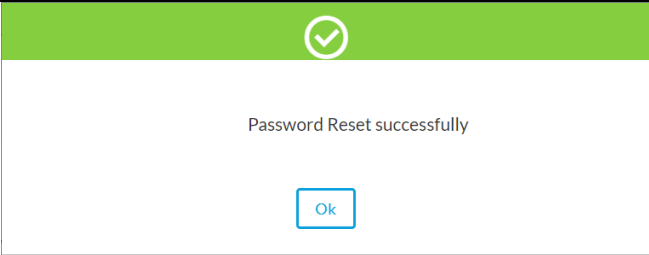
**Audience:** Benefits eligible employees

Step	What to do	Visual Aid
1.	Click the <b>Forgot Password?</b> link on the Workterra landing page: <a href="https://workterra.net/workterra">https://workterra.net/workterra</a>	
2.	<ul style="list-style-type: none"> <li>Keep radio button default of <b>Employee</b></li> <li>Enter <b>User ID</b>, first part of your City of Redmond email address (Example: if your email is <a href="mailto:employee@redmond.gov">employee@redmond.gov</a>, use employee)</li> <li>Enter <b>Company Name</b>: City of Redmond</li> <li>Click <b>Next</b></li> </ul>	
3.	<ul style="list-style-type: none"> <li>Answer your security questions; these were setup upon initial login*</li> <li>Click <b>Next</b></li> </ul> <p>*If you did not set up your security questions, skip to <b>Step 10</b>.</p>	

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## Resetting your Password

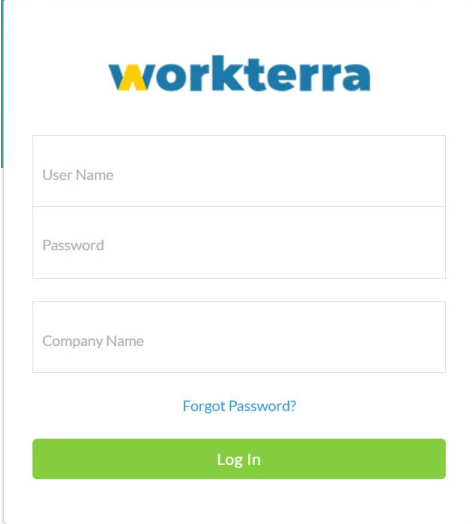


4.	A popup message will notify you that a <b>Forgot Password</b> email has been sent to for verification	
5.	Follow the <b>Activation Link</b> in the email or <b>copy/paste the URL</b> in your browser	
6.	Answer your security questions again, click <b>Next</b>	
7.	<ul style="list-style-type: none"> <li>Follow onscreen instructions for password rules</li> <li><b>Enter</b> and <b>Confirm</b> new password</li> <li>Click <b>Save</b></li> </ul>	
8.	A popup notifies you if your password reset is successful	

# Standard Operating Procedure: Workterra

## Resetting your Password



9.	You will be directed back to the <b>landing page</b> to enter your login credentials with your new password	
10.	<p>If additional password assistance is required, contact <b>Workterra Customer Service</b> or the <b>Gallagher Benefits Advocate Team</b></p> <ul style="list-style-type: none"> <li>• <b>Workterra:</b> <ul style="list-style-type: none"> <li>○ 888.604.4511</li> <li>○ <a href="mailto:customerservice@workterra.com">customerservice@workterra.com</a></li> <li>○ Available Monday-Friday 8am-5pm Pacific Time</li> </ul> </li> <li>• <b>Gallagher Benefits Advocate team</b> <ul style="list-style-type: none"> <li>○ 425.201.8419 or toll free at 833.627.1567</li> <li>○ <a href="mailto:bac.cityofredmondwa@ajg.com">bac.cityofredmondwa@ajg.com</a></li> <li>○ Available Monday - Friday 6am - 6pm Pacific Time</li> </ul> </li> </ul>	
11.	<p>If either of the above options don't work, contact the <b>Redmond Benefits</b> team at the following email:</p> <ul style="list-style-type: none"> <li>○ <a href="mailto:redmondbenefits@redmond.gov">redmondbenefits@redmond.gov</a></li> </ul>	

Revision History		
Revision Date	Summary of revision	Revision Author
11/22/2022	SME Review	N Bruce
3/23/2023	Workterra Phone Number update	N Bruce