

Getting Started: Password Reset

This User Guide provides instruction on how you can create a first time password, set up security questions, and reset your password without Help Desk support.

myAssociate HUB / Workday Login	
Role	User Name/Password
<ul style="list-style-type: none">Home/Office Corporate associates and managersDC Supervisor or above	Network ID/Password
<ul style="list-style-type: none">Store managersStore associates	Associate ID/Password
<ul style="list-style-type: none">DC Associates	Associate ID/Password

Use this table to identify which username and password to use to access the system.

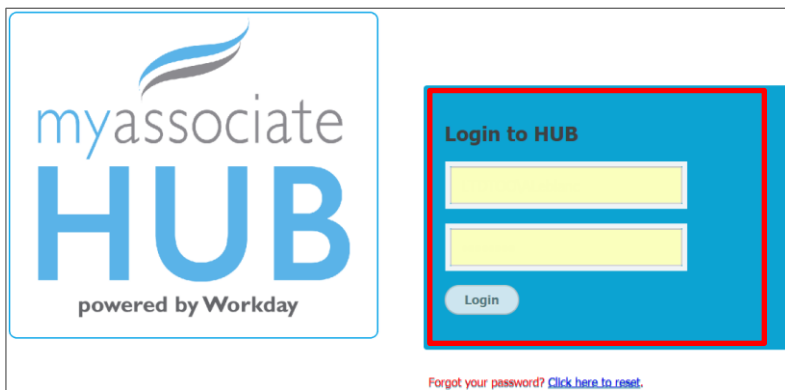
Change Default Password and Set-Up Security Challenge Questions



STOP: First Time Users: Store Managers, Store Associates and DC Associates

If this is the first time you are logging into the system, your hiring manager will give you a default password that you will use to log in for the first time.

1. Select **Click here to reset** under the HUB login box.



2. You will be taken to the User Management Portal where you will enter your user ID and default password. Your User Login is your Network ID or Associate ID.

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- The system will prompt you to answer security challenge questions. Answer these and click **Submit**.

Note: The Help Desk **cannot** view the answers to these questions so it is important that you remember your answers! The answers are not case sensitive.

- Select **My Information** from the User Management Portal Home Screen.

- Type in your default password once, and your new password twice in the fields indicated below and click **Apply**.

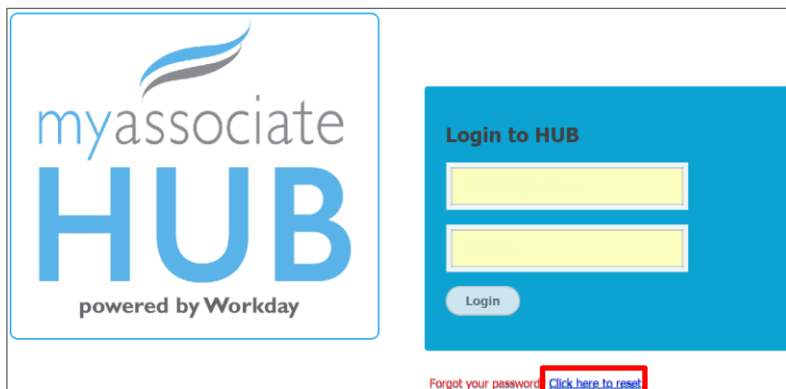
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The screenshot shows the Ascena user profile page. On the left is a navigation menu with options like Home, Inbox, My Profile, My Information, My Access, Requests, Catalog, Track Requests, and Pending Attestations. The main content area is divided into two sections: 'Basic User Information' and 'Change Password'. The 'Basic User Information' section contains fields for First Name, Middle Name, *Last Name, E-mail (pre-filled with @ascenaretail.com), * Display Name, Manager, User Login, Telephone (+1-111-111-1111), Locale, and Timezone. An 'Apply' button is highlighted with a red box. The 'Change Password' section contains fields for * Old Password, * New Password, and * Confirm New Password, with an 'Apply' button. A red box highlights these three password fields. A note at the bottom right of the 'Change Password' section states '* Indicates Required Fields'.

Reset Password

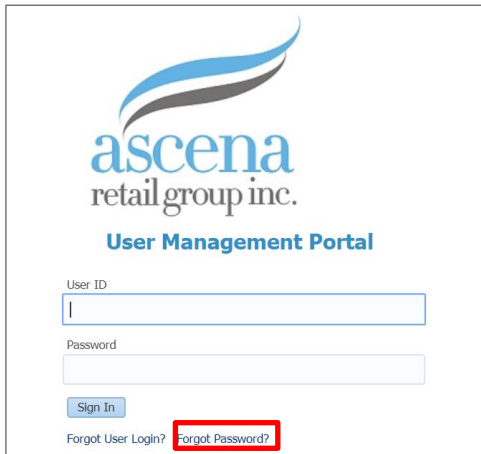
If you have forgotten your password or your password has expired, follow the steps below to reset your password. You must have set-up security challenge questions to use this process. If you need to set-up security challenge questions, the system will prompt you to do this after you enter your User Login.

1. Select **Click here to reset** under the HUB login box.

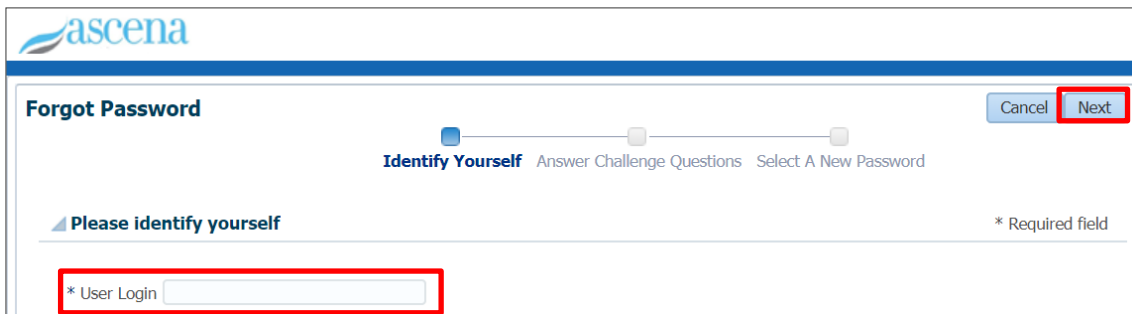


2. Select the **Forgot Password** hyperlink (pictured below):

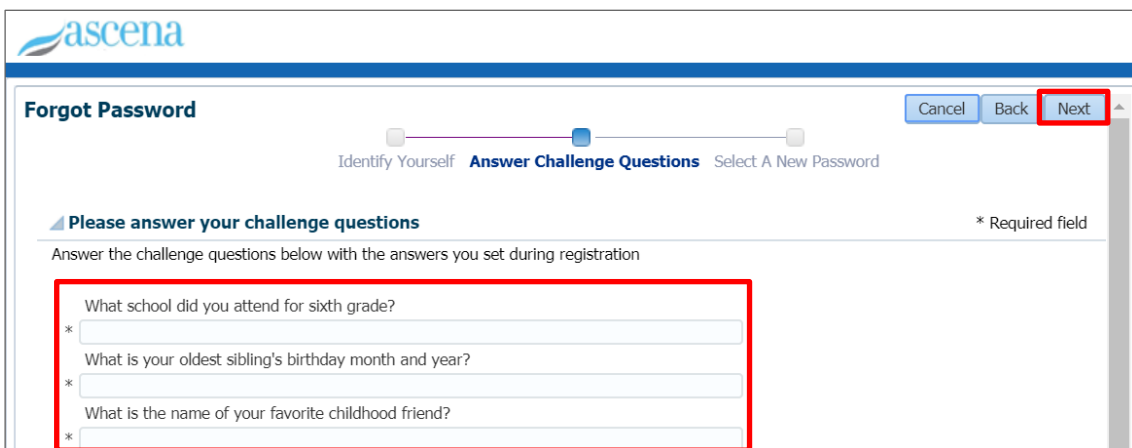
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3. Type in your **User Login** information and then click **Next**. Your **User Login** is your Network ID or Associate ID.



4. Select and answer the Security Challenge Questions. You must answer all three questions successfully in order to proceed to the next screen. Once the questions are answered click **Next**.



5. Enter and Re-enter your new password and click **Save**.

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Note: Your system password expires every 90 days and you will need to follow the steps above to reset it.

Change Security Challenge Questions

This section provides step-by-step instructions to change your security challenge questions. You must know your username and password to do this.

1. Go to <https://mylogin-prod.ascenaretail.com>, enter your username and password and click **Sign-in**.

2. On the left navigation bar, under **My Profile**, click **My Information**.

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3. Scroll down to **Challenge Questions**.
4. Use the drop-down arrow to select new questions. Type your answers in the answer field next to each question.
5. Click **Apply** to save your questions and answers. These will be the questions you need to answer the next time you use self-service password reset.