How to Retrieve Your Correct SSN Account in SC WORKS

1. Select the “Sign-In” button off of the homepage:

2. Select “Retrieve User Name or Password” link under Option 1:

3. Select Option 3 – Forgot User Name and Password, select the “Retrieve Both” link:

4. Select registered as: Individual, and “answer verification questions on this site and display it.” Click “next” to continue

5. Enter your information into the fields shown. Your information must match & be correct for the system to pull up your account.

6. Select the “I’m not a robot” box and complete the reCAPTCHA. Then select “Submit” to move forward.

7. Answer the Security Question and complete the reCAPTCHA again to move forward.

8. On the final screen, the system will provide you with your username of the correct SSN account and then reset your password.

Reset Password

- Username: TESTACCOUNT

- Enter New Password:
  - Allowable characters are # $ % ^ & _ - +. Enter Password (0 - 20 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character.

- Confirm New Password: