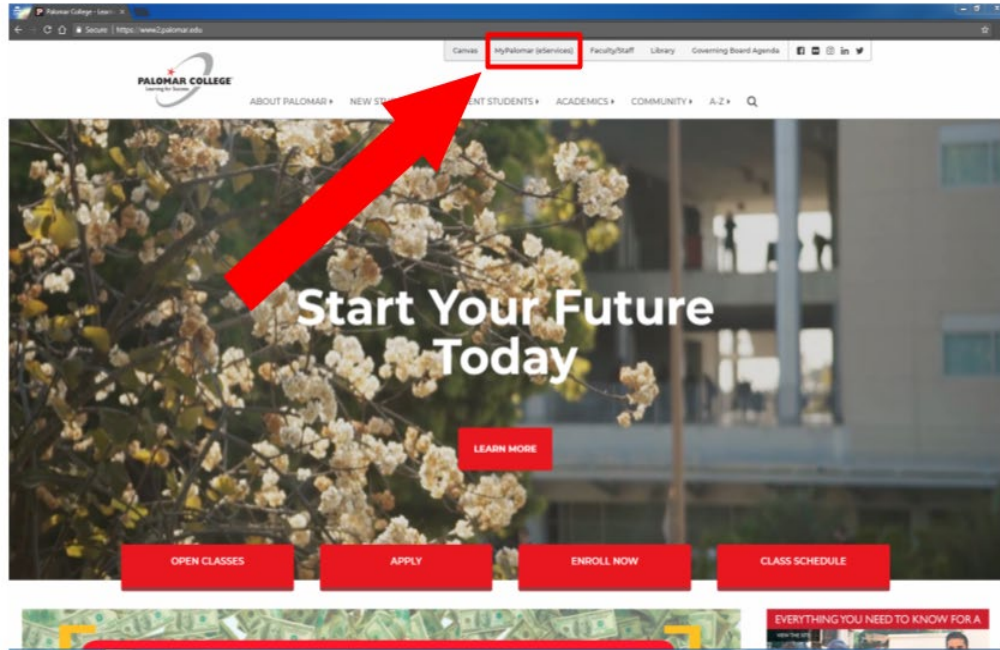
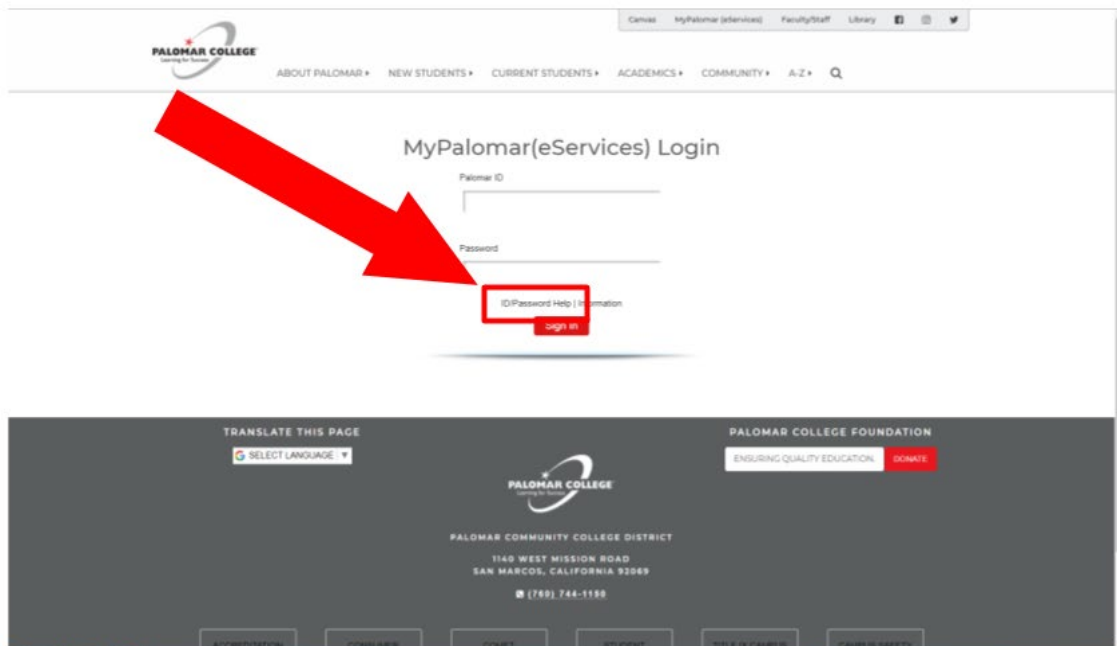


## Retrieve My ID/Password or Reset Challenge Question

1. Go to [www.palomar.edu](http://www.palomar.edu)
2. Click on MyPalomar (eServices)



3. Click on the 'ID/Password Help' link



4. Enter your ID (if known) or your SSN in the shaded box
5. Enter your Date of Birth  
**Notice:** Your challenge question will appear after entering your ID/SSN and Date of Birth.
6. Enter your challenge question response

Please enter the following information to verify your identity. We will match this information with data we already have on file for you.  
 Note: We have instituted a hint question/response feature to further strengthen account security.

Your Palomar ID:  (Employees: Palomar ID is the same as your network login name).  
 Students: If you do not know your Palomar ID enter your Social Security Number:

Your birth date:  MMDDYYYY

Enter Hint Response:

If the information above matches our records, we will generate or reset your password to whatever you choose below.

**PASSWORD REQUIREMENTS**  
 Be at least eight (8) characters in length.  
 Be no more than fifteen (15) characters in length  
 Cannot exceed two (2) consecutive characters of the user's account ID/name  
 Cannot re-use old passwords.  
 Must contain characters from three (3) of the following four (4) categories:  
 \* Uppercase characters (A-Z)  
 \* Lowercase characters (a-z)  
 \* Numeric characters (0-9)  
 \* Special characters (!@#\$%^&\*()-\_+=\|{};:/?.>)

\*Your new password:   
 Retype new password:  to confirm you typed it correctly.

**SUBMIT**

Note: All information transmitted to our computer system is encrypted for your protection.

7. Note the password requirements and enter a new password below  
**Notice:** You will not be able to use a previous password.
8. Re-enter your new password
9. Click on the 'Submit' button
10. Your Faculty ID will display on the next page