

# Enterprise - How to Reset E-Verify Passwords

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## What is E-Verify?

Enterprise allows users to integrate E-Verify Seamlessly into the system for quick and easy processing for employment eligibility. During the integration process users will setup an E-Verify account and password within the administration section. Along with initial integration of E-Verify, users must maintain password information in order to continuously utilize the E-Verify functionality.

**\*Note\*** In order to setup E-verify/ or reset a password, the user must have System level access. They do not need to be at System level in the hierarchy but must at least be able to access it.

## Resetting E-Verify Passwords

**E-Verify passwords have a max lifetime of 90 days.** Once users have reached the max lifetime of the password and the password has expired, a 'Password Expired' error message will populate when attempting to process an E-Verify case for an employee.

If you have received an error or want to reset your E-Verify password, there are 2 steps to complete:

1. [Reset your password with E-Verify](#)
2. [Update your password in Enterprise](#)

## Resetting Your Password with E-Verify

Only E-Verify program administrators can view user information.

1. Log into E-Verify's website
2. From Web Services, select View Existing WS Users:

**WEB SERVICES** ▾

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**View Essential Resources**

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**Search Cases**

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**View Cases**

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**Add New WS User**

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**View Existing WS Users** ←

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**Web Services News**

3. Enter users name, phone, or email and click Search:

**Enter WS User Search Criteria**

User Status

All

Locked

Password Change Required

Pending Reactivation

Deactivated

User

Last Name

First Name

Phone Number (  )  -  ext.

E-mail Address

4. A list of user accounts will appear, select the user ID for the user you wish to reset a password for.
5. Reset User's Password will be located at the bottom of the user information page:

**View / Modify WS User Information**

User ID  
JMOL9321

User Role  
General User

\* Last Name

\* First Name

Middle Initial

\* Phone Number (651) 452 - 0366 ext.

Fax Number (  )  -

\* E-mail Address

**Reset User Password**

New Password

Re-type New Password

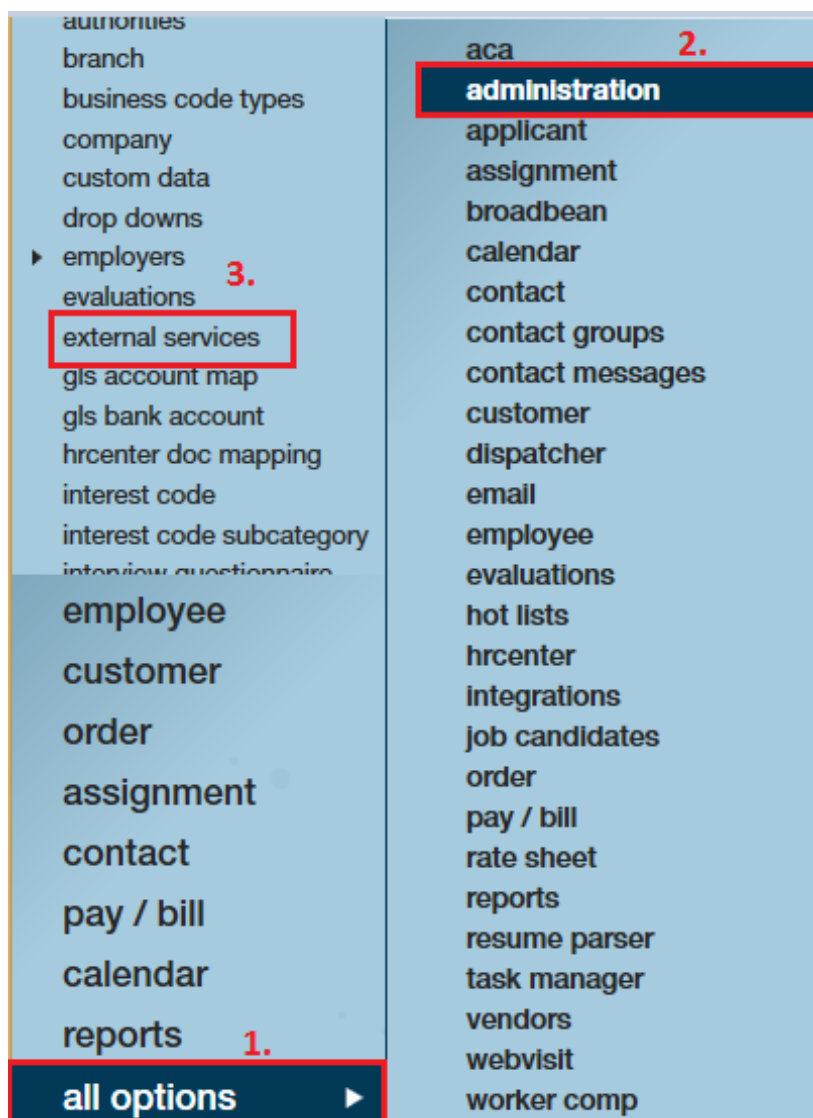
6. Once the new password has been typed, select submit to save your changes.

For more information, check out E-Verify's user manual [here](#).

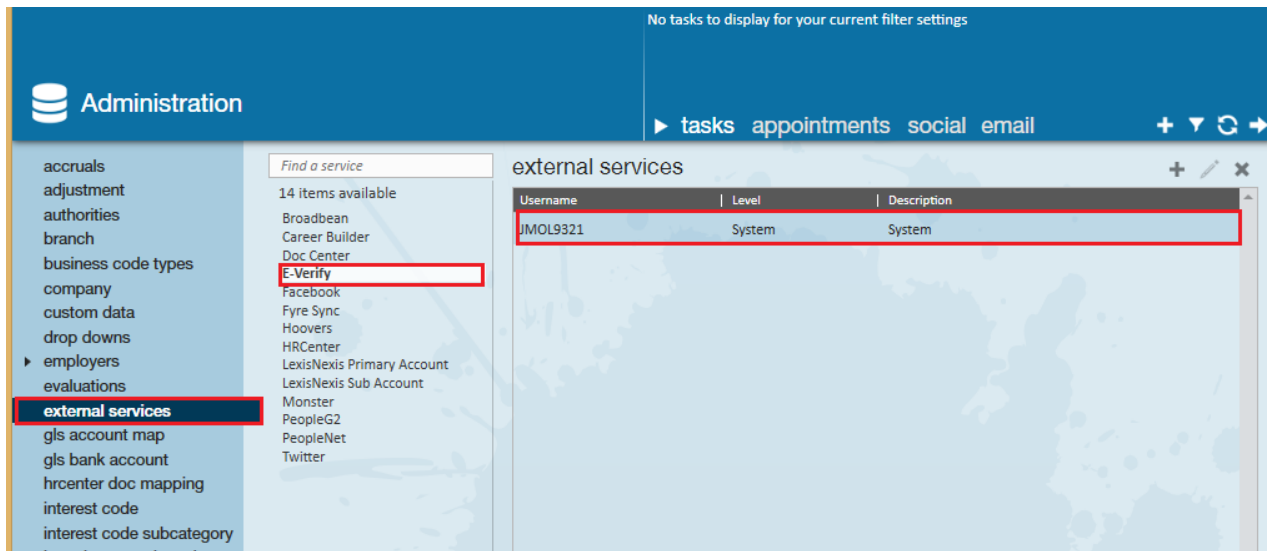
## Updating Your Password in Enterprise

Once you have reset your user's password, you must save this change in Enterprise:

Within Enterprise, select all options (1.) > administration (2.) > external services (3.):



Within external services, locate E-verify:



**\*Note\*** In order to setup a password, the user must have System level access. They do not need to be at System level in the hierarchy but must at least be able to access it.

Remove the current password and enter the new password and select save:

external service

Service Type **E-Verify**

Account Level

Ownership

Username

Password

When you press the Save button, we'll attempt to connect Enterprise to your E-Verify account.

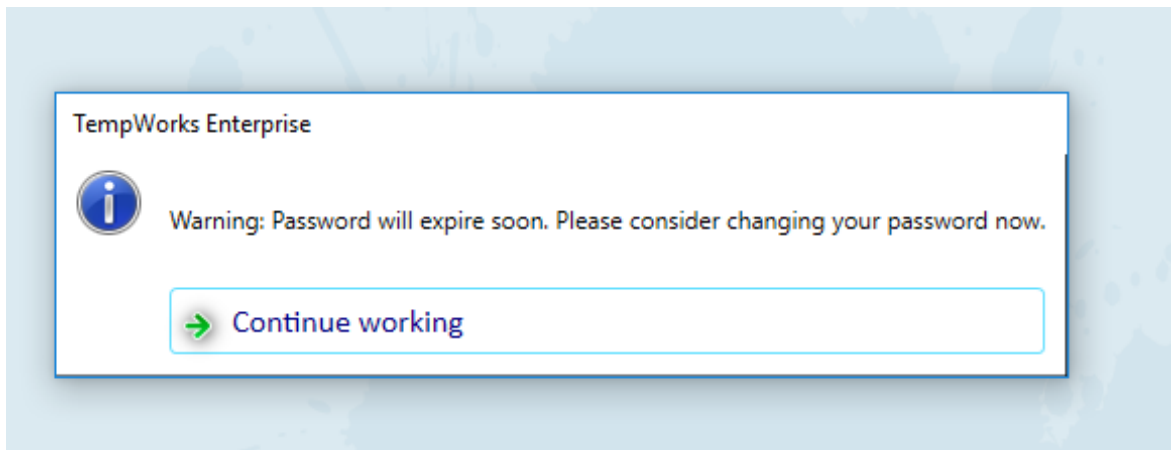
The system will then attempt to connect to Enterprise with the new credentials. It will let you know if the credentials do not match E-Verify's.

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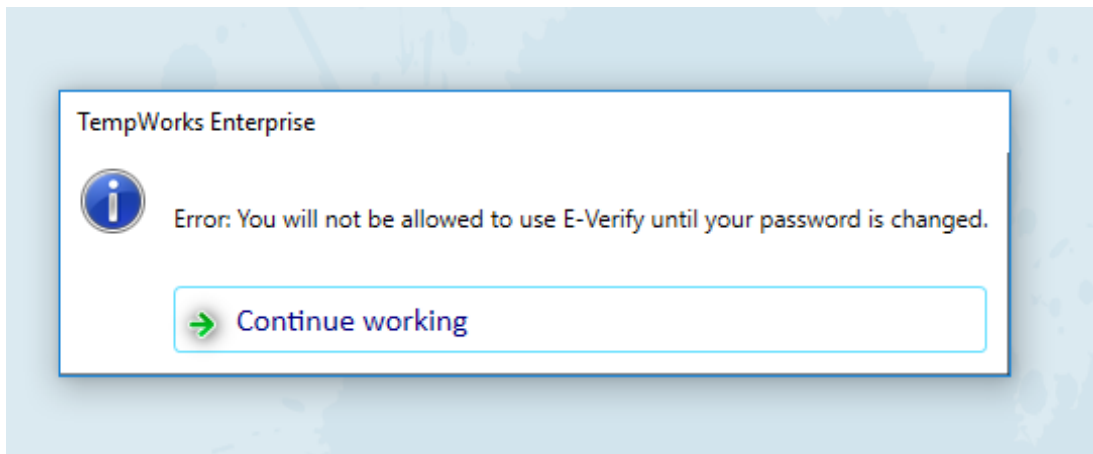
## Password Expiration Warnings

If your E-verify password expiration date is approaching, the following errors will populate.

Users who reach the 75 day mark will receive the following warning:



Users who are on the 80 day mark will receive the following warning:



**\*Note\*** It is recommended to reset your password at least 5-10 days within the 80 day warning or risk being locked out of using E-Verify within Enterprise. Failure to do so will result in users having to navigate to the E-Verify website to obtain a new password.

## Related Articles