CAPPS Recruit – Unlock Account or Reset Password

Unlock CAPPS Career Section Account

- If you get locked out of your CAPPS Career account, wait 5-10 minutes then your account will automatically unlock.
  
  **Note**: You may receive an email letting you know your account has been locked.
- After 5-10 minutes, follow the instructions below to reset your password.

Reset Password

1. Go to [https://capps.taleo.net/careersection/ex/jobsearch.ftl](https://capps.taleo.net/careersection/ex/jobsearch.ftl) and click on the “Sign In.”

2. Click either “I Accept” or “I Decline” buttons on the Privacy Agreement.

3. If you forgot your “User Name”, click **Forgot your user name?** link. If you just need to reset your password, skip to step 4.

   a. Enter your email address and click **Validate**.
b. If your email exists on a valid user account, an email will be sent containing the “User Name.” Click **Back to login** page link.

4. If you need to reset your password, click **Forgot your password?** link.

5. Enter your “User Name”, “Email Address” and click **OK**.

6. An access code will be emailed. Follow the instructions in the email to reset your password. **Note:** The access code is good for 24 hours. If you don’t see the email in your inbox please check your spam/junk folder.

7. Once you click the link in the email, enter your “User Name”, “Access Code” and click **Login**.
8. The Change Password page will display. Under Access Code field, copy and paste the access code from the email. Under New Password, you’ll need to create a new password. Confirm the new password and click **OK**.

**New password criteria:**
- Must be unique from the past 24 passwords
- Must be at least 8 characters
- Must contain at least 1 uppercase letter
- Must contain at least 1 lowercase letter
- Must contain at least 1 number
- Must contain at least 1 special character: ! $ % & ( ) * + , - . / ; < = > ? [ ] ^ _ ` { } ~
- Cannot contain the user’s first or last name, corresponding user name or email address.
- Can only contain 2 identical consecutive characters

**Note:** Passwords will expire every 90 days

9. If your new password is accepted, the Login screen will display and you’ll need to sign in with your new password.