# SELF SERVICE: Resetting your password

Please remember that you have the ability to reset a forgotten password, unlock your account, and change your password all from your home computer, work computer, or mobile device!

Use Genesis password self-service functionality to help protect your network and email login and help you better manage your password.

Protect yourself using these three steps:

1. Register your Business Alert Mobile number in Ceridian Dayforce
   * Registering your mobile number automatically enrolls you in the Password Self Service portal within 24 hours
   * This number is used for the password portal and emergency company messages only*.* ***It will NOT be published to Outlook and will be kept private.***
   * [Read here](https://genesiscrudeoil.sharepoint.com/:w:/r/sites/ServiceDesk/Shared%20Documents/GenesisPasswordTools.docx?d=wd51a3a6d034e4e55999de565a93bb3a1&csf=1&web=1&e=hwLj1N) or watch this [VIDEO](https://genesiscrudeoil.sharepoint.com/:v:/r/sites/ServiceDesk/Shared%20Documents/UpdateBusinessAlertMobile-720p.mp4?csf=1&web=1&e=PmvIB5) for how to register your mobile number
2. Use the new password portal (<https://pss.genlp.com>) to unlock your account, change your password, or reset a forgotten password 24 hours a day, 7 days a week
   * Can be used from home or your mobile device (no VPN required)
   * Requires registration of your Business Alert Mobile number (from step one) to prevent unauthorized password changes
3. Get familiar with Genesis’s updated password policy to help keep you and the network secure.
   * [Read here](https://genesiscrudeoil.sharepoint.com/:w:/r/sites/ServiceDesk/Shared%20Documents/GenesisPasswordTools.docx?d=wd51a3a6d034e4e55999de565a93bb3a1&csf=1&web=1&e=hwLj1N) or watch this [VIDEO](https://genesiscrudeoil.sharepoint.com/:v:/r/sites/ServiceDesk/Shared%20Documents/GenesisPasswordPolicy-720p.mp4?csf=1&web=1&e=5ipgn5) for tips on how to create a memorable and secure password

**If you experience other issues or need assistance, please contact the Helpdesk |713.860.2512 |**[**helpdesk@genlp.com**](mailto:helpdesk@genlp.com)