



# I have forgotten both my Password and Security Questions

Payroll Shared Services (PSS) Contact Centre



## I have forgotten both my Password and Security Questions

If you have registered for the Core Portal, and have forgotten both your password and the security questions you have set for your account, you will need to reset your password first and then reset your security questions.

You will need to reset your password before resetting your security questions, as you will be asked to confirm your password in order to reset your security questions.

Guides relating to both resetting your password and security questions are available on the PSSC homepage, under “I have Forgotten My Password” and “I Have Forgotten My Security Questions” in the Password/ Registration guide.