

ESS Password Reset Instructions:

1. Go to: <https://knoxcountyttn.munisselfservice.com/ess/>
2. Click "LOG IN."



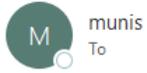
3. Click "Forgot your password?"

4. Enter your existing username. Typically it is your firstname.lastname. Then click "SEND HINT."

5. You will be sent an email to your **email address you have on file in Munis (The email address where you receive copies of your paychecks. It may be your personal or work email address.)**

The subject of the email is "Request Password Hint" and it will come from "Munis." **Do not worry about the hint you receive.** Instead, click on the link in the email to generate a new password.

Request Password Hint



As requested, here is your password hint.

Password Hint:

If this e-mail message was sent to you in error, or you are still having problems logging on to the site, you can:

1) contact the site administrator, or

2) use the following link: <https://knoxcountyttn.munisselfservice.com/ess/PasswordRegenerate.aspx?id=YOW/lu0zOdiyT8iWYwXtfgg==&> to generate a new password.

6. A new web browser page will open that says, "Password Regeneration." Click "SUBMIT" to have a temporary password emailed to your email address on file in Munis.

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Password Regeneration

⚠ When you click the Submit button, a new, temporary password will be generated and sent to your personal email address. Upon first usage of the newly generated password, you will be prompted to change it. ✖

Initiate Password Regeneration

User ID:

SUBMIT **CANCEL**

7. Once you click submit, close the browser before retrieving the email with your temporary password.

Password Regeneration

✓ Your new, temporary password has been generated and sent to your personal email address. **Please close this browser** before retrieving that email message. Thank you. ✖

Initiate Password Regeneration

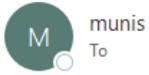
User ID:

SUBMIT **CANCEL**

8. You will be sent another email to your email address you have on file in Munis.

The subject of the email is "Request Password Reset", and it will come from "Munis." Click the [MUNIS Self Service website](#) link in the email.

Request Password Reset



As requested, here is your new MUNIS Self Service temporary password.

Temporary Password: 5!B>sog

Use this temporary password to log onto the [MUNIS Self Service website](#), not the mobile app. When it is accepted, you will be immediately prompted to change it.

If this e-mail message was sent to you in error, or you are still having problems logging on to the MUNIS Self Service site, contact the site administrator.

9. A new web browser page will open to Employee Self Service. Enter your existing username (firstname.lastname). Then **TYPE** the temporary password that is listed in the email you just received. **You will get an error message if you try to copy and paste the temporary password in the password field.** Click "LOG IN."

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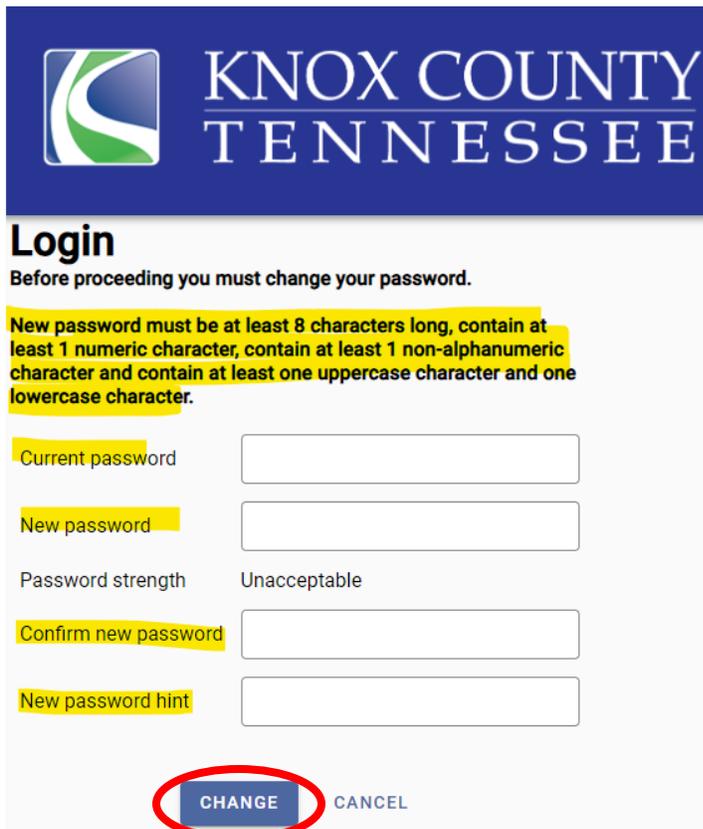
Login

Username
firstname.lastname [Forgot your username?](#)

Password
..... [Forgot your password?](#)

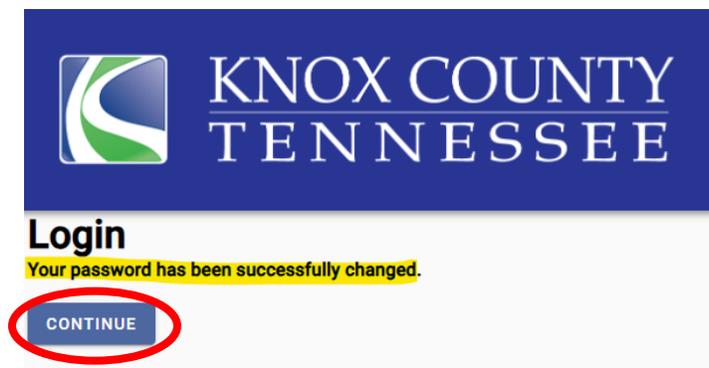
LOG IN

10. Next you will follow the steps to change your password. Your “Current password” will be the temporary password you just entered. Then you will enter your “New password.” **Make sure to follow the parameters or it will not accept your new password.** Re-enter your “New password” and create a “New password hint.” Then click “CHANGE.”



The screenshot shows the Knox County Tennessee login page with a password change prompt. The header features the Knox County Tennessee logo. Below the header, the text reads "Login" and "Before proceeding you must change your password." A yellow highlighted box contains the password requirements: "New password must be at least 8 characters long, contain at least 1 numeric character, contain at least 1 non-alphanumeric character and contain at least one uppercase character and one lowercase character." The form includes five input fields: "Current password", "New password", "Confirm new password", and "New password hint". The "Password strength" indicator shows "Unacceptable". At the bottom, there are two buttons: "CHANGE" (circled in red) and "CANCEL".

11. Once you have successfully changed your password, you will receive the message below. Click Continue.



The screenshot shows the Knox County Tennessee login page with a success message. The header features the Knox County Tennessee logo. Below the header, the text reads "Login" and "Your password has been successfully changed." A blue button labeled "CONTINUE" is circled in red.

12. Click “Employee Self Service” on the right-hand menu to view your account and make any changes if needed.



If you have any questions or concerns, please contact the Benefits Department:

Email: benefits@knoxcounty.org

Phone: 865-215-3800

Office Hours: 8:00 a.m. - 4:30 p.m. Monday - Friday