Uh-oh! It seems you may have forgotten something.

If you can’t remember your username or password, you’ve come to the right place. First, you will need your username. If you have it handy, please proceed to “Section 1: Password Reset”. If you cannot remember your username, you will need the email address you used to create your City of Austin job profile account to proceed to “Section 2: Username Retrieval”.

Section 1: PASSWORD RESET

1. Click the “Forgot username or password?” link from the Log In page.

2. Type in the username you used when you created your account. Click Set New Password.

3. Check your inbox for an email from employment.services@austintexas.gov for the personalized link to reset your password. If you have reset your password and have not received the email within 2 minutes, please check the following:
   - Other personal email accounts you may have used to create the account
   - Your Junk Mail or Spam Folder
4. Click the link from the email to take you to the password reset page. **Please note that the link expires within 30 minutes. If you do not change the password in the allotted time, you have to go back to Step 2 to try again.**

5. To reset your password, provide a new password. Confirm your new password and then click “Change Password”.

6. Once you have reset your password, the page will refresh and take you to the homepage. Note the message on your screen to confirm if you were successful in changing your password.

**NOTES**: If you are using your own computer, you can save your password once it when it prompts you to update password for the website.

- For Firefox and Chrome users, it will be saved on your Password Manager
- For Internet Explorer and Edge users, it will be saved on your Credential Manager
- For Safari users, it will be saved on your Keychain

If you are using a public computer, such as the one in libraries, do not save your password. Keep your password in a secure place to prevent others from making changes to your account.

If you have used your **LinkedIn Profile** to create an account in eCareer, you cannot change your password using the “Forgot username or password” link. You have to change your password on LinkedIn.
Section 2: USERNAME RETRIEVAL

1. Click the “Forgot username or password?” link from the Log In page.

2. Type in the email address you used to create your account. Click Retrieve Username.

3. Note the message on your screen to confirm if you were successful in retrieving your username.

4. Check your inbox for an email from employment.services@austintexas.gov. The username can be found in the body of the email.

NOTES: If you forgot the email address you used to create your account, please contact the Human Resources Department at employment.services@austintexas.gov and provide your First Name and Last Name so we can look it up for you. We will reply to your email within 24 hours. If you sent your email on a weekend or a holiday, please expect a reply the next business day.

Alternatively, you may call 512-974-3210 from Monday to Friday during business hours, 8:00AM-5:00PM Central.