

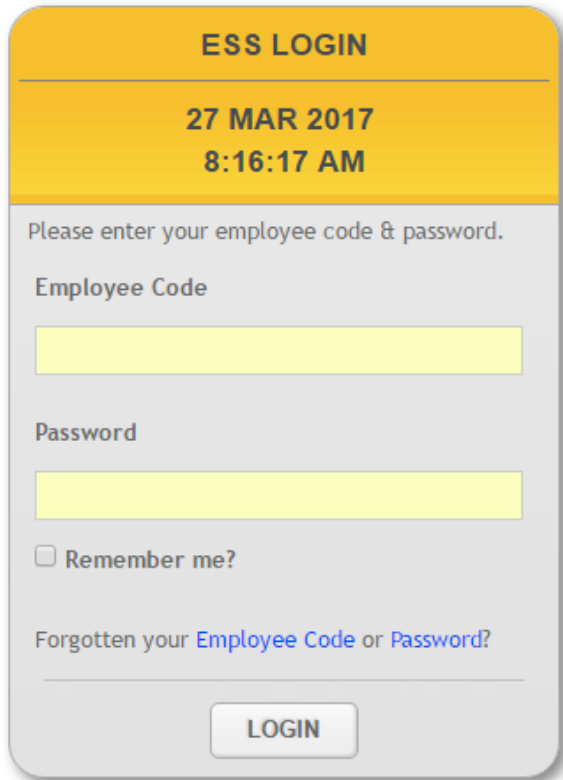
# Help! I've forgotten my Password! How do I Reset My Password in Time Target?

Use this information when you've forgotten your password and need to create a new one

## Step-by-step guide

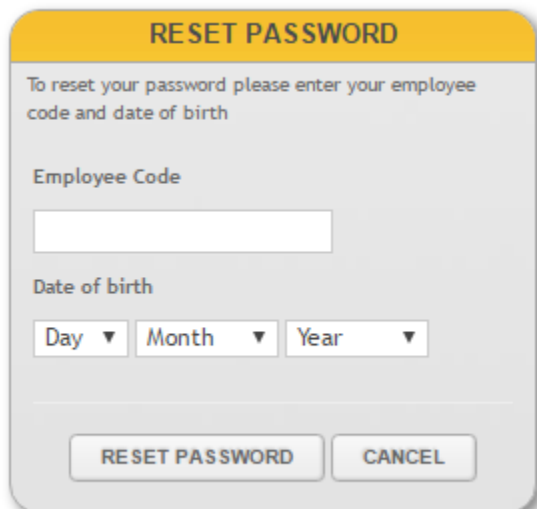
Good news! If you forget your password, you can easily create a new password!

1. Go to the Casual Team Hub at <https://casualteamnsw.venueslive.com.au/>
2. Navigate to the Employee Self Service Login Screen by selecting **"Staff Login"**
3. Click on **"Password"** at the bottom of the screen in "Forgotten your Employee Code or Password?"



The screenshot shows the 'ESS LOGIN' interface. At the top, there's a yellow header with the text 'ESS LOGIN'. Below this, the date '27 MAR 2017' and time '8:16:17 AM' are displayed. The main area is light gray and contains the instruction 'Please enter your employee code & password.' followed by two input fields: 'Employee Code' and 'Password'. Below these fields is a checkbox labeled 'Remember me?'. At the bottom, there's a link 'Forgotten your Employee Code or Password?' and a 'LOGIN' button.

4. On the Reset Password screen, enter your Employee Code and Date of Birth. Then Click on **"Reset Password"**



The screenshot shows the 'RESET PASSWORD' interface. It has a yellow header with the text 'RESET PASSWORD'. Below the header, the instruction 'To reset your password please enter your employee code and date of birth' is shown. There are two input fields: 'Employee Code' and 'Date of birth'. The 'Date of birth' field is a date picker with 'Day', 'Month', and 'Year' dropdown menus. At the bottom, there are two buttons: 'RESET PASSWORD' and 'CANCEL'.

5. A password reset email will be sent to the email address on your employee profile, Go to your email and find the message
6. Click on the link in the email. This will take you to a secure screen to create a new password.
7. Create a New Password. Re-enter the New Password and Save
8. Now, return to the Casual Team Hub at <https://casualteamnsw.venueslive.com.au/>, navigate to the Employee Self Service Login Screen by selecting **"Staff Login"** and Login using your NEW PASSWORD. Need help Logging In? Check out another FAQ, [How do I Login to Time Target's Employee Self Service \(ESS\)?](#)



*Tip: If you did not receive your Password Reset Email, check your SPAM folder. If you are still unable to locate it, contact [enter help desk contact details] to request assistance.*

## Related articles

- [Help! I've forgotten my Password! How do I Reset My Password in Time Target?](#)
- [Help! I've forgotten my Employee Code! How do I Retrieve my Employee Code in Time Target?](#)
- [How do I Login to Time Target's Employee Self Service \(ESS\)?](#)
- [Help! I've forgotten my Password and need to Clock In! How do I Reset My Password to Clock In?](#)
- [Help! How do I activate a Clock In Tablet to login?](#)