

ONBOARDING PASSWORD / LOGIN FAQs



I KNOW MY USERNAME/PASSWORD ARE CORRECT, BUT THEY STOPPED WORKING.

You may be on the wrong page. Make sure that you are logging into the onboarding page using the following link:
<https://wd5.myworkday.com/cityyear/login.flex?redirect=n>.

If you don't see a blue bar at the top of the page, you may have gotten redirected to the internal log in page (Okta). If that happens, you can click on the link that says "Incoming corps members?" to return to the onboarding page.

I FORGOT MY PASSWORD. WHAT SHOULD I DO?

On the log in page, click the "Forgot Password?" tab. Enter your full username, including the "@cityyear.org" at the end. Answer the challenge questions to get a new temporary password sent to your personal email address. When you use the temporary password to sign in, you will be required to set a new password, using the temporary password from the email as your "old" password.

Your new password must be at least 7 characters, contain both letters and numbers, and must not be the same as one of your 4 most recently used passwords.

If you don't know your challenge question answers, contact your Admissions point person for assistance.

I TRIED TO USE THE "FORGOT PASSWORD?" TAB, BUT THE SYSTEM IS ASKING ME RANDOM QUESTIONS THAT AREN'T MINE, LIKE "WHEN DID YOU GET MARRIED?"

You may not be entering the correct username. Your username should end in "@cityyear.org"—it is not your personal email address. You can find your username in the original welcome email that you received from cypressource@cityyear.org. Note that there may be a number between your last name and "@cityyear.org". If you cannot find the email, contact your Admissions point person for assistance.

I NEVER RECEIVED ANY ONBOARDING EMAILS.

Check your inbox and spam folder for any emails from cypressource@cityyear.org

We may have your school email address on file as your personal email address, so please check all email inboxes that you have access to. If you still can't find the emails or no longer have access to your school email, contact your Admissions point person for assistance.



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