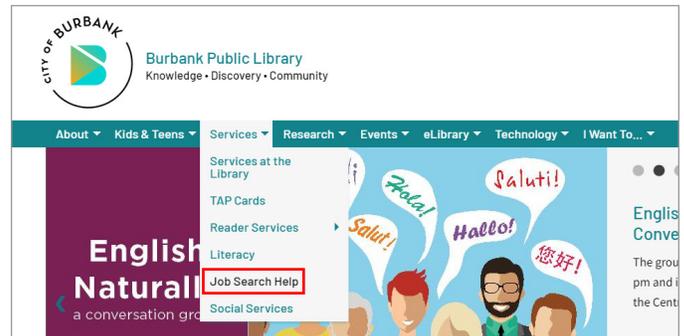


How to Recover CalJobs User Name or Password

Burbank Employment Connection at Burbank Public Library

Step 1

Go to the Burbank Public Library homepage at BurbankLibrary.org, under “Services” on the main menu, select Job Search Help to go to the Workforce webpage.



Step 2

Click on the CalJOBS link, under JOB SEARCH heading, to be directed to the CalJOBS website.



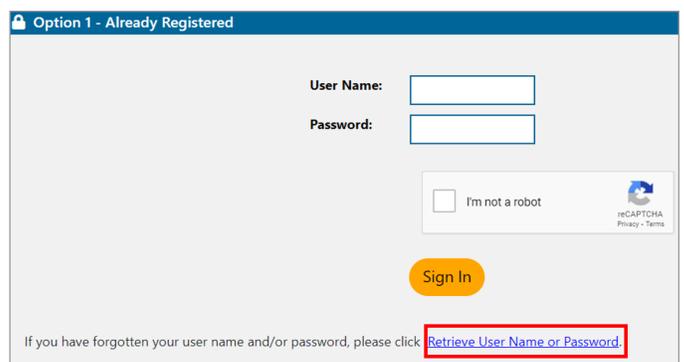
Step 3

On the CalJOBS website, click on the Sign In button to register or an account.



Step 4

Go to Option 1, click on Retrieve User Name of Password



Step 5

Go to Option 1, 2 or 3 depending on Users' need.

Option 1 - Forgot Password If you have forgotten your password, please click retrieve password . You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.
Option 2 - Forgot User Name If you have forgotten your User Name, please click retrieve User Name . You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.
Option 3 - Forgot User Name and Password If you have forgotten your User Name and password, please click retrieve both . You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.

Step 6

If user Forgot Password, enter **User Name**, check off **Individual** selection and click on **Next>>**.

Step 7

Select option to receive an email or answer a question for verification, and click on **Next>>**.

Step 8

Enter **Social Security Number, Email**, check off the "I'm not a robot" box and click on **Submit**.

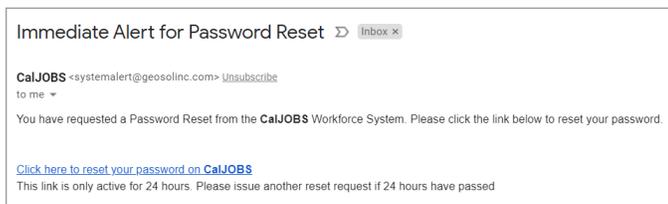
Step 9

Click on **Return to the Home page**.



Step 10

Check your email and search for a message from CalJOBS. Click on "**Click here to reset your password on CalJOBS**" to reset password.



Step 11

Create a new Password, re-enter your new password and click on **Submit**.

Step 12

Select "Click here to return to the Home page."



Step 13

On the CalJOBS website, click on the **Sign In** button to access account.

