For security reasons, it is important that you change your GEMS Self Service password immediately after accessing GEMS Self Service.

Select “My System Profile”

Select “Change Password”
Enter the password default, and then enter your new password. You will be asked to confirm your new password by re-typing it in the appropriate field.

Your new password must contain at least 6 characters, 1 digit, and 1 special character (anything that requires the Shift key!) After you have entered this information, click “OK”.

Return to the General Profile Information page (My System Profile > Change or setup forgotten password help) and select “Change or Set Up Forgotten Password Help.”

Select your question from a list of questions that is provided by clicking on the drop down box.
Now enter your response to the question that you selected and click “Ok”:

Then you are returned to the General Profile Information page, and you have successfully set up your forgotten password help!

It is very important that you enter your work e-mail address here so that if you forget your password it can be emailed to you.

Select “Edit Email Addresses”:
Enter the correct email information, and then click ok.