

ASSOCIATE KIOSK @ HOME: FORGOTTEN PASSWORD

You can reset your JCPenney password using this link:

<https://jams.jcpenny.com:8443/sspr/public/forgottenpassword>

Step 1: Enter your 9-digit Employee ID.

Self Service Password Reset

Forgotten Password

If you have forgotten your password, follow the prompts to reset your password.

Employee #

Search

Cancel

Step 2: Answer your Security Questions. If you do not have Security Questions setup, contact 1-800-870-1111 and follow the prompts 2 then 1.

Self Service Password Reset

Forgotten Password

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password. (If you do not remember the answers to your security question please call 1-800-879-1111)

██████████?

██████████?

██████████?

Step 3: Agree to the terms and click "Continue."

Self Service Password Reset

Change Password

Access to JCPenney Electronic Resources is restricted to authorized JCPenney users for the sole purpose of conducting legitimate company business. Access is governed by the company's Statement of Business Ethics, the JCPenney Information Security Policy, and related information security policies as outlined on JWeb.

JCPenney maintains ownership rights to all information contained in the electronic resources, and may monitor activity, and access at any time any information contained in any electronic resource. Therefore, users should have no expectation of any privacy when utilizing these resources. Information obtained through the use of company resources is Confidential and must not be disclosed in any format, to any outside person or entity, without proper authorization.

The actual or attempted unauthorized access, use, modification, or destruction of resources is prohibited and may result in disciplinary action including dismissal, and/or crime and civil penalties under state, federal, or other applicable foreign laws.

The policies stated herein apply to all associates in the Company, its

I Agree

Step 4: Enter your new password and select "Change Password."

Self Service Password Reset

Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 9 characters long.
- Must be no more than 16 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: @ " # % & ' () * + , - : ; < \ | = > ^ ~
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- New password may not have been used previously.

Special characters that are allowed include [] \$ _ ? / . !

Password missing

New Password  

Confirm Password

Change Password

Cancel

Step 5: Return to jcpassociates.com and click Associate Kiosk @ Home. Login with your 9-digit Employee ID and the password you just created.