

HOW TO RESET YOUR PA CAREERLINK® PASSWORD

To reset a password, you need your Participant ID and Keystone ID. If you don't have those, please contact your Central PA CareerLink® office and we'll be happy to help.

<https://www.pacareerlink.pa.gov/jponline/>

1. Click **"Sign In"** then **"Forgot Keystone ID or Password"**
 - Select **"Job Seeker"**
 - Select **"Reset your Hint Questions and Answers"** and then **"Continue"**.
2. Type your first and last name, date of birth, and click **"Continue"**.
 - Verify information if prompted.
3. Type in your **"Participant ID"** then click **"Continue"**.
4. Choose 3 new hint questions, supply your answers, and click **"Save and continue to reset your password."**
5. Enter **"Keystone ID"** click **"Continue"**
 - Verify when prompted to repeat this step.
6. On the next two screens, answer the hint questions.
7. Choose and confirm a new password, following the instructions on the screen.
 - Hint: Your password must be at least 8 characters and contain 1 capital letter, 1 lower case letter, and 1 number. You may not use any part of your name.
8. Once an acceptable password has been entered and confirmed, a confirmation screen will be displayed. Click **"OK"** and then the **"click here"** link to the PA CareerLink®
9. You can then sign into your account again!