People First Password
Frequently Asked Questions

1. **I'm a new employee. How do I log in to People First for the first time?**
   The People First Service Center sends a letter to your mailing address that includes your new People First login ID. Follow the directions included in the letter to log in; then establish your security questions and create your new People First password.

2. **How many characters must I use in my password?**
   Your password must be at least eight characters long and can be up to 30 characters long. Just remember that the longer your password is, the stronger it is.

3. **How often can I change my password?**
   You can change your password as often as once a day. If, for a security reason, you need to change your password more than one time in a day, you must call the People First Service Center at 866-663-4735.

4. **How often do I have to change my password?**
   Passwords expire every 90 days. When your password is about to expire, you will receive an email telling you to change it.

5. **What characters can I use in my password?**
   You can use all alpha characters, numbers, and the following special characters: @ $ % & / ( ) + ? ' ` * ~ # ! - _ , ; : [ ] \ < > | .

6. **What characters must my password include?**
   Password must begin with a letter and must include at least one uppercase letter, one lowercase letter, and one number.

7. **Is the password case sensitive?**
   Yes, the password is case sensitive. The system recognizes uppercase letters as uppercase and lowercase letters as lowercase. For example, it reads "P" as "P" and "f" as "f."

8. **Who else should have my password?**
   No one else should have your password. Keep your password secure at all times.

9. **What do I do if I forget my password or I lock myself out of People First?**
   Go to https:///Peoplefirst.myflorida.com and select the Forgot Password link. Follow the process to reset and change your password.

Note: Pay attention to the Password Strength meter when creating or changing passwords. It can help you create a stronger, more secure password.

10. Is my email address or mobile phone number used in the password reset process?
Yes. The email address (work and notification email) and mobile phone number you have stored in People First are used to send you a security code in the event you forget your password or lock your account.

11. Am I required to have an email address or mobile phone number in People First?
Yes. In order to reset your password online, you must have in People First an email address or a mobile phone number capable of receiving a text.

12. If I don't have an email address or a mobile phone number capable of receiving text, how do I reset my password online?
If you do not have in People First an email address or a mobile phone number capable of receiving text, you must work with your manager or human resource office to update your email address or phone number so that you can use the online "Password Reset" process.

13. I know my password, but I want to change it. How do I?
Log in to People First; click Settings at the bottom of the screen; and select Change Password. Enter your current password and your new password, and then re-enter your new password to verify the change.

14. Can I see my password as I'm typing it?
Yes. By default, the password entry is hidden. However, to see the password as you are typing it, simply select the 👁 icon next to the password field to view your password.

15. I forgot my login ID. What do I do?
Go to https:///Peoplefirst.myflorida.com and select the Forgot Login ID link and follow the process to retrieve your login ID.

16. What are security questions used for?
Security questions are used by People First Service Center as an additional identity verification if you call the service center to reset your password.

17. How do I update my security questions?
Log in to the People First system; click Settings at the bottom of the screen; then select Security Questions. Your current questions and answers will be displayed. To update, record your new answers and save your changes.