

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 Service Center mails a letter to you with your new People First user ID or your supervisor may also provide it to you. Go to PeopleFirst.MyFlorida.com and enter your ID in the first field. Enter your temporary password of Pf (note: the "P" is upper case, the "f" is lower case) plus your six-digit birthday (MMDDYY). For example, if you were born February 3, 1974, your temporary password would be Pf020374. Click logon. The system will require you to change your password at this time. [Review the complete password requirements](#). The system will then require you to set up your security questions and answers. [What's this?](#)

2. How many characters must I use in my password?

Use eight to 30 characters in your password and start with a letter of the alphabet.

3. How often do I have to change my password?

You can change your password as often as once a day, but the system requires you to change it every 90 days. If, for a security reason, you need to change your password more than one time in a day, you must call the Service Center at 866-663-4735.

4. What characters can I use for my password?

You must begin your password with a letter. Your password must contain at least one upper case letter, one lower case letter, and one number. You can use some special characters like @, \$ and others. [Review the complete password requirements](#).

5. Is the password case sensitive?

Yes, the password is case sensitive. The system recognizes upper case letters as upper case, and lower case letters as lower case. For example, it reads "P" as "P" and "f" as "f".

6. Who else should have my password?

Keep your password secure by memorizing it and being the only one who knows it.

7. What are security questions used for?

In case you forget your People First password or lock yourself out of the system, you use your established security questions and answers to verify your identity. Only you know which questions you selected and the answers you entered.

8. I forgot my password. What do I do now?

Click the "Forgot Your Password?" link. Enter your People First user ID, the last five digits of your Social Security number, and your six-digit birthday (MMDDYY). Click Verify to continue. Next answer one of the three security questions you established. You must answer it exactly as

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you did when you first set it up. Click Verify to continue. Finally, enter your new password twice, click Save and Logon. [Review the complete password requirements.](#)

9. Are the security questions case sensitive?

No, the security questions are not case sensitive. Upper and lower case letters are recognized as the same letter. For example, "A" and "a" are both read as the letter A.

10. I forgot my user ID. What do I do?

Your supervisor can give you your user ID, or you can call the Service Center. The Service Center specialist will verify your identify before giving you your ID.

11. I locked myself out of People First. Can I reset my password?

Yes. Click the "Forgot Your Password?" link. Enter your People First user ID, the last five digits of your Social Security number, and your six-digit birthday (MMDDYY). Click Verify to continue. Next, answer one of the three security questions you established. You must answer it exactly as you did when you first set it up. Click Verify to continue. Finally, enter your new password twice, click Save and Logon. [Review the complete password requirements.](#)

12. When I call the Service Center, will I have to enter any information?

Yes. When you call, the system will ask you to enter your user ID, the last five digits of your Social Security number, and your six-digit birthday (MMDDYY).

13. Can I call the Service Center to reset my password?

Yes. When you call, the system will ask you to enter your user ID, the last five digits of your Social Security number, and your six-digit birthday (MMDDYY) to authenticate yourself. After authentication, follow the prompts and you will be transferred to a password reset specialist who will reset your password and provide you with a temporary password. The next time you attempt to log on to People First, you will be required to change your password. (Note: It is faster to reset it yourself online.)

14. I forgot the answers to my security questions. Can the Service Center tell me what they are?

No. You are the only person who knows your security questions and answers; however, the Service Center can clear your questions and answers for you so you can establish them again. When you call, the system will ask you to enter your user ID, the last five digits of your Social Security number, and your six-digit birthday (MMDDYY) to authenticate yourself. After authentication, follow the prompts and you will be transferred to a password reset specialist who will clear your security questions and answers and provide you with a temporary password. The next time you attempt to log on to People First, you will be required to set up new security questions and answers and change your password.