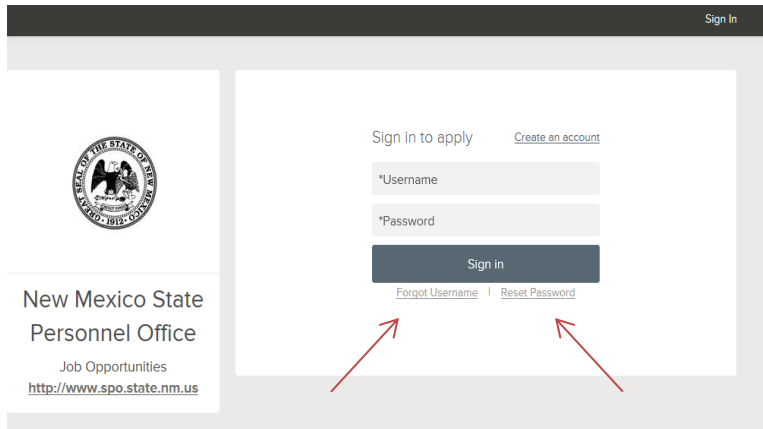


Click on the applicant log in from: www.spo.state.nm.us or www.governmentjobs.com, and click on 'Forgot Username' and/or 'Forgot Password'



The screenshot shows the login interface for the New Mexico State Personnel Office. On the left, there is a logo for the State of New Mexico and the text 'New Mexico State Personnel Office' with the website URL 'http://www.spo.state.nm.us'. On the right, there is a 'Sign In' button and a 'Create an account' link. Below the 'Sign in' button are two links: 'Forgot Username' and 'Reset Password'. Two red arrows point to these links.

Below the Sign In button, click on Forgot Username. On the next page, enter your email address, answer the security question, and click Send Username. An email is sent with your username. If you do not see the email in your inbox, check your spam/junk email folder.

The email address that you enter must exactly match what appears on your profile. If it does not match, you may receive an error that *User with that email was not found*.

Below the Sign In button, click on Reset Password. On the next page, enter your email address, answer the security question, and click on Reset Password. An email is sent with a link to reset your password. Once you click on the link, you are directed to a page where you can create a new password. Enter a new password, confirm the new password, and then log into your account.

The link embedded in the password reset email expires after 72 hours. If the link has expired, resubmit your password reset request by clicking on Reset Password again.

Password reset emails are sent immediately, but delivery can depend on your email provider. Check your spam/junk email settings/folder if you do not receive the email. Sometimes adding the *noreply@governmentjobs.com* address to your contacts resolves this issue. If the email is still is not received, contact technical support at your email service provider to determine if the reset password email is being filtered out or blocked.

IMPORTANT: HOW TO MAKE SURE THAT YOU RECEIVE YOUR USERNAME/PASSWORD REMINDER EMAIL

An increasing number of ISPs are using filtering systems in an effort to keep unwanted email out of customers' inboxes.

However, this means that sometimes they also filter the email that you want to receive.

To make sure that our emails are not filtered into your "junk" or "bulk" folder, please add GovernmentJobs.com to your list of trusted senders. Here's how:

Hotmail: Place the domain governmentjobs.com in your safe list. The safe list can be accessed via the "Option " link next to the main menu tabs.

AOL: Place the domain governmentjobs.com in your address book:

1. In the "Buddy List" window (pops up automatically when you sign on), click on the Address Book. Then click the "Add" button.
2. A window will open that includes several contact or address fields. In the "Screen Name" field, type in info@governmentjobs.com. You do not need to complete any other fields.
3. Click on the "Save" button.

Even if you have not yet upgraded to AOL 9.0, you may want to add us to your address book now, to be sure that you continue to receive our messages if and when you do upgrade.

Yahoo! Mail: If one of our emails is filtered to your 'bulk' folder, open the message and click on the "this is not Spam" link next to the "From" field.

Other providers: If our emails are being filtered, try adding our domain (governmentjobs.com) to your address book or contact list. If this option is not available, try moving the message to your 'inbox' or forwarding the message to yourself.

If subsequent messages continue to be filtered, call or email your ISP's tech support and specifically ask how you can be sure to receive all email from GovernmentJobs.com.