



## FACE of Performance: Login and Password Tips

The following tips are provided to assist employees with logging in to FACE or changing a password. For a complete list of frequently asked questions, see [FACE FAQs](#).

### How do I log into FACE?

- Option 1: Select [Employee FACE Access](#) or [Manager FACE Access](#).
- Option 2: Select FACE link from ONLINE SERVICES in the top menu bar above the Pinellas County logo on any Pinellas County web page.
- Please note that the FACE desktop icon is no longer available but you can create a shortcut on your desktop.

### What password should I use for FACE?

**It is recommended that you use your OPUS login and password for FACE** so that it is easy to remember. Your OPUS login is the first letter of your first name, your last name and employee number (such as *jdoe123456*). Managers will also enter PCG (which stands for Pinellas County Government) for the company code.

### Why can't I log into FACE?

If you cannot log in, it is likely because:

1. You never set your password, or
2. Your password has changed.

NOTE: In the FACE system, your login is case sensitive so if *jdoe123456* does not work, try *JDOE123456*.

### I've never used FACE. How do I set my password?

If you are a first-time user who has never logged into FACE, use the "Welcome to FACE" email to establish your password. Don't have the email? Contact Human Resources at 464-3367 or by [email](#).

### I haven't used FACE for a while and now I'm locked out. How do I log in?

You are probably unable to log into FACE because you changed your OPUS password but are still using the old one for FACE. You can re-set your password using the "Forgot Password" function:

- Select: [Employee FACE Access](#) or [Manager FACE Access](#).
- Select "Forgot Password?" in small text at the bottom of the window.
  - *Employee Access*: Type your OPUS login (such as *jdoe123456*), click "Submit"
  - *Manager Access*: Enter your email address and PCG for Company Code, click "Submit Request"
- You will receive a "Password Recovery" email with a link to set your login and password. Click on the link.
- Enter your OPUS login and (current) OPUS password for FACE.

## What if I forgot my password?

Follow the same instructions listed above for re-setting a password:

- Select: [Employee FACE Access](#) or [Manager FACE Access](#).
- Select “Forgot Password?” in small text at the bottom of the window.
  - *Employee Access*: Type your OPUS login (such as *jdoe123456*), click “Submit”
  - *Manager Access*: Enter your email address and PCG for Company Code, click “Submit Request”
- You will receive a “Password Recovery” email with a link to set your login and password. Click on the link.
- Enter your OPUS login and (current) OPUS password for FACE.

## How do I change/update my password?

### **Employees:**

Select “Settings” tab, type your current (“old”) password, type your new password twice, and click “Update”.

### **Supervisors:**

**Two locations are required to be updated.**

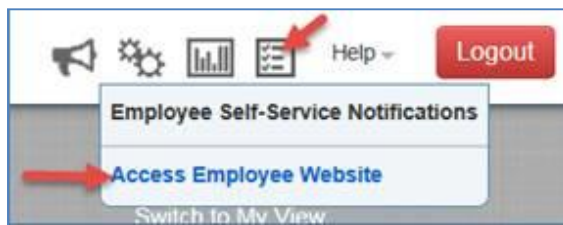
Log into [Manager FACE Access](#) as usual.

#### 1. Password #1 (as a supervisor):

- Hover over the blue house icon and select “My Settings”.
- Scroll to the bottom to the “Change Password” tab, type your current (“old”) password and your new password.
- Click “Save”.

#### 2. Password #2 (as an employee):

- On the top right, click the “Employee Self-Service Notifications” button and select “Access Employee Website” (as shown at right).
- Select “Settings” tab, type your current (“old”) password and your new password twice.
- Click “Update”



## Does my FACE password sync with OPUS?

No. You will need to manually update your FACE password each time you update your OPUS password. FACE does not automatically sync with OPUS.

## What if I need help?

Contact Human Resources at 464-3367 or email at [face@pinellascounty.org](mailto:face@pinellascounty.org).