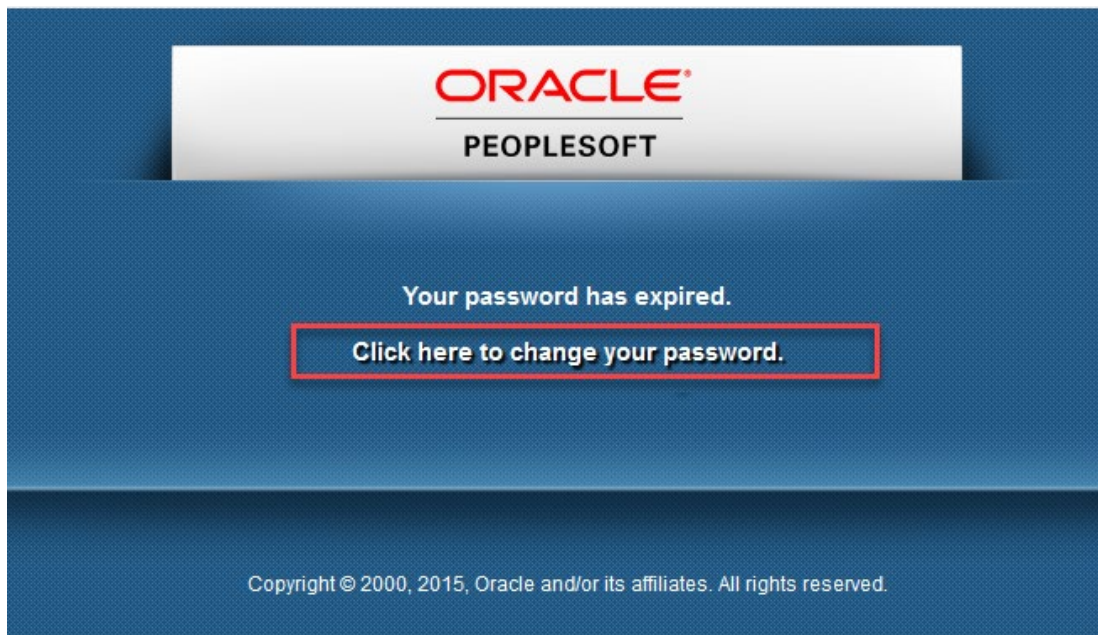


## CHANGING YOUR EXPIRED HIP PASSWORD

HIP will prompt users to change their passwords every 90 days. Temporary passwords are issued by Human Resource Offices at State of Hawaii Departments/Jurisdictions. (Exception: Employees of the University of Hawaii will use their UH single-sign on password to logon to HIP from <https://myuh.hawaii.edu/> and separate HIP passwords are not issued.)

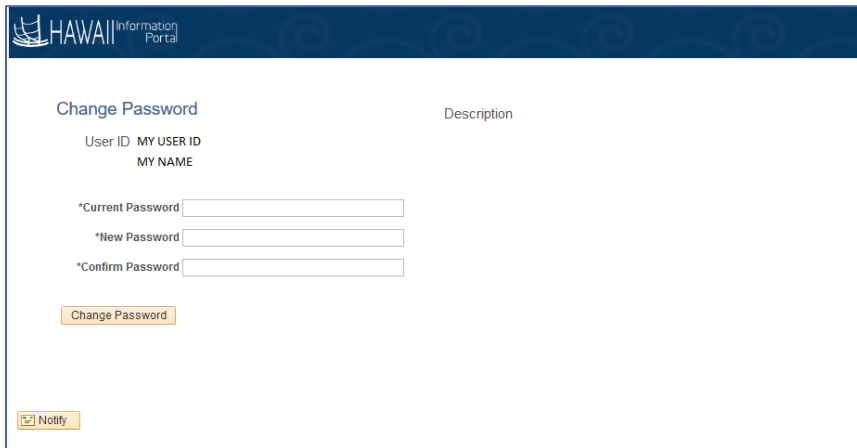
Please follow the instructions below to change your HIP password.

1. After logging in with your current **User ID** and **password**, the system will display the following message, letting you know that your password has expired.  
\*\* You will need to change your password to continue logging into the system.



2. Click the “**Click here to change your password.**” link (marked in red in the above image)

3. The following screen appears.

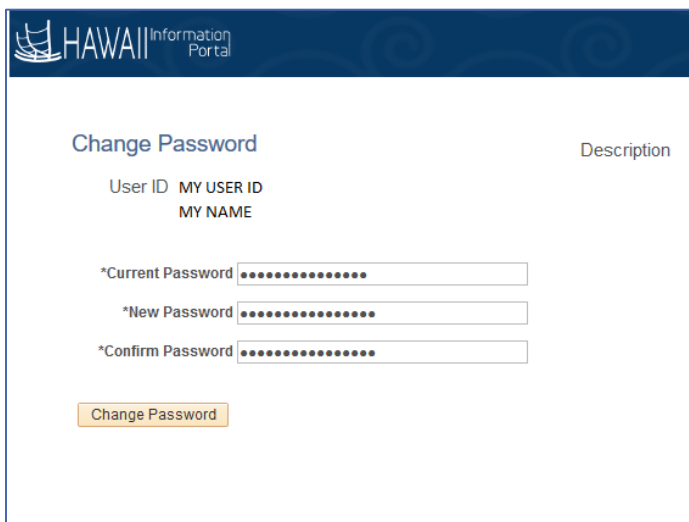


The screenshot shows the 'Change Password' form. At the top left is the HAWAII Information Portal logo. Below it, the title 'Change Password' is displayed in blue, with a 'Description' link to its right. The user's information is shown as 'User ID MY USER ID' and 'MY NAME'. There are three input fields: '\*Current Password', '\*New Password', and '\*Confirm Password'. Below these fields is a yellow 'Change Password' button. At the bottom left, there is a 'Notify' button with a notification icon.

4. Enter your current password in the “\*Current Password” field.  
Enter your new password in the “\*New Password” field.  
Confirm your new password in the “\*Confirm Password” field.

**IMPORTANT:** The password must meet the following criteria:

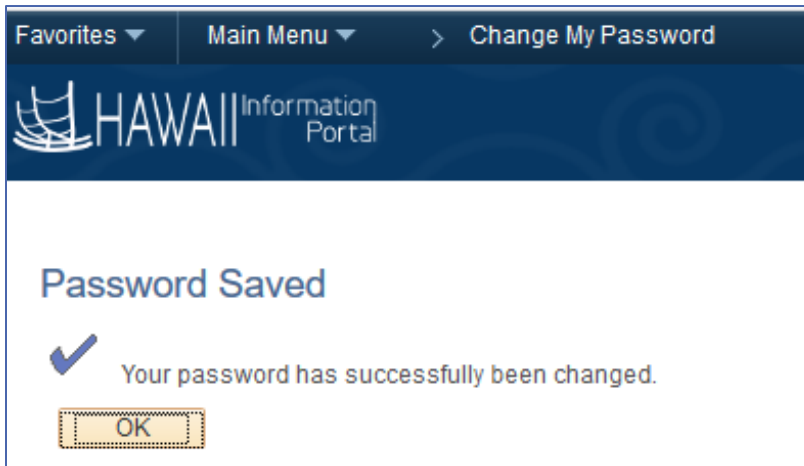
- It cannot match any of the last five passwords you’ve used.
- It must contain at least one upper and lower-case letter.
- It must contain a special character and a number. Examples of special characters are: @ \$ ! &.
- It must be at least ten characters in length.



This screenshot is identical to the one above, but the password input fields (\*Current Password, \*New Password, and \*Confirm Password) are now filled with a series of dots, indicating that the passwords have been entered and are being masked for security.

- Click the **Change Password** button.

5. A confirmation page appears, letting you know that your password was successfully changed.



6. Click the **OK** button.