About the Password Recovery Feature in HIP

The Hawaii Information Portal (HIP) has a feature to recover your password automatically.[1] In order to use this feature, employees must 1) have a valid State of Hawaii business email address and 2) set up a secret security question in HIP to retrieve their password via their State of Hawaii email address.

To set up the Password Recovery Feature, users will need to take a couple of simple steps:

Step 1: Logon to HIP to Set Up Your State of Hawaii Business Email Address

If you cannot get back into the system because you cannot remember your User ID and/or password, please call the HIP Service Center on Oahu at 201-SERV (7378) for assistance.

a.   Once you logon, you'll see a large tile the says "Enter your state email address". Click on that tile.
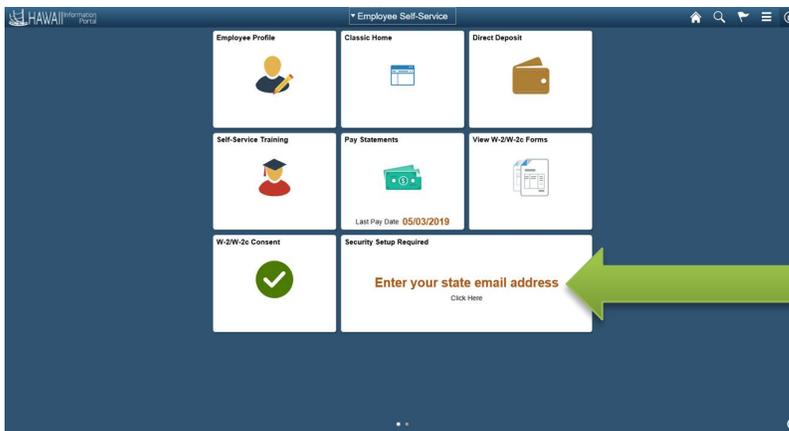
b.   Enter your State of Hawaii business email address in the box provided. Your business address must end in .us (if DOE), .edu (if UH), .gov (if Judicial, Legislative or Executive branches) or .org (if HHSC or OHA). Click Save.
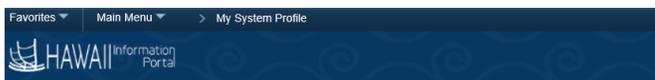
[1] This feature is not applicable to University of Hawaii employees who use their Single Sign On to access HIP via https://myuh.hawaii.edu/.

Step 2: Create a Security Question for Yourself

a. Click "Change or Set up Your Password Security Question".

b. Create a Security Question and Response for yourself. Use the drop-down menu for Question to select a type of question, and then enter your Response below. Click OK when finished.
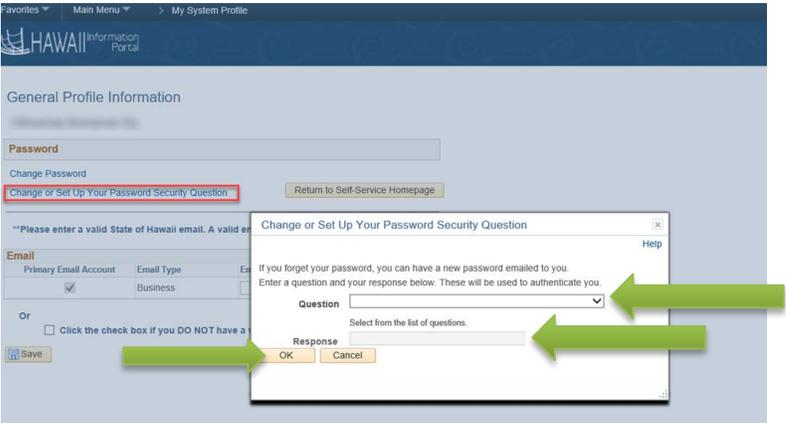
c. You're ready to continue using HIP! Click on the button for "Return to Self-Service Homepage".