## About the Password Recovery Feature in HIP

The Hawaii Information Portal (HIP) has a feature to recover your password automatically.<sup>1</sup> 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

Porta

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.

Favorites 🔻	Main Menu 🔻	> My System P	Profile	
A HAW	All Informatio Porta			
General	Profile Info	rmation		
	-			
Password				
Change Pass	sword			
Change or S	et Up Your Passy	vord Security Question	Return to Self-Service Homepage	J
**Please en	ter a valid State	of Hawaii email. A va	lid email should end with .us .edu .gov or .org	
Email				
Primary E	mail Account	Email Type	Email Address	
Or	lick the check t	box if you DO NOT ha	ve a valid State of Hawaii email.	

<sup>&</sup>lt;sup>1</sup> This feature is not applicable to University of Hawaii employees who use their Single Sign On to access HIP via <u>https://myuh.hawaii.edu/</u>.



I

## Step 2: Create a Security Question for Yourself

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

F	avorites 🔻 Main Menu 🤻	> My System I	Profile		1			
2	HAWAII Informati Por	on tai	~(0		0			
	General Profile Info	ormation						
	Password							
	Change Password							
	Change or Set Up Your Pass	je						
	**Please enter a valid Stat	e of Hawaii email. A v	alid email sho	uld end with .us .edu .gov or .or	9			
	Email							
	Primary Email Account	Email Type	Email Addr	ess				
	$\checkmark$	Business						
	Or Click the check	box if you DO NOT h	ave a valid Sta	ate of Hawaii email.				

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.

	ion	
eneral Profile Inf	ormation	
languard		
assworu		
hange Password		Deturn to Solf Convice Homonoge
change or Set Up Your Pas	sword Security Questic	Retain to Self-Service Holinepage
"Please enter a valid Sta	te of Hawaii email. A v	Change or Set Up Your Password Security Question
		Help
Primary Email Account	Email Type	En If you forget your password, you can have a new password emailed to you.
V	Business	Enter a question and your response below. These will be used to authenticate you.
Or		Question
Click the check	box if you DO NOT h	save a select from the list of questions.
Save		OK Cancel

c. You're ready to continue using HIP! Click on the button for "Return to Self-Service Homepage".

Favorites 🔻 Main Menu	<ul> <li>My System</li> </ul>	em Profile			
HAWAIIInform	ation ortal	$\sim$ $(0$			
General Profile In	formation				
Password					
Change Password					
Change or Set Up Your Pa	assword Security Que	stion	Return to Self-Service Ho	mepage	4
**Please enter a valid St	ate of Hawaii email.	A valid email sho	uld end with .us .edu .gov	or .org	
Email					
Primary Email Account	Email Type	Email Address			
$\checkmark$	Business				
Or Click the che	ck box if you DO NO	T have a valid Sta	te of Hawaii email.		