HAWAII Information Portal

How to Recover Your Password

The Hawaii Information Portal (HIP) has a feature to recover your password automatically.¹ Once you have given HIP your valid State of Hawaii business email address, and set up a secret security question for yourself, you can use the Password Recovery Feature. If you need help with these steps, please call the HIP Service Center on Oahu at 201-SERV (7378).



ų	Jser ID	
;	Password	
s	Select a Language	
	English	~
	Sign In * ADA Assistance Only, Click Here	
	Forgot Password?	

Step 2: In the window provided, enter your User ID and click on the "Continue" button

Favorites 🔻	Main Menu 🔻
留 HAW	All Information Portal
Forgot N	/ly Password
lf you have fo you may hav	orgotten your password, or your password has expired, e a new password emailed to you.
Enter your U	ser ID below. This will be used to find your profile, in order to authenticate you.
User ID:	
Cor	ntinue

Hints:

Your User ID is an eight-digit string of numerals, usually starting with a zero.

If you cannot remember your User ID, please call the HIP Service Center on Oahu at 201-SERV (7378) for assistance.

C Refresh

The system will prompt you to answer your secret question next. Enter your answer in the response box and click the button for "Email New Password".

¹ 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>.



Step 3: Retrieve your new temporary password from your State of Hawaii business email address.

⊟ 5 8 ↑ ¥ ÷	HIP Password Change - Message (HTML)
File Message Help Acrobat 🖓 Tell me what you want to do	
Ignore Image: Constraint of the second sec	
DoNotReply@notify.hip.hawaii.gov HIP Password Change	PARALLE C
Aloha State of Hawaii Employee,	
You have been assigned a temporary password below:	
Hk(Jw9\9aF	
Please click here to login to HIP and change your password.	
*Note: For your convenience, you may copy and paste the password above.	
Password Requirements:	
 A Minimum of 10 Characters One Uppercase and One Lowercase Letter One Number A Special Character (Example: ! \$ # %) 	
Helpful Hints:	
Be sure the CAPLOCK key is not on when entering your password, as Confirm that you have entered the correct user ID and password Do NOT share your user ID or password with others Log off properly by signing out in the top right corner	passwords are case sensitive

If you did not request this password change, please email hip@hawaii.gov or call the HIP Service Center at 201-7378 to report immediately

Mahalo

Your new temporary password will be valid for a ninety-day period. You are encouraged to change it. To change your password, go to the "Security Setup Tile" on your homepage, and then to "Change Password".

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				×	Business		
Or Click the check box if you DO				box if you DO NOT have	e a valid State of Hawaii email.		