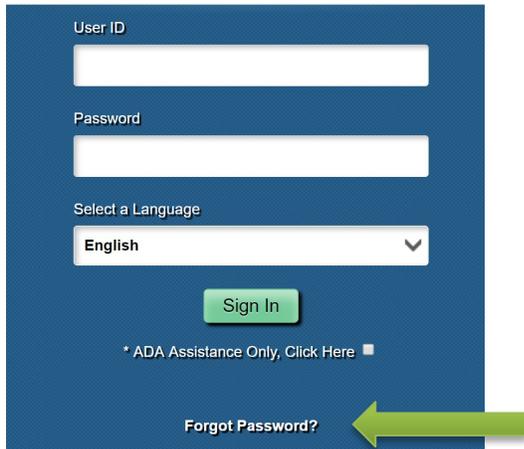


## How to Recover Your Password

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

**Step 1: From the Logon Screen (hip.hawaii.gov), click on the “Forgot Password?” link**



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



*Hints:*

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

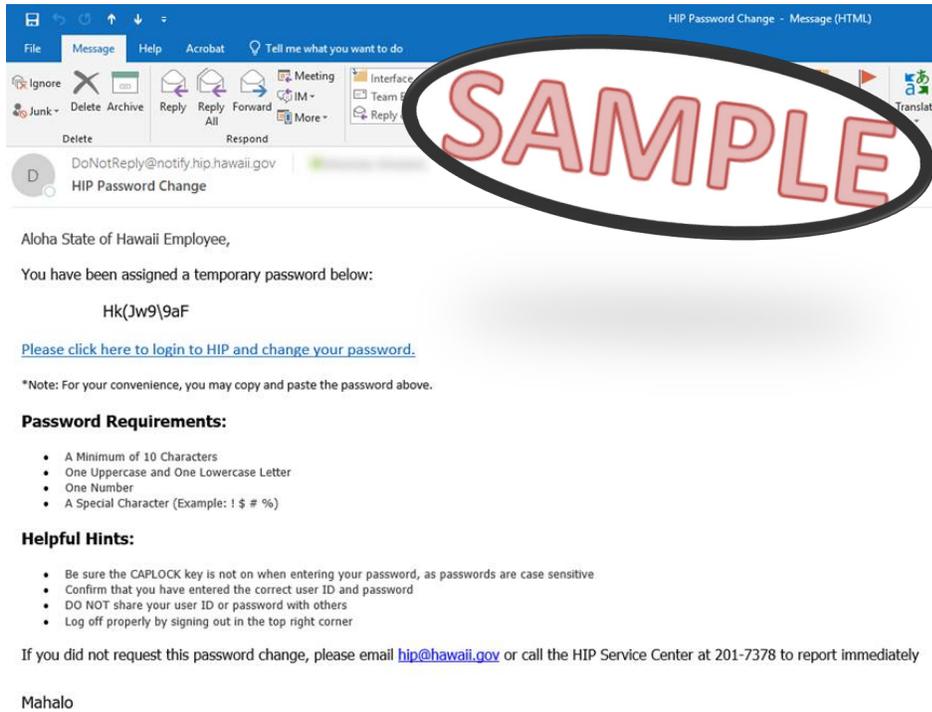
*If you cannot remember your User ID, please call the HIP Service Center on Oahu at 201-SERV (7378) for assistance.*

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”.

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<sup>1</sup> 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 3: Retrieve your new temporary password from your State of Hawaii business email address.**



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”.

