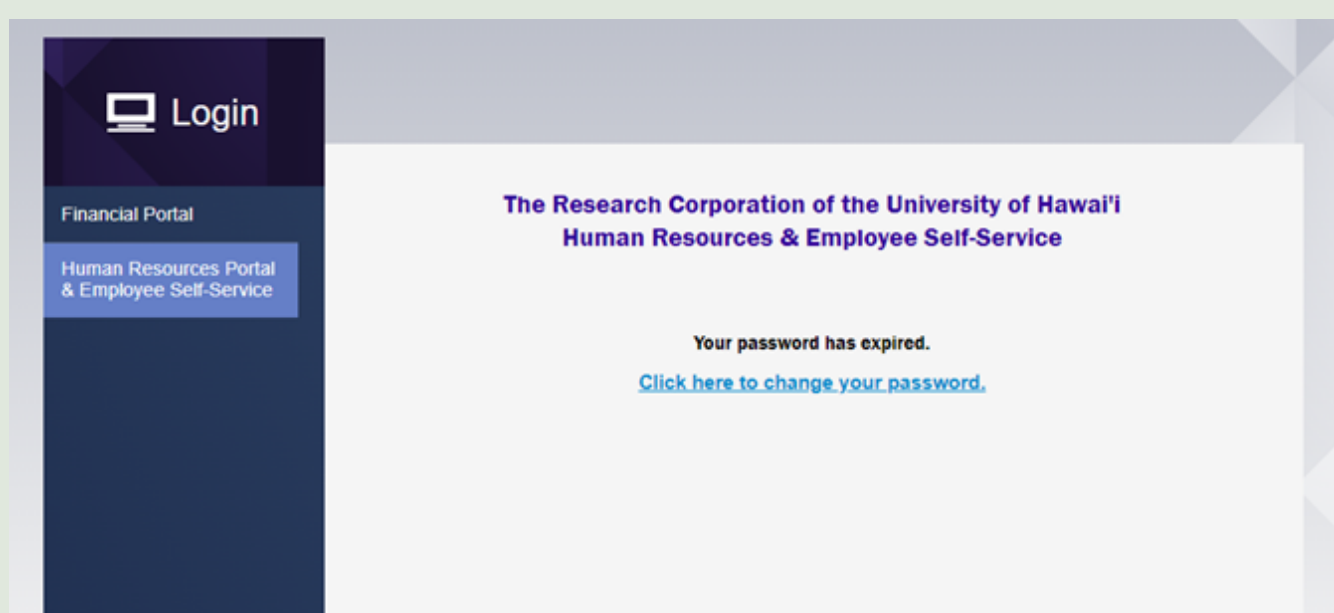


How to Reset an Expired Password

NOTE: if you do not have security questions set up in the system, please call 808-956-8900 for a manual reset.

1) Respond to the Expired Password Notice

Select "Click here to change your password."



2) Answer a Security Question

NOTE: Security question answers are not case sensitive in terms of uppercase/lowercase letters, but they require exact language based on what you've previously entered into the system.

 A screenshot of a security question form. At the top, it shows 'User ID: [redacted]'. Below is a blue header 'Instructions' with the text 'Please answer the following question below to change your password.' The form includes a 'Question:' dropdown menu, a 'Response:' text input field, a 'Show Response' link, and a 'Go to Change Password' button. A green arrow points to the 'Question:' dropdown menu.

3) Reset Your Password

After entering your current password and new password, select "Change Password"

 A screenshot of the 'Change Password' form. It includes a 'User ID' field with a redacted value. Below are three password fields: '*Current Password', '*New Password', and '*Confirm Password'. A box titled 'Password Requirements:' lists the following criteria:

- must be at least 8 in length
- must contain at least 1 special character
- must contain at least 1 digit
- must contain at least 1 upper case
- must contain at least 1 lower case

 At the bottom is a 'Change Password' button.