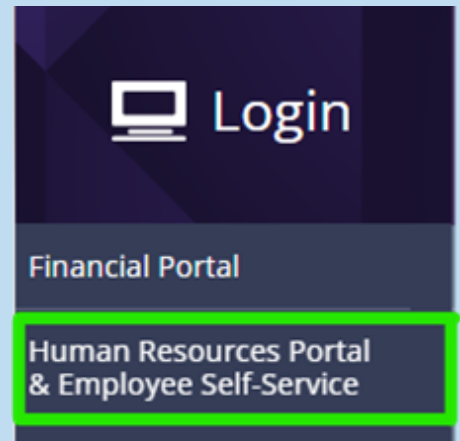


Forgot Password Process

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

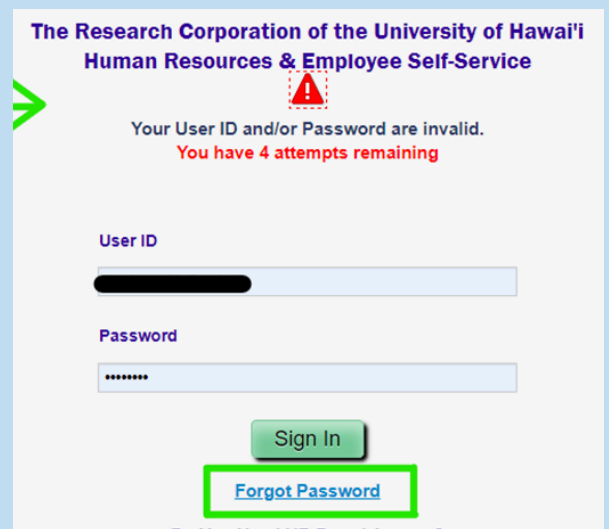
1) Go to www.rcuh.com

Click on "Human Resources Portal & Employee Self-Service"



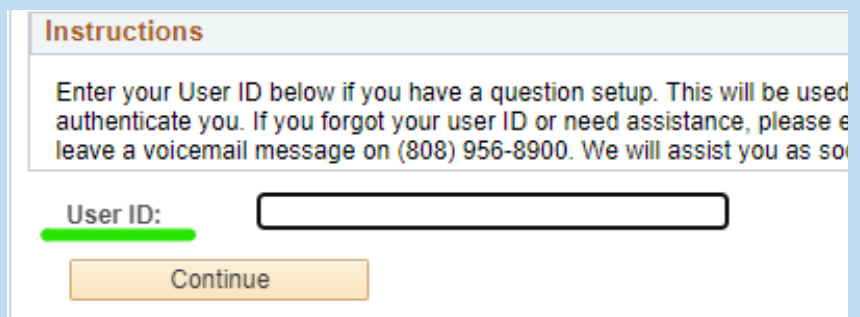
2) Click Forgot Password

If you're having trouble logging in and see the countdown appear in red, click "Forgot Password"



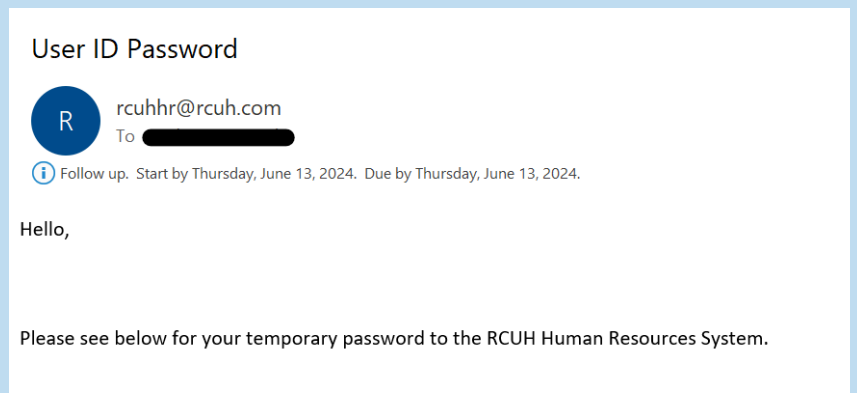
3) Enter Your User ID

ESS: Employee ID Number (#####)
HR Portal: First Name_Last Name



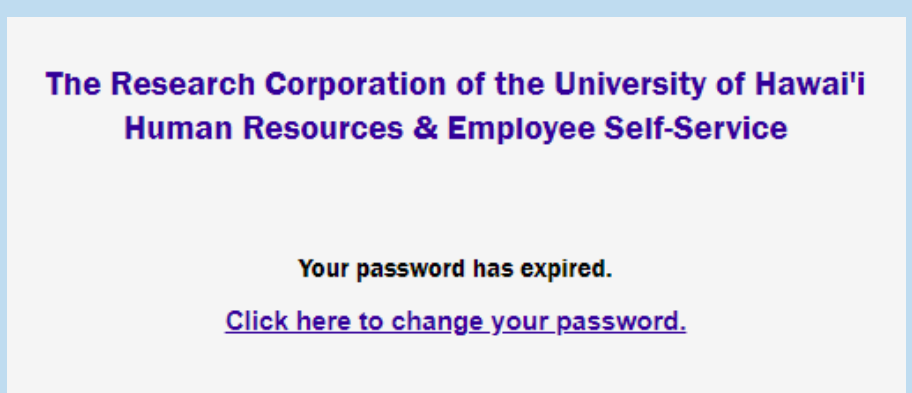
4) Check Your Email

An email will be sent to your email address on record with a temporary password to the HR Portal/ESS System.



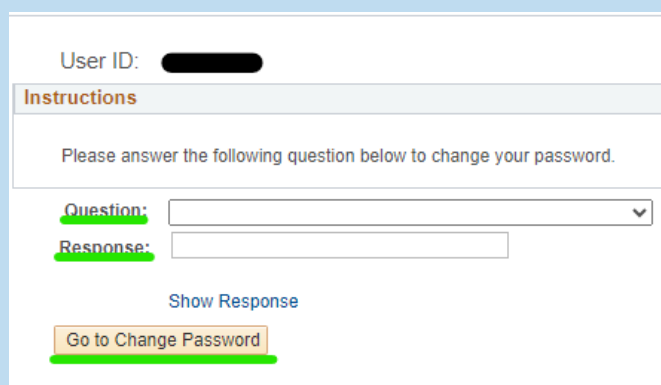
5) Log in with Temporary Password

Log in with the temporary password & select "Click here to change your password."



6) Complete Duo Verification & Select Security Questions

Complete Duo verification & select a security question from the dropdown menu and answer in the "Response" box, then select "Go to Change Password"

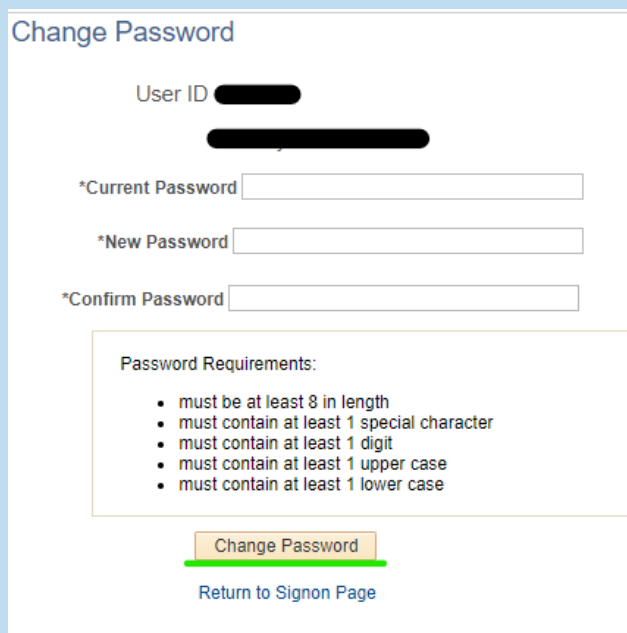


A screenshot of a Duo verification page. At the top, it shows 'User ID:' followed by a redacted name. Below that is an 'Instructions' section with the text: 'Please answer the following question below to change your password.' There is a 'Question:' dropdown menu and a 'Response:' text input field. A 'Show Response' link is located below the response field. At the bottom, there is a 'Go to Change Password' button.

7) Change Your Password

Enter in the **temporary** password, and enter/confirm your new password, then select "Change Password"

- min: 8 characters
- max: 32 characters



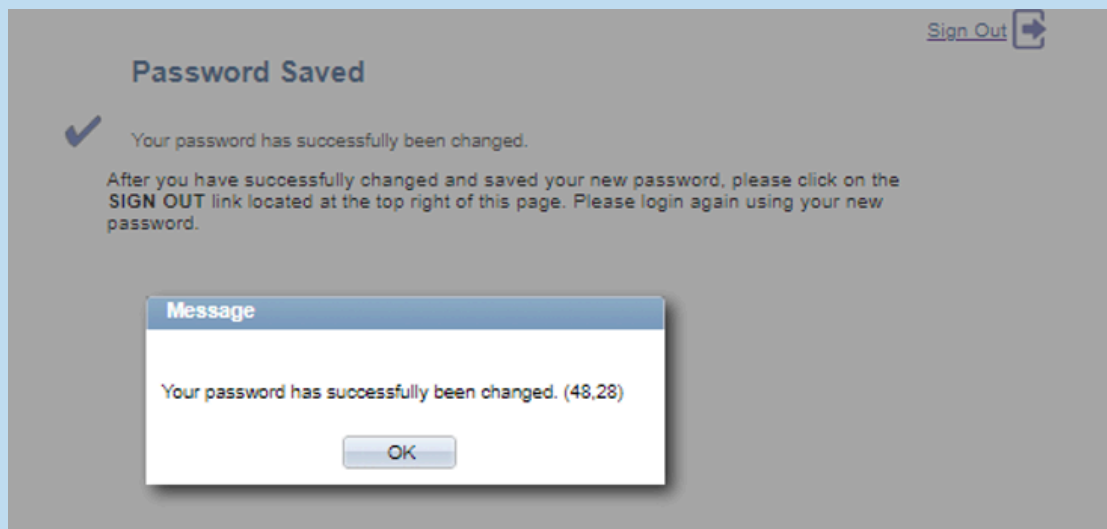
A screenshot of a 'Change Password' page. It shows 'User ID' with a redacted name. Below are three input fields: '*Current Password', '*New Password', and '*Confirm Password'. A 'Password Requirements' section lists:

- 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

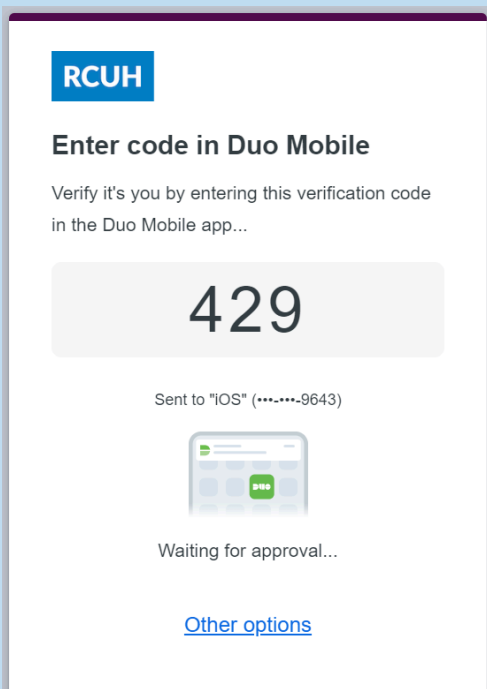
 At the bottom, there is a 'Change Password' button and a 'Return to Signon Page' link.

8) Success!

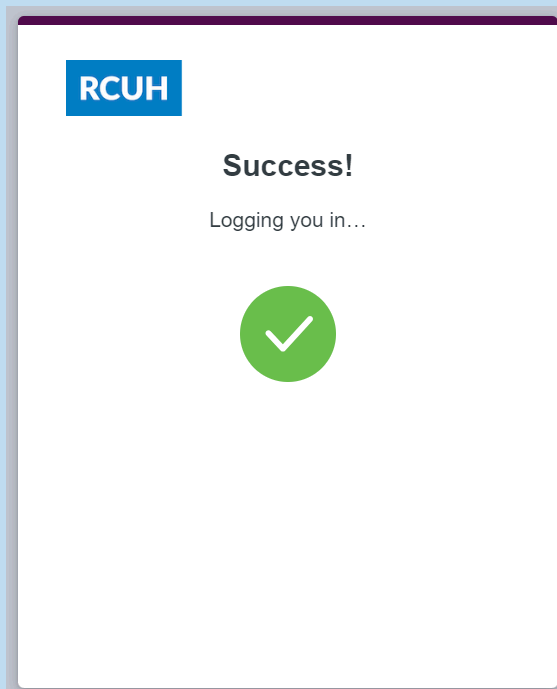
Select "OK" in success message and then "Sign Out" to log in with your new password and complete the Duo 2FA verification



A screenshot of a 'Password Saved' success message. The message says: 'Your password has successfully been changed.' Below this is a 'Message' dialog box with the text: 'Your password has successfully been changed. (48,28)' and an 'OK' button. In the top right corner, there is a 'Sign Out' link with an arrow icon.



A screenshot of a Duo Mobile verification screen. It features the RCUH logo and the heading 'Enter code in Duo Mobile'. The text reads: 'Verify it's you by entering this verification code in the Duo Mobile app...'. A large grey box displays the code '429'. Below the code, it says 'Sent to "IOS" (*****-9643)' and shows a small image of a mobile phone. At the bottom, it says 'Waiting for approval...' and has a link for 'Other options'.



A screenshot of a 'Success!' login screen. It features the RCUH logo and the heading 'Success!'. Below the heading, it says 'Logging you in...' and shows a large green checkmark icon.