

How to re-set your HR Self Service password

This guide will help you to re-set your HR Self Service password.

Password re-set from the HR Self Service log-in screen:

1. Below the log-in area of the screen, select 'Password reset or Username reminder assistance'

"User Name	
*Password	(example: bloggj99 or joe.bloggs@kent.gov.uk)
	(example: 4u98va23)
	Login Cancel
<	Password Reset or User Name Reminder Assistance. Click Here.

2. You will be taken to the Login Assistance' screen.

Changed Screen entry field/wording (screenshot from test environment)
Kent County
Login Assistance
* Indicates required field
Forgot Password / User Name Reminder
Enter the email address associated with your account. You will be sent a reminder of your User Name and a Password Reset Link. Email Example: first.last@domain.com)
HR Self Service Privacy and Terms of Use

- 3. In the 'Forgot Password/User Name Reminder' section enter your email address that is linked to your Employee Self service account and select 'Send Link'.
- 4. A confirmation screen will appear confirming that your password reset request has been submitted.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE <u>t: 03000 411115 e: info@cantium.solutions</u>

Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88. Filename:





Confirmation

Your request to retrieve your username and/or reset your password has been submitted. An email will be sent shortly, if a matching account can be found. If you do not receive an email within the next 10-15 minutes, please check your email address and try again or contact the System Administrator.

E-mail:

An e-mail will be sent to you which will contain your username and the option to reset your password. Within the e-mail, click on the 'Re-set your password' or 'Login' link, which will open the re-set screen or login screen. If you do not receive this e-mail within 10-15 minutes please raise a case with ICT or use the 'Chat' function on ServiceNow.

Re-set Password:

You will be taken to the re-set screen.

- 1. Enter your HR Self Service username and then a new password.
- 2. You then need to confirm the new password by re-typing it and then select 'Confirm Password'.
- 3. A confirmation screen will appear saying that your password has been re-set and to use the new password to log into the system.
- 4. Select 'OK'.

Note: Passwords must be at least 8 characters long, must contain letters and numbers, must not contain repeated characters and cannot be a recently used password.

In line with KCC's IT policy, you must not divulge your HR Self Service password or log-in details to anyone. Any misuse of HR Self Service will result in immediate withdrawal of access to the system and may result in disciplinary action.

Help and Support:

If you have any technical issue, log into Service Now and raise a call by selecting the 'ICT' Service on the left hand side of the screen or alternatively us the 'Chat' function. If you are not able to access Service Now, e-mail ICTservicedesk@cantium.solutions and they will raise a request on your behalf.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE t: 03000 411115 e: info@cantium.solutions

Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88. Filename:





Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE t: 03000 411115 e: info@cantium.solutions

Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88. Filename:

Please note - Version control is via SharePoint. This document is uncontrolled once printed