

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'
2. You will be taken to the Login Assistance' screen.
3. In the 'Forgot Password' section enter your HR Self Service username and select 'Forgot Password'.
4. A confirmation screen will appear confirming that your password reset request has been submitted.



E-mail:

An e-mail will be sent to you. Within the e-mail, click on the 'Re-set your password' link, which will open the re-set 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 use 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.

