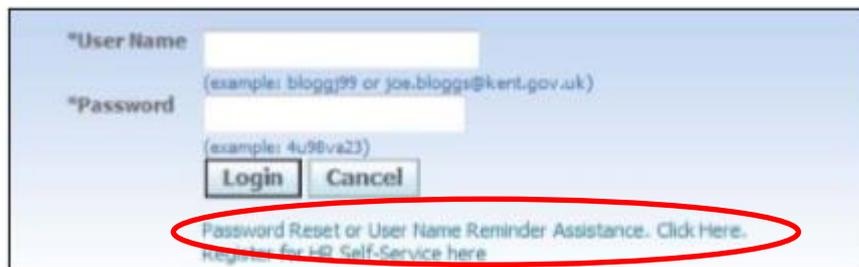


## How to re-set your HR Self Service password

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'

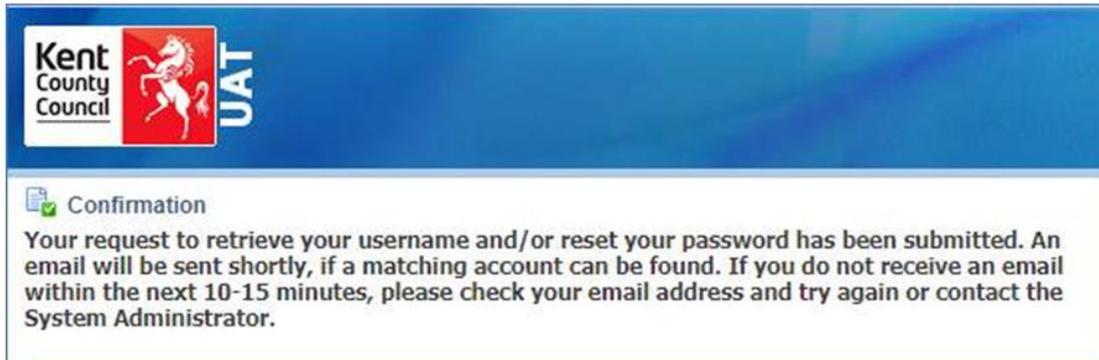


2. You will be taken to the 'Login Assistance' screen.

Changed Screen entry field/wording (screenshot from test environment)



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.



## 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](mailto:ICTservicedesk@cantium.solutions) and they will raise a request on your behalf.

