

# 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.

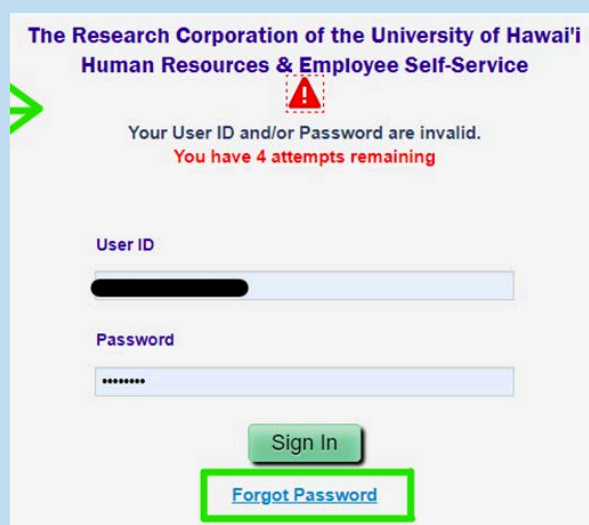
## 1) Go to [www.rcuh.com](http://www.rcuh.com)

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"



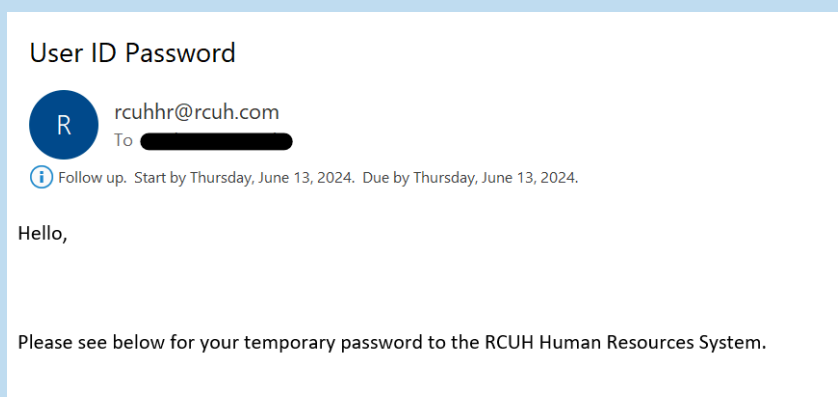
## 3) Enter Your User ID

**ESS:** Employee ID Number (#####)  
**HR Portal:** First Name\_Last Name



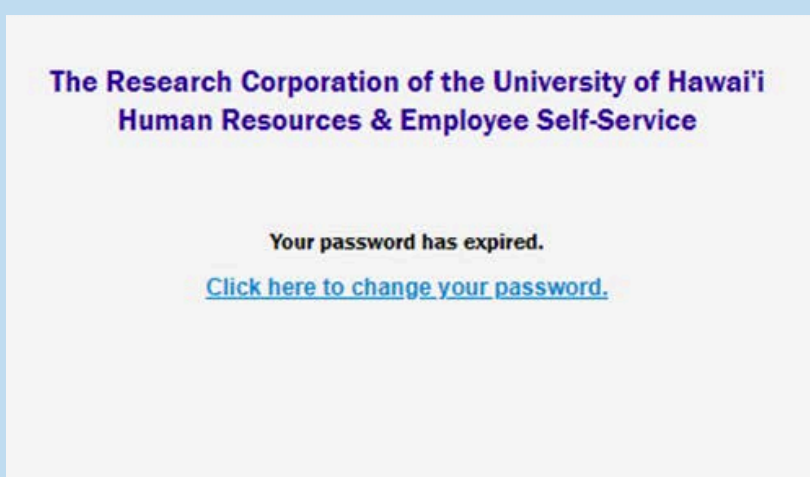
## 4) Check Your Email

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) Select Security Questions

Select a pre-set security question from the dropdown menu and answer in the "Response" box, then select "Go to Change Password"

## 7) Change Your Password

Enter in your current password, and enter/confirm your new password, then select "Change Password"

- min: 8 characters
- max: 32 characters

## 8) Success!

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