

HCS Portal Forgot Your Password? Quick Reference Guide

The **Forgotten Password Feature** is a self-service tool that will allow users to reset their password on-line. Upon updating your next expired password, you will be prompted to choose and provide answers to a series of challenge questions (e.g., "What is the name of your childhood pediatrician?") to enable the forgotten password feature.

Step 1- Enable the Feature

To **Enable the Forgotten Password Feature** immediately

1. Sign in to HCS
2. Click **My Account**
3. Click **Enable Forgotten Password**
4. Enter your **Password**
5. Answer at least 6 of the 27 Secret Questions
NOTE: You will be required to answer 3 of the 6 when using the feature
6. Click **Save**



OR

You will be prompted to **Enable the Forgotten Password Feature** upon your next expired password

1. Enter your **User Id** and **Password** and click **Sign In**
2. Enter your **Password** again and click **Next**
3. Enter your **New Password** and **Confirm Password**
(see **Rules for creating your new password**)
5. Click **Change Password**
6. Answer at least 6 of the 27 Secret Questions
NOTE: You will be required to answer 3 of the 6 when using the feature
7. Click **Save**

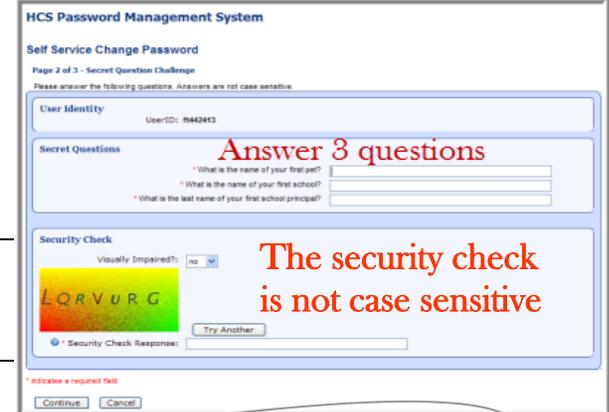
Rules for creating your new password

- Must be at least 8 characters long
- Must have at least 5 letters
- Must not match any of the 50 previous passwords
- Must not contain your last name
- Must have either 2 numbers, 2 special characters or 1 number and 1 special character. **Please Note:** The following special characters are not allowed: * ' " \ # @ ,

Step 2 - Use the feature

Forgot Your Password?

1. Click **Forgot Your Password?**
2. Enter your **User ID**
3. Click **Continue**
4. Answer the 3 questions from the Secret Questions you provided
 - Converts the Security Check Response from text to speech
6. Enter **Security Check Response**
7. Click **Continue**
8. Enter **New Password** and **Confirm Password**
9. Click **Change Password**
10. Click **OK**
11. Enter your **User Id** and **Password**
12. Click **Sign In**



How do I?

Enable Forgotten Password
Change my Secret Questions
Change my password



1. Sign in to HCS
2. Click **My Account**
3. Click the appropriate link
4. Follow the prompts