

# Capital HR “Forgot your password”: User Guide

- Setup is required for the “Forgot Your Password” link to become operational. Please follow the steps to complete the setup:
  - **Step 1 of 4:** Begin by logging on to **Capital HR**
  - **Step 2 of 4:** Click on the “**My System Profile**” link



## General Profile Information

John Smith

### Password

[Change password](#)

[Change or set up forgotten password help](#)

### Personalizations

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English

Currency Code:

Default Mobile Page:

### Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date:  (example: 12/31/2000)

To Date:  (example: 12/31/2000)

### Workflow Attributes

Email User  Worklist User

[Miscellaneous User Links](#)

Primary Email Account	Email Type	Email Address
<input checked="" type="checkbox"/>	Business	john.smith@hhs.psc.gov

- **Step 3 of 4:**

- Click on “**Change or setup forgotten password help**” link



- Type in your own **Question** and a **Response**. Or if you prefer, click on the magnifying glass and select a pre-defined question from the list. You may provide any question and response as you like

- Once you have entered the desired information, click on **OK**
- You will be returned to the **My System Profile** page

- **Step 4 of 4:**

- Verify that your email address is accurate. This is where the email will be sent by the “Forgot your password” process. If your email address is incorrect or blank, please enter or correct this information, as needed
- This **MUST BE** your **work email address**

- Click on **SAVE**

**Setup is now complete!**

The steps below are for information purposes only. **No immediate action is required.**

- Should you forget your password and would like to issue a new password, please follow the steps below:

- **Step 1 of 5:** Click on the “**Forgot your password**” link



- **Step 2 of 5:** Enter your **User ID** and click on **Continue**

## Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile and to authenticate your request.

User ID:

\* If you encounter any issues retrieving a new password, please contact your local Security Administrator to have your password reset.

- **Step 3 of 5:**
  - Enter the **Response** to your question

## Forgot My Password

User ID: JSMITH

Email ID: john.smith@hhs.psc.gov

\* The new password will be sent to the email address above.

Please answer the following question below for user validation.

**Question:** This is my own question

**Response:**

\* If you cannot remember the response to your security question, please contact your local Security Administrator to have your password reset.

- Click on “**Email New Password**”

The “Password Emailed” confirmation page will appear

- **Step 4 of 5:**
  - Click on the **“Sign out”** button



*Note: If in case, you do not have the “Sign out” button available, please close the window instead.*

*Your password will be reset and you will receive an email with your randomly generated password.*

- **Step 5 of 5:**
  - Logon to **Capital HR** with your User ID and the randomly generated password. (Please note that the password will need to be entered EXACTLY as it was issued and appears in the email. The password is case-sensitive.)
  - You will be prompted to change your password

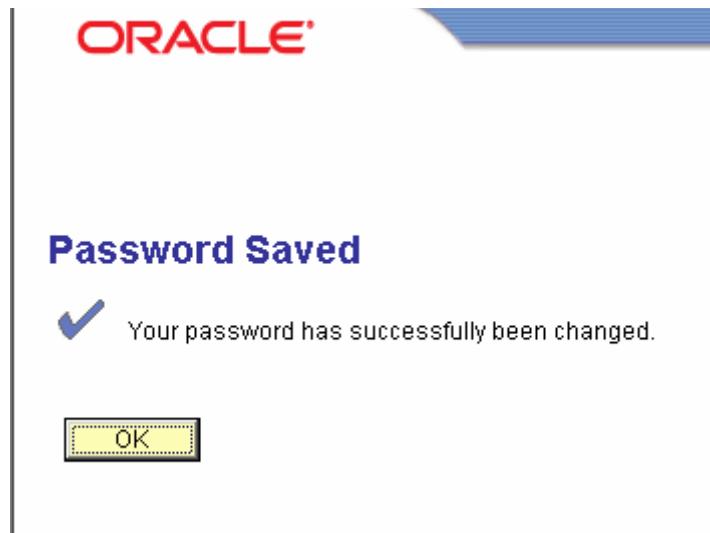


Your password has expired.

[Click here to change your password.](#)

- Click on **“Click here to change your password”**
- Enter the randomly generated password in the **“Current Password”** box
- Enter the new password as desired in the **“New Password”** box
- Re-enter the new password in the **“Confirm Password”** box

- Click on “**Change Password**”



- Click on **OK** in the confirmation page and you will be logged on to **Capital HR**

If you have any questions or have any trouble following this document, please contact HR Systems Support: 301-451-1436 or send an email to [hssystemssupport@od.nih.gov](mailto:hssystemssupport@od.nih.gov)