PREREQUISITE: Users have to set their security token by clicking on ENROLL/UPDATE INFO and logging in using their employee id and domain password and set their token questions.

FORGOT PASSWORD / CHANGE PASSWORD

a. Click on ‘FORGOT YOUR PASSWORD’ Button.

b. Enter your Employee id on the screen.

c. User will have to choose the appropriate question he/she previously selected and answer of the token he/she recorded and also give their Date of Birth as per records to change/reset their password.

d. Enter the new password which complies with the domain password policy mentioned.

e. Confirm by entering same password again.

f. Click Reset Password Button

UNLOCK ACCOUNT

a. Click on ‘IS YOUR ACCOUNT LOCKED?’ button.

b. Enter your Employee id on the screen.

g. User will have to choose the appropriate question he/she previously selected and answer of the token he/she recorded and also give their Date of Birth as per records to unlock his/her account.
ENROLL / UPDATE INFO

a. Login with the current User Id (employee Id) and Password

b. Define your security tokens by adding a predefined and a self defined question and answers. Click on ‘Update Button

c. If you have previously defined your tokens, and you can change the same and click on ‘Update’ button.

d. The DOB displayed is as available in PeopleSoft HRMS.

Note: Even if any 2 of your 3 responses are correct you will be able to change your password / unlock your account. But you have to respond to all three queries!

FAQ or ‘What do I do – I’m stuck!!!’

1. Forgot/Reset Password: I clicked on the button and entered my userid and clicked ‘Continue’ button, but got a message ‘Invalid Employee Id’: Reason: Check that the userid you entered is correct. It is your Employee id. You need not enter as corp\12345. Just enter 12345.

2. Forgot/Reset Password: I forgot my password, gave correct userid, message says ‘you have not enrolled..please wait..’ and takes me to the Enroll/Update Info and asks me sign in with my userid and password, which I forgot in the first place !!! Reason: Agreed that this is a Catch-22 situation, but we warned you about the pre-requisite didn’t we ! Send a mail to hd@hexaware.com to reset your password this time, but please update your security token info at least now !

3. Account Disabled: I forgot my password, gave correct userid, message says ‘Your account is disabled. Please Contact your System Administrator (hd@hexaware.com) for further help.’ Reason: You will not be able to reset your password or unlock your account as your account is in ‘Disabled’ status. You need to send a mail to hd@hexaware.com to enable your account.

4. Unlock Account: I am unable to login to my domain account/email account/StationH, I think my account is locked. I click ‘Is your Account Locked’ button, give my userid but am get message saying ‘Account is not locked’. Reason: Your account is actually not locked, it could be you have given wrong password. Try to reset your password. If you face issues send a mail to hd@hexaware.com .

5. Forgot Security Token answers ! : I have forgotten my password or my password not working, am not able to reset password as I have forgotten my Security token answers !! Solution: Tch ! Tch! There is something you have to remember !!! Send a mail to hd@hexaware.com to reset your password !

6. Incorrect Date of Birth: The Date of Birth displayed in Update Token is incorrect: Solution: Contact your HR rep to have it corrected in PeopleSoft HRMS