



State of Hawaii  
Department of Education

# **Self-Service Password Manager User Guide**

November 2016

## Choose your password

All permanent employees of the Hawaii State Department of Education (DOE) can select their own password to access most web-based programs — from the Staff Intranet to programs such as eCSSS, eHR, PDE3 and others. The Password Manager allows employees to:

- Manage their questions and answers profile for greater security;
- Reset their password if they forget it;
- Reset their password when it expires (plan is to have passwords expire every 6 months).

When you're finished setting up your profile and selecting your password, your login **for the Intranet** will be:

USERNAME: 8-digit employeeID@hidoe.org (so it looks like 12345678@hidoe.org)

PASSWORD: Your choice (following the guidelines on page 6)

And your login **for all other DOE Internet Password programs** will be:

USERNAME: 8-digit employee ID

PASSWORD: (Same as what you set for the Intranet above)

A list of common DOE Applications with links is accessible on the Intranet:

<https://intranet.hawaiipublicschools.org/offices/oits/Pages/DOE-Applications.aspx>

**Employees are urged to setup their profile and change their default passwords before accessing DOE systems.**

## Resources

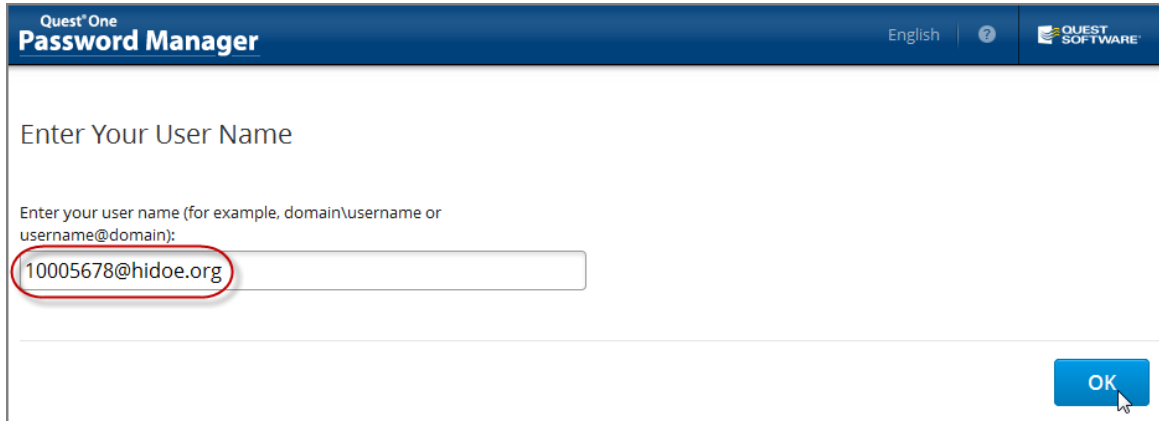
DOE Memo: May 8, 2014 - [LINK](#) (DOE Memos & Notices login required)

## Get started

- Go to: <https://www.doepassword.k12.hi.us>. This site can only be accessed on the HIDOE network (access from a DOE school or office). Follow the step-by-step instructions on the next page. It's easy!
- New password may take 1-4 hours before it works (access to different applications/systems may vary).
- For technical assistance, call the IT Help Desk at (808) 564-6000 or HATS Line at 8-1-808-692-7250.
- For other questions or comments, please contact Christine Strobel or Derek Inoshita of the Communications Office, via Lotus Notes or (808) 586-3230.

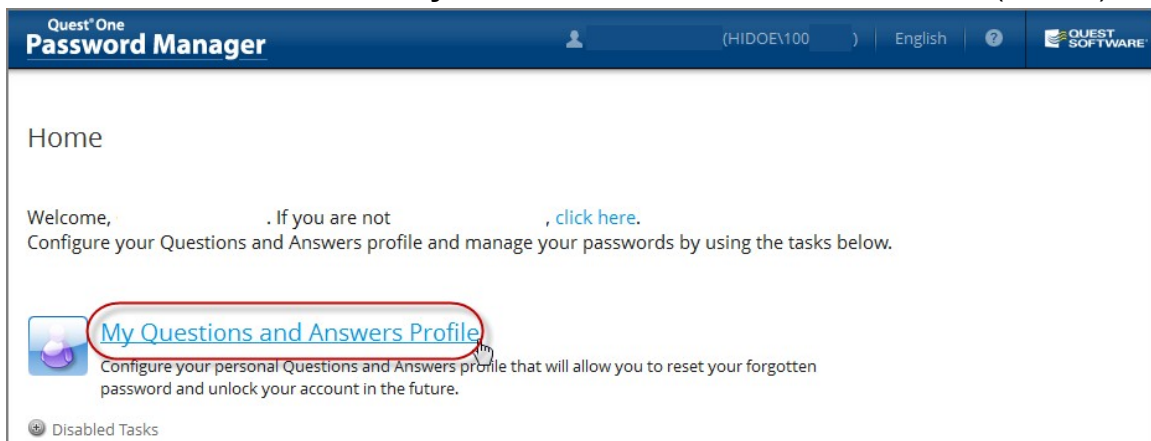
## Step-by-step guide

1. Open an Internet browser, go to the Password Manager web site: <https://www.doepassword.k12.hi.us>, and bookmark this page for future reference.
2. When prompted to **Enter Your User Name**, type your 8-digit employee ID followed by “@hido.org” (e.g. 12345678@hido.org), and click **OK**.



NOTE: If you get any errors (e.g. **No matching accounts have been found** or **not registered user**), check your user name and try again. If you're still not able to login, then contact the IT Help Desk for further assistance.

3. On the next screen, click on **My Questions and Answers Profile** link (in blue).



4. Enter your (default\* password): first letter of your legal first name (capitalized), and last four digits of your Social Security Number (e.g. S1234). Click on **Next**.

Quest One Password Manager (HIDOE100) English QUEST SOFTWARE

My Questions and Answers Profile ( )

To proceed, enter your password.

Password:

*Enter password*

**Next** Cancel

*\* For first-time users only. If you are a return user and you forgot or need to reset your password, proceed to Step #9.*

5. Choose your “challenge questions” and add your answers. Then click on the **Next** button at the bottom. Your answers give you access into your password profile in the future — so remember them!

Quest One Password Manager (HIDOE100) English QUEST SOFTWARE

My Questions and Answers Profile ( )

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

● Your answers must comply with the policy requirements.

- The minimum length of an answer must be 1 characters.

Language of questions and answers: English (United States)

Question: What is your favorite color?

Answer:

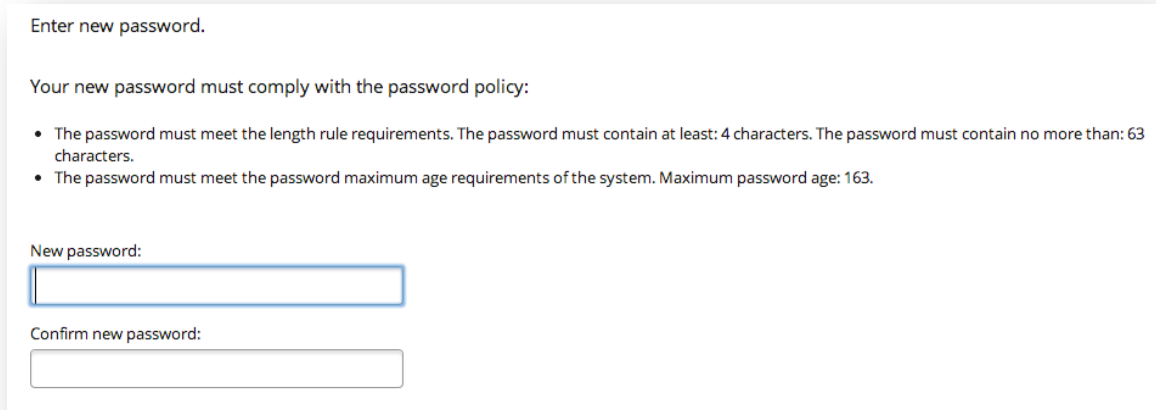
Confirm answer:

Create your own question:

Answer:

Confirm answer:

6. When prompted, **enter your new password** and enter it again to confirm it was typed in correctly the first time (passwords must match to be accepted by the system).



Enter new password.

Your new password must comply with the password policy:

- The password must meet the length rule requirements. The password must contain at least: 4 characters. The password must contain no more than: 63 characters.
- The password must meet the password maximum age requirements of the system. Maximum password age: 163.

New password:

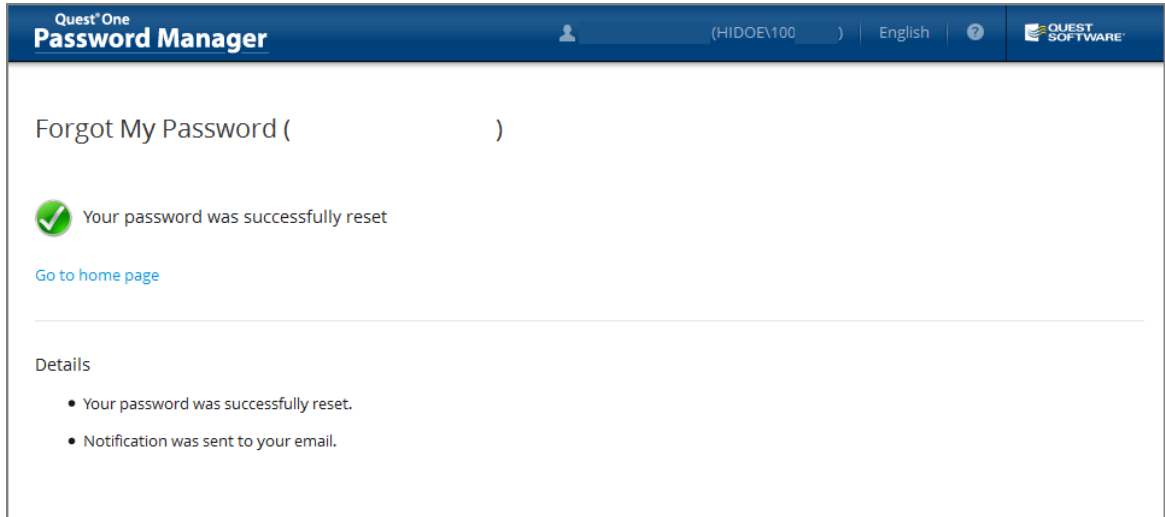
Confirm new password:

Regardless of what the specified password policy *on the screen* states, make sure your **NEW** password follows these **password rules**:

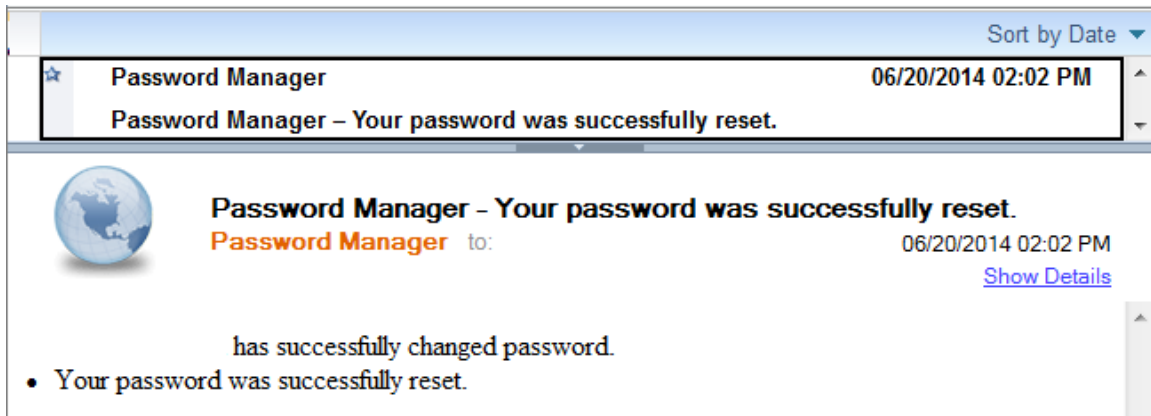
- Must contain at least 8 characters
- Cannot contain any part of your name (first, middle, or last)
- Must contain at least 1 uppercase character (A through Z)
- Must contain at least one lowercase character (a through z)
- Must contain at least 1 number (0 through 9)
- Must contain at least one non-alphabetic character, such as !, \$, #, %
- When changing passwords, the last 6 passwords cannot be reused

Click on **Next** to finish.

- The last screen will confirm that **“your password was successfully reset.”** Your new password *may* work within 10-20 minutes on the DOE Intranet Staff site. After that, it may take up to 4 hours for your new password to sync with the other DOE websites that use the DOE Internet Password.

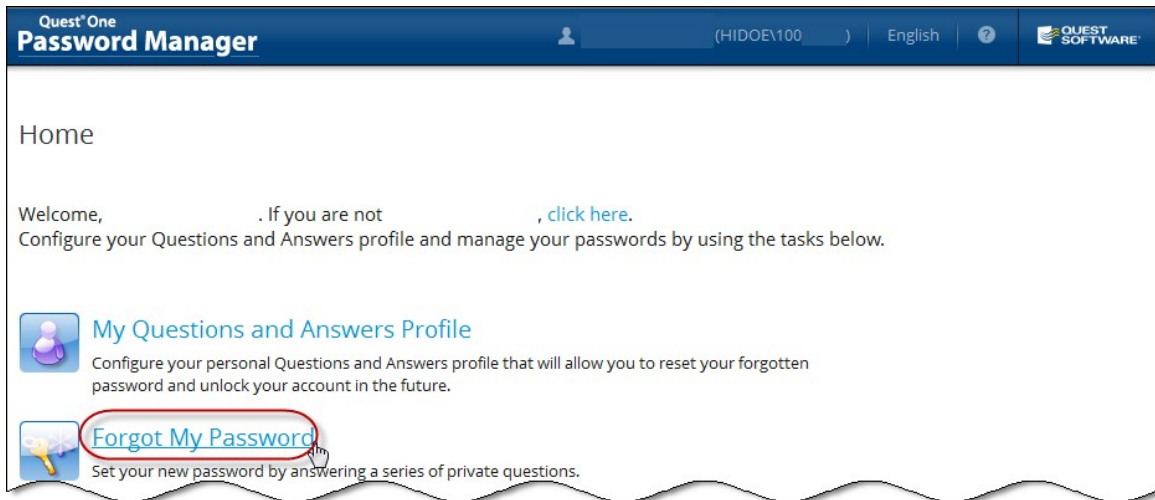


- In the meantime, you will receive a Lotus Notes email from **Password Manager**, stating that **your password was successfully reset.**

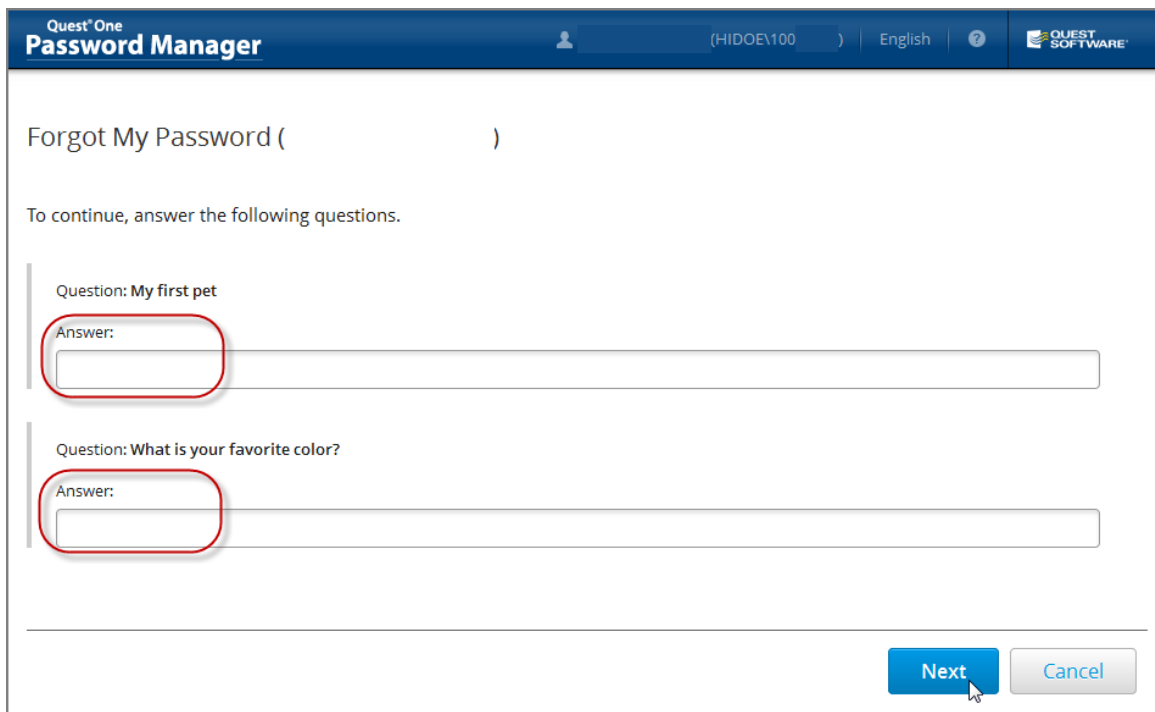


**\*\*YOU MAY STILL NEED TO WAIT APPROXIMATELY UP TO 4 HOURS BEFORE YOUR NEW PASSWORD WILL WORK WITH ALL APPLICATIONS.\*\***

- If you *forgot your password or need to reset it*, you can always log back into **Password Manager** (see Step #2), and click on the **Forgot My Password** link (in blue).



- Correctly **answer** your challenge questions, and click on **Next**.



NOTE: If you are unable to successfully answer your challenge questions, contact the IT Help Desk for further assistance.



11. On the next screen, **enter new password**, and click on **Next** to finish.

Quest One Password Manager (HIDOE\100) English QUEST SOFTWARE

Forgot My Password ( )

Enter new password.

Your new password must comply with the password policy:

- The password must meet the length rule requirements. The password must contain at least: 4 characters. The password must contain no more than: 63 characters.
- The password must meet the password age rule requirements - minimum password age, days: 0, maximum password age, days: 163.

New password:

Confirm new password:

Next Cancel

12. The last screen will confirm that **your password was successfully reset**, and you will receive a Lotus Notes email stating the same... **BUT** you may still need to **wait up to 4 hours** before your NEW password will work in all applications.

Quest One Password Manager (HIDOE\100) English QUEST SOFTWARE

Forgot My Password ( )

Your password was successfully reset

[Go to home page](#)

Details

- Your password was successfully reset.
- Notification was sent to your email.