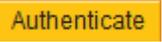


Ensure user is on the KHRIS Welcome Page: <https://KHRIS.ky.gov>

Forgot/Don't Know KHRIS User ID:

1. Click **Forgot KHRIS User ID**.
2. Enter **WORK email** address.
3. Click .
4. If the User has a valid, current email on file, an email will be sent to the User along with instructions on how to reset their password.

KHRIS ESS User Log In/Password Self Reset:

1. Click the **Forgot/Reset Password or New User** link.
(Remind users they can use these tools at any time, but can only reset their password three times per day during open enrollment and once per day during the rest of the year.)
2. *KHRIS User ID* – Type your KHRIS User ID.
3. Click .
4. For security purposes, you must provide the following information: *Last Name, ZIP Code, Date of Birth, and Social Security Number*.
(Remind the User that if they have moved or had a name change and their records have not been updated in KHRIS, the User will not be able to use the password reset tool w/ their current information.)
5. Click .
6. If your information has been validated, two fields labeled New Password and Confirm Password will be displayed. Type what you'd like your new password to be, ensuring both fields match.
(Remind the User that the password must be a minimum of 8 characters. It must include at least 1 uppercase alpha, 1 lowercase alpha, 1 number and 1 special character.)

Enter Your New Password

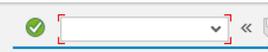
New Password: *

Confirm Password: *

7. (Remind the User to be sure to remember their password for future use. The password IS case sensitive).
8. Click .
9. Your password is displayed on the screen as a confirmation.
10. Click .
11. You will be returned to the login page where you can login with your KHRIS ID and the password you just created.
12. If this is the first time you have used KHRIS this year, read the User Agreement, enter your full name and click .
13. Click  to begin the process to elect coverage for 2015.

Resetting User Password with SAP-GUI

1. Log on to SAP .
2. Click on **KHRIS (ECP) Production**, enter your User ID and Password.

3. Enter **SU01** in the Command Field 

a. If user doesn't know their ID, click the Match Code  to look up User by last and first name to identify their KHRIS User ID. Verify last four digits of user's SSN then give them their ID number:

User Name	Last name	First name	Account no.
XJPD244	DOE	JANNY	***.**_2098

4. Enter **User's ID** (ABC1234) and click , click **Logon Data** and **verify last four digits** of user's social security number under Account No. field at the bottom of the screen.

a. **Verify that user is not locked** out by clicking on . If they are locked out, click  to unlock.

i. Note if the account has been locked by a System Administrator; please escalate to the Technical Escalation Team (TET) for further investigation.

 **This account has been locked by a system administrator!**

b. **Verify user Passcode** by clicking , then **Parameters** and look for **Z_PASSCODE**. If present, this is a second passcode that will need to be entered to successfully reset the User's password.

(If a Passcode is Present, the User MUST validate this as well. If the user cannot validate the Passcode, inform the user to contact their HR Admin or Insurance Coordinator.)

5. Return to **User Maintenance: Initial Screen**, Click , then you will be able to **reset User's password**

6. Instruct User to log in to Portal (Welcome Page) with ID and Password you have just provided to them. Assist the User with changing password if needed and walking them through the User Security Agreement page (refer to instructions in [KHRIS ESS User Log In](#) for reference).

[OE Questions other than Password related / user is now past 'I Agree' and needs more info?](#)

If user has questions about insurance plans, etc., please use the following script.

*"I can assist with password resets and logon issues but I am not qualified to answer your questions concerning plan options. I am going to forward you to our Department of Employee Insurance team who will be happy to assist you further. In case we get disconnected, or if you need to call back with additional questions, you can reach them by calling **1-888-581-8834**, and select **option 4 for Health or option 5 for Life** at the prompt. Thanks and have a great day!"*

And then transfer the caller to DEI at **502-564-0355**.

Please do not give the User this number 502-564-0355

[Technical Escalation Team: Unable to get the user logged in and have exhausted the Tech Script.](#)

If user is unable to login to the KHRIS Portal, and all resolution steps provided on the Technical Support Script have been attempted, transfer the caller to the Technical Escalation Team at **502-564-2025** for additional assistance.

Please do not provide 502-564-2025 directly to caller and stay on the line so that confirmation of completed transfer and any triage steps can be shared to the escalation team member.