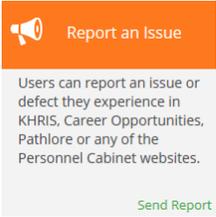




KHRIS Password Reset/User ID Script (COT)

Customer Inquiry:	Employee / User has forgotten ID and/or password or needs to acquire ID and/or initial password to gain access to SAP-GUI or ESS/MSS portal.			
Keywords:	Password, portal, reset, forgotten, lost, SAP-GUI			
Overview:	Employees / users will not be given their passwords to access KHRIS. The same password is to be used to access both the ESS / MSS portal and the SAP-GUI. The procedures for resetting a password or for setting the initial password are identical. Users will access functionality on the KHRIS website that will allow them to confirm their identity and set / reset his/her password in order to gain access to KHRIS.			
Escalation	Urgency/Impact: Urgency: Impact:	Tier 1	User / employee	Refer user / employee to KHRIS ESS/MSS login site for retrieval of KHRIS ID (email stored in KHRIS must match email user enters to retrieve ID) and/or password reset and walk user through the New User/ Reset Password tool.
		Tier 2	Commonwealth Service Desk	If procedure noted above fails to resolve situation, verify user's identity and reset password via SAP-GUI (SU01 transaction code).
		Tier 3	Open Enrollment Technical Escalation Team / Access Control Branch	If procedure noted above fails to resolve situation / account has been locked by administrator, refer to Open Enrollment Technical Escalation Team / Access Control Branch via the escalation steps noted below.

<p>Escalation Steps:</p>	<p>In the event the Commonwealth Service Desk cannot help the customer reset his/her password, nor reset the customer’s password, a ticket should be logged in the Personnel Cabinet System Support portal at https://hr.personnel.ky.gov/Pages/SystemSupport.aspx</p> <p>Select the Report an Issue option.</p>  <p>Enter the COT CSD for name and the CSD email in the appropriate fields. Do not select KHRIS Password as that is for end users to select for password assistance that will auto forward to the CSD.</p> <p>Select <i>other</i> in the <i>Where did you experience the issue?</i> field.</p> <p>Enter the users name, email and phone with a summary of the user’s issue and the steps COT performed to correct it in the <i>Please provide a detailed description?</i> field.</p> <p>The Personnel Cabinet System Support portal will forward the issue to the appropriate support team to research the issue. The COT CSD will receive a confirmation email that the ticket has been created and when the issue is resolved.</p>
<p>Warnings/Important Information:</p>	<p>Users / employees will be unable to reset his/her own passwords and will require the intervention of Commonwealth Service Desk personnel should any of the following conditions apply:</p> <ul style="list-style-type: none"> • Customer has already reset password once in the current day. This increases to three times per day during Open Enrollment. To clarify, the “counter” resets at midnight as opposed to tallying the number of password resets in the previous 24 hours. • The customer’s information (ZIP code, last name, date of birth, and social security number) has not been recorded correctly in KHRIS or information is out-of-date, or the account has been locked by an administrator.

Important questions to ask (that will help you identify the problem):

- ***Has the customer's account been locked by an administrator?*** Commonwealth Service Desk personnel can determine this through SAP-GUI.
- ***Has the customer attempted to reset his/her own password through the portal?*** If not, refer the customer to <https://khris.ky.gov>.
- ***Has the customer successfully reset his/her password the allowed number of times since midnight?*** If yes, Commonwealth Service Desk team members must reset the password for the customer. Verify the customer's identity and reset the password using the "SU01" transaction code.
- ***If the customer has been attempting to reset his/her password, has received an error message due to his/her entering information that does not match that which is recorded in KHRIS?*** If yes, refer the customer to his/her HRG or IC so that the information can be corrected. After this is done, the customer can then use the portal to reset his/her password or Commonwealth Service Desk personnel can verify his/her identity and do so.
- ***Has the customer received an error message and does SAP-GUI indicate that the account has been locked by an administrator? If yes, do not unlock this account.*** Instead, open a ticket using the Personnel Cabinet System Support Portal at <https://hr.personnel.ky.gov/Pages/SystemSupport.aspx> or transfer the caller to the Open Enrollment TET and Personnel will address this issue.

Support Activities:

Guiding user to retrieve their KHRIS User ID

Steps:

1. Ask user to open an up-to-date web browser (Internet Explorer, Firefox, Chrome, and Safari are supported) and navigate to <https://khris.ky.gov>.
2. Click on the “**Forgot KHRIS User ID?**” link.



3. User will enter his/her **work** email address and click the **Validate** button



4. Once the email address has been validated, an email that includes the KHRIS User ID and instructions on how to reset the password will be sent to the user's work e-mail address.

Your KHRIS User ID - ABC1234

Please keep this information in a safe place. If you forget your password, please follow the steps below. You can reset your password via [KHRIS](#) portal:

1. Click 'Forgot Password / New User?' - This will direct you through the reset password process.
2. Enter your KHRIS User ID and click 'Validate'.
3. Enter your validation information: Last name, Zip Code, Date of Birth and Social Security Number and click 'Authenticate'.
4. At this point you will be asked to enter your new password twice. Ensure that the new password conforms to the requirements listed on the screen. Click Save.
5. Once you click Save, you will be shown your new password. Write this password down as you will need it on the next screen. Click the Return to KHRIS logon button.
6. You are now back to the main KHRIS Login page. Enter your KHRIS user id and your new password from the previous page and hit enter.

NOTICE: DO NOT reply to this e-mail, this mailbox is not monitored for replies.

Employees cannot retrieve their KHRIS User ID's under the following conditions:

- Employee is in a withdrawn/terminated status.
- If the email address entered does not match the work email address stored in KHRIS or if a work email address for the employee does not exist in KHRIS.

 The work email address entered does not match the address we have on file, please try again or contact your Insurance Coordinator/HR Administrator for further assistance.

- If the employee is a dual employee the system will not be able to ascertain which KHRIS User ID to provide. You must contact your Insurance Coordinator/HR Administrator to retrieve the correct ID.

 The system is not able to provide the requested data, please contact your Insurance Coordinator/HR Administrator.

- If the work email address entered into the retrieval tool is on file for more than one employee the system will not be able to ascertain which KHRIS User ID to provide. You must contact your Insurance Coordinator/HR Administrator to retrieve the correct ID.

Guiding user to reset his/her password

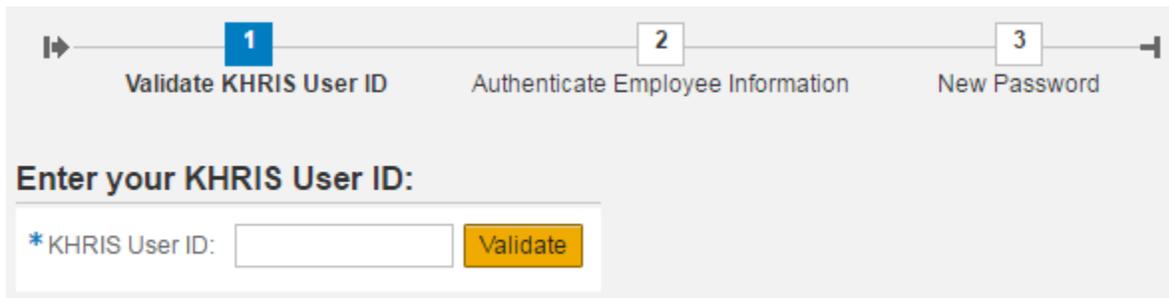
Steps:

1. Ask user to open an up-to-date web browser (Internet Explorer, Firefox, Chrome, and Safari are supported) and navigate to <https://khris.ky.gov>.
2. Click on “**Forgot Password / New User?**” link



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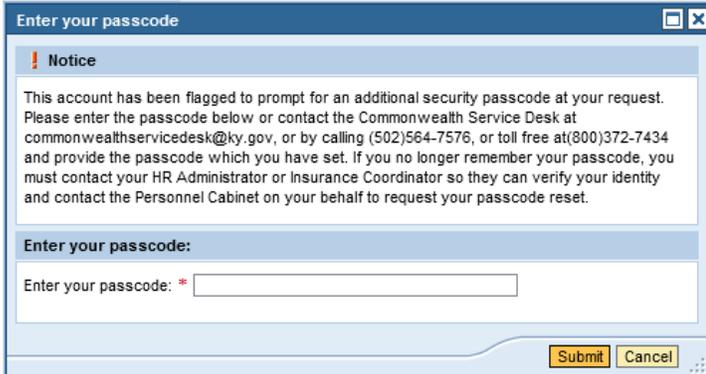
3. User will enter his/her Employee ID and click the **Validate** button.



Enter your KHRIS User ID:

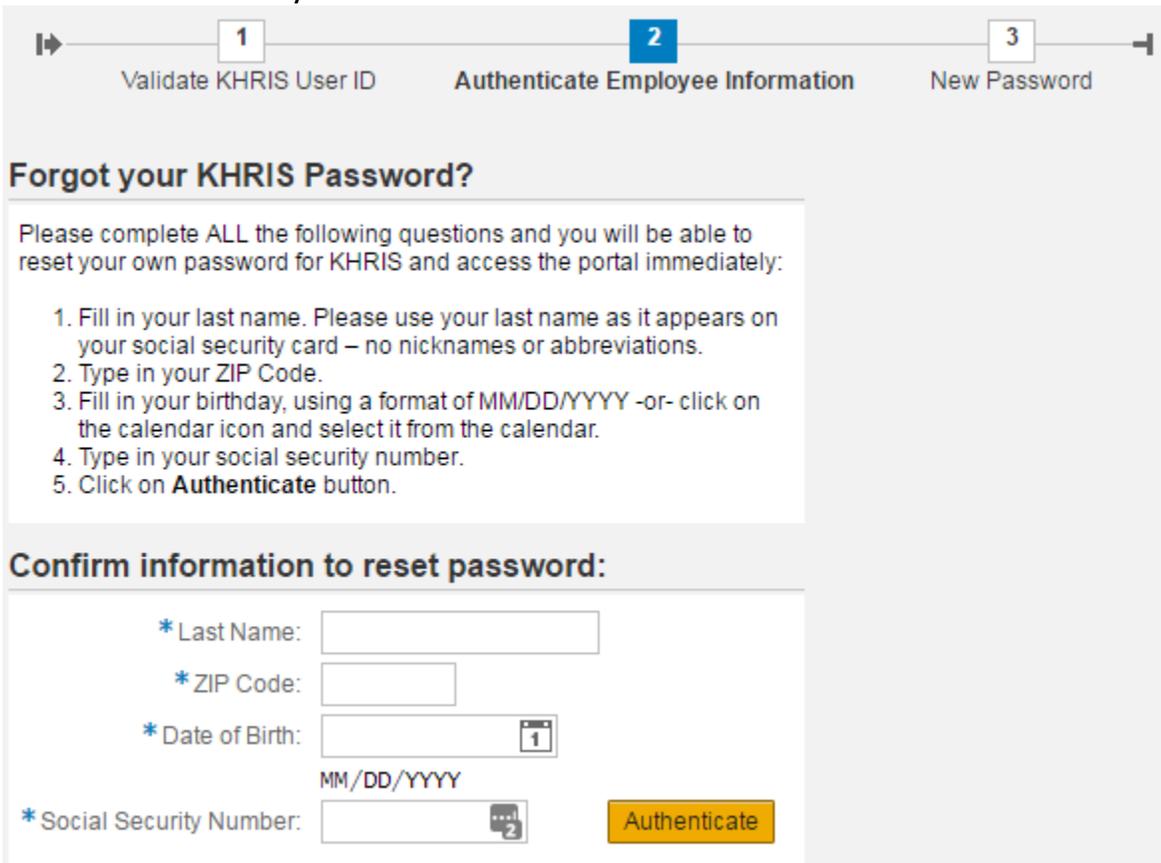
* KHRIS User ID:

4. In the event the user has requested, and been approved for, the additional security passcode check they may see the following screen.



The screenshot shows a dialog box titled "Enter your passcode". At the top, there is a "Notice" section with a warning icon. The notice text reads: "This account has been flagged to prompt for an additional security passcode at your request. Please enter the passcode below or contact the Commonwealth Service Desk at commonwealthservicedesk@ky.gov, or by calling (502)564-7576, or toll free at(800)372-7434 and provide the passcode which you have set. If you no longer remember your passcode, you must contact your HR Administrator or Insurance Coordinator so they can verify your identity and contact the Personnel Cabinet on your behalf to request your passcode reset." Below the notice is a section labeled "Enter your passcode:" with a text input field. At the bottom right, there are "Submit" and "Cancel" buttons.

5. User will authenticate his/her last name, ZIP Code, Date-of-birth, and social security number and click the **Authenticate** button.



The screenshot shows a web page for password reset. At the top, there is a progress bar with three steps: "1 Validate KHRIS User ID", "2 Authenticate Employee Information" (which is highlighted in blue), and "3 New Password". Below the progress bar is a section titled "Forgot your KHRIS Password?". The text in this section says: "Please complete ALL the following questions and you will be able to reset your own password for KHRIS and access the portal immediately:". Below this is a list of five instructions: 1. Fill in your last name. Please use your last name as it appears on your social security card – no nicknames or abbreviations. 2. Type in your ZIP Code. 3. Fill in your birthday, using a format of MM/DD/YYYY -or- click on the calendar icon and select it from the calendar. 4. Type in your social security number. 5. Click on **Authenticate** button. Below the instructions is a section titled "Confirm information to reset password:". This section contains four input fields: "* Last Name:" with a text box, "* ZIP Code:" with a text box, "* Date of Birth:" with a calendar icon and a "1" in a box, and "* Social Security Number:" with a text box and a "2" in a box. Below the input fields is a yellow "Authenticate" button.

6. Upon successful authentication, user will type in a new password in the **New Password** and **Confirm Password** fields and click the **Save** button. **Note: The password is case sensitive so care must be taken to accurately differentiate between upper and lower-case letters.** Please note the requirements (displayed on the screen) to which any KHRIS password must adhere.

! Password Requirements

1. Your password must be at least 8 alphanumeric characters in length.
2. Contain at least 1 number.
3. Contain at least 1 uppercase.
4. Contain at least 1 lowercase.
5. Contain at least 1 special character.
6. Must be different from your last 13 passwords.
7. First character of your password CANNOT be an exclamation point (!) or a question mark (?).

Enter Your New Password

* New Password:

* Confirm Password:

7. The system will display a confirmation message onscreen. Click the **Return to KHRIS Logon** button to go back to the logon screen.

1 Validate KHRIS User ID 2 Authenticate Employee Information 3 **New Password**

New Password

 **Your password has been successfully changed.**

Reminder, your password is case sensitive.

8. Now, the user will be back at the portal login screen and ready to enter his/her User ID & Password and click the **Log In** button.



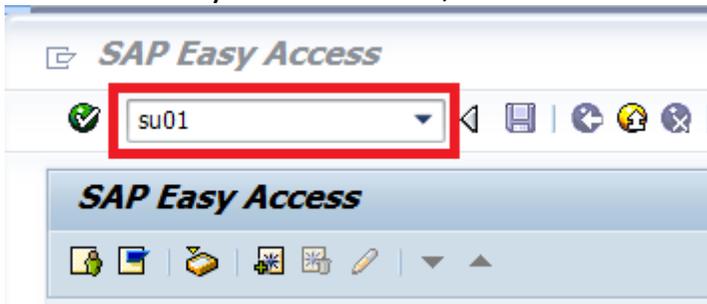
Escalation/Resolution Assist user to reset his/her own password

- Reset password for user if user has reset his/her own password since midnight. During Open Enrollment, though, the customer can reset his/her password up to three times since midnight.
- Refer customer to his/her HRG or IC if his/her information does not match that which is recorded in KHRIS and they are unable to verify.
- If the user's account has been locked by a KHRIS administrator escalate to the KHRIS Open Enrollment Technical Escalation Team / Access Control Branch by opening a ticket using the Personnel Cabinet System Support Portal at <https://hr.personnel.ky.gov/Pages/SystemSupport.aspx>.

Resetting a user's password from the SAP-GUI

Steps:

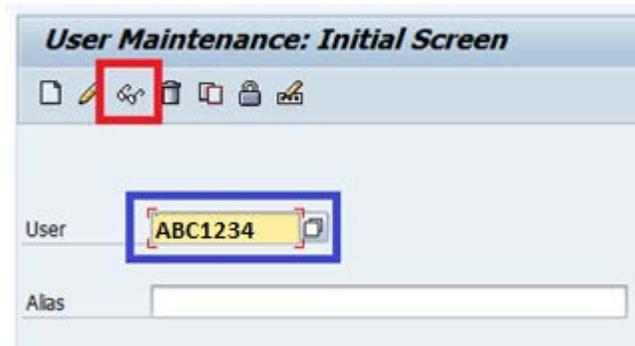
- 1) From SAP Easy Access screen, execute transaction code **SU01**.



- 2) There are multiple ways that one can search for the customer from the SU01 Transaction Code.

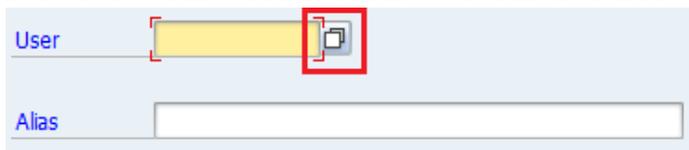
a. Search for the customer by Employee ID

- i. If the employee knows his/her Employee ID (in the format ABC1234), enter it in the **User** field and click the “eyeglasses” icon.



b. Search for the customer by first/last name:

- i. Click the Match Code button next to the **User** field.



- ii. Select the last tab which is labeled “Users by Logon Data and Accounting Number”
- iii. Fill in the customer's last name and first name and click the checkmark icon.

- iv. A list of user(s) matching the criteria you entered will be returned.

User Name	Last name	First name	Account no.
STUDENT02	STUDENT	02	***_**-8874
STUDENT03	STUDENT	03	***_**-6641
STUDENT04	STUDENT	04	***_**-4899
STUDENT05	STUDENT	05	***_**-1760
STUDENT06	STUDENT	06	***_**-1611
STUDENT07	STUDENT	07	***_**-4018
STUDENT08	STUDENT	08	***_**-3440
STUDENT09	STUDENT	09	***_**-5072
STUDENT10	STUDENT	10	***_**-9395
STUDENT11	STUDENT	11	***_**-5713
STUDENT12	STUDENT	12	***_**-9478
STUDENT13	STUDENT	13	***_**-8153
STUDENT14	STUDENT	14	***_**-4991
			***_**-2064

- v. Double click on the name in the list you are looking for and you will be taken back to the screen displayed in step 2.a.i. Click on the eyeglasses button to view details of the account (such as

the last four digits of the user's Social Security number) to verify the user's identity

Note: In the event multiple users are returned with the same first and last name refer to the Account Number field to verify the last four digits of the SSN. This will help ensure the correct account was selected.

- 3) Before resetting the user's password, ***you must...***
 - a. Verify his/her identity by confirming the last four digits of his/her Social Security number. Even though this may have been verified on the previous selection screen, click on the **Logon data** tab and refer to the **Accounting Number** field again to ensure the correct record was selected. If the social security number does not match, the incorrect user record may have been selected or the employee's information may be incorrect in KHRIS.

The screenshot displays a user management interface with several tabs: Address, Logon data, SNC, Defaults, Parameters, and Roles. The 'Logon data' tab is selected and highlighted with a purple box. Below the tabs, there are several input fields and sections:

- Alias:
- User Type: Service (dropdown menu)
- Password:
- Password Status: Product. password
- User Group for Authorization Check:
- Validity Period: Valid from Valid through
- Other Data: Accounting Number (highlighted with a red box) Cost center

- b. If the social security number does not match, the incorrect user record may have been selected or the employee's information may be incorrect in KHRIS.

The screenshot displays the SAP user management interface with the following fields and sections:

- Address** (tab)
- Logon data** (tab, highlighted with a red box)
- SNC** (tab)
- Defaults** (tab)
- Parameters** (tab)
- Roles** (tab)
- Alias** (text input field)
- User Type** (dropdown menu, currently set to "Service")
- Password** (section header)
- Password Status** (text input field)
- Product. password** (text input field)
- User Group for Authorization Check** (section header)
- User group** (text input field)
- Validity Period** (section header)
- Valid from** (text input field)
- Valid through** (text input field)
- Other Data** (section header)
- Accounting Number** (text input field, highlighted with a red box)
- Cost center** (text input field)

- c. Navigate to the **Parameters** tab and ensure there is no **Parameter ID** entry for **Z_PASSCODE**. If there is an entry labeled **Z_PASSCODE** the caller must identify their passcode before the account may be reset.

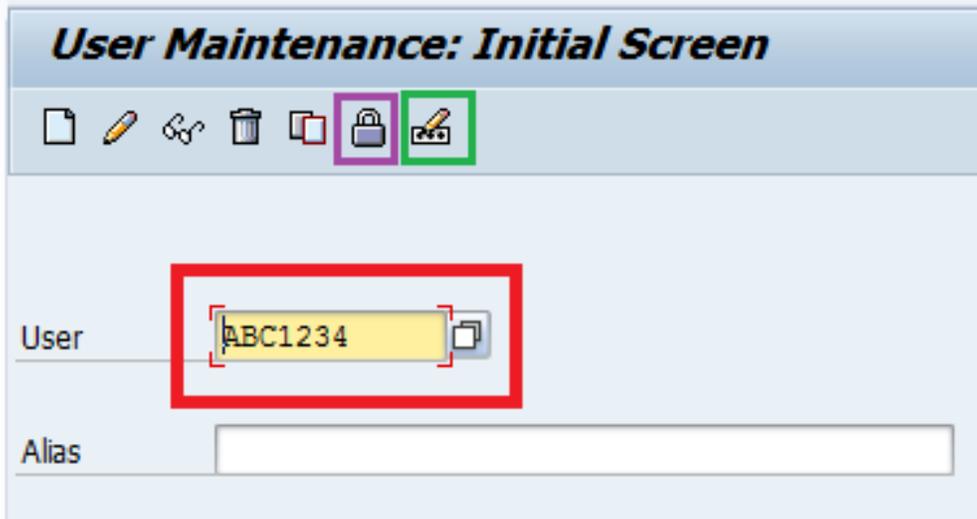
Parameter ID	Parameter value	Short Description
SAP	V	FI-CA: Application in Contract Accounting
ASP	OM	Aspect (PD)
BEN	01	Benefit area
BUK	COMK	Company code
CAC	COMK	Controlling area
FWS	USD	Currency unit
LND	US	Country Key
MOL	10	Personnel Country Grouping
PNALL	X	Display Country-Specific Infotypes
POK	X X	PD: Views (Key, Short Text, Validity, etc.)
PT_FMLA_PROFILE	FMLA_COORDINATOR	FMLA Workbench Profile
SCL	X	Upper and lower case in source code: 'X' = lower,
UGR	10	User group (HR master data)
USG	10	User group
WLC	X X XX X 00000	Workflow: User-specific settings
Z_PASSCODE	disney	KHRIS Portal Passcode (Enter in lowercase)

- 4) After the customer's identity and Passcode information is confirmed, you are ready to reset his/her password. Click the green "back arrow" icon on the toolbar to be taken back to the **User Maintenance: Initial Screen**.

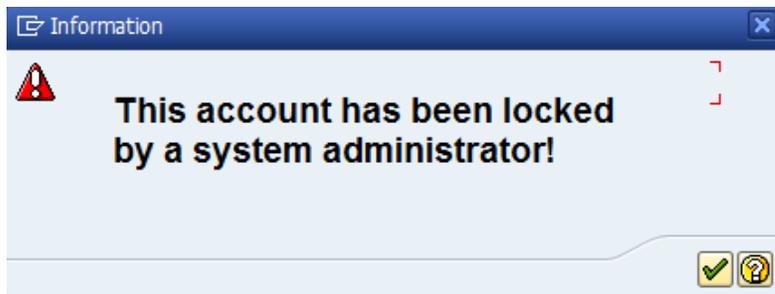


- 5) From the **User Maintenance: Initial Screen** with the customer's Employee ID still in the User field, click the padlock icon to unlock the user's account

or the pencil icon (far-right position) to change the user's password.



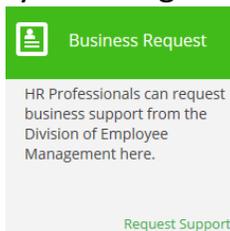
- 6) If the account has been locked by an administrator and you attempt to unlock the account, an informational dialog box will be displayed indicating such. If this dialog box is displayed, ***do not unlock the account / reset the password.***



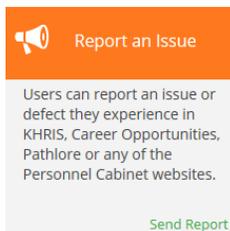
This will need to be escalated to the Open Enrollment Technical Escalation Team / Access Control Branch in order to determine why the account was administratively locked.

Support Activities:

Employee calls COT CSD requesting any assistance for business questions such as payroll or benefits issues, the employee should be referred to their HR contact in their agency for assistance. If assistance is needed by the Personnel Cabinet, the Agency HR contact will contact the Personnel Cabinet via the Personnel Cabinet System Support Portal at <https://hr.personnel.ky.gov/Pages/SystemSupport.aspx> by selecting the **Business Request** option.



For all TECHNICAL issues other than assistance with KHRIS IDs and/or passwords, refer the user to the Personnel Cabinet System Support Portal at <https://hr.personnel.ky.gov/Pages/SystemSupport.aspx> and instruct the user to select the **Report an Issue** option.



If the users states that they do not have access to the internet,

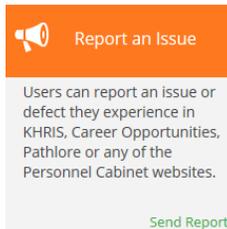
1. During Open Enrollment period:

- a. Please forward to the Open Enrollment Technical Escalation Team (TET) at **502-564-2025**, where a Personnel Cabinet team member will be happy to assist the user. Please stay on the line with the caller so that confirmation of completed steps can be shared to the escalation team member.

Note: This is our backdoor number and should not be shared with members.

2. During NON-Open Enrollment period:

- a. Please create a ticket for the user using the Personnel Cabinet System Support Portal at <https://hr.personnel.ky.gov/Pages/SystemSupport.aspx>.
- b. Select the **Report an Issue** option.



Enter the COT CSD for name and the CSD email in the appropriate fields.

Do not select *KHRIS Password* option as that is for end users to select for password assistance that will auto forward to the CSD.

Select *Other* in the *Where did you experience the issue?* field.

Enter the users name, email and phone with a summary of their issue and the steps COT performed to correct the issue in the *Please provide a detailed description?* field.

The Personnel Cabinet System Support portal will forward the issue to the appropriate support team research the issue. The COT CSD will receive a confirmation email that the ticket has been created and when the issue is resolved.