



KHRIS Password Reset/User ID Script (Anthem)

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			
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	Anthem Customer Support Staff	If procedure noted above fails to resolve situation, verify user's identity and reset password via Password Reset feature on the ESS/MSS portal (replicates SU01 transaction code from SAP GUI used by Commonwealth users).
		Tier 3	Open Enrollment Technical Escalation Team	If procedure noted above fails to resolve situation / account has been locked by administrator, refer to KHRIS Open Enrollment Technical Escalation Team via steps noted below.

Escalation Steps:	<p>In the event the Anthem support staff cannot help the customer reset his/her password, nor reset the customer's password, please transfer to the Personnel Cabinet Technical Escalation Team at 502-564-2025.</p> <p><u>Please do not provide this number directly to callers and stay on the line so that confirmation of completed steps can be shared to the Escalation team member.</u></p>
Warnings/Important Information:	<p>Users / employees will be unable to reset his/her own passwords and will require the intervention of Anthem support staff 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.

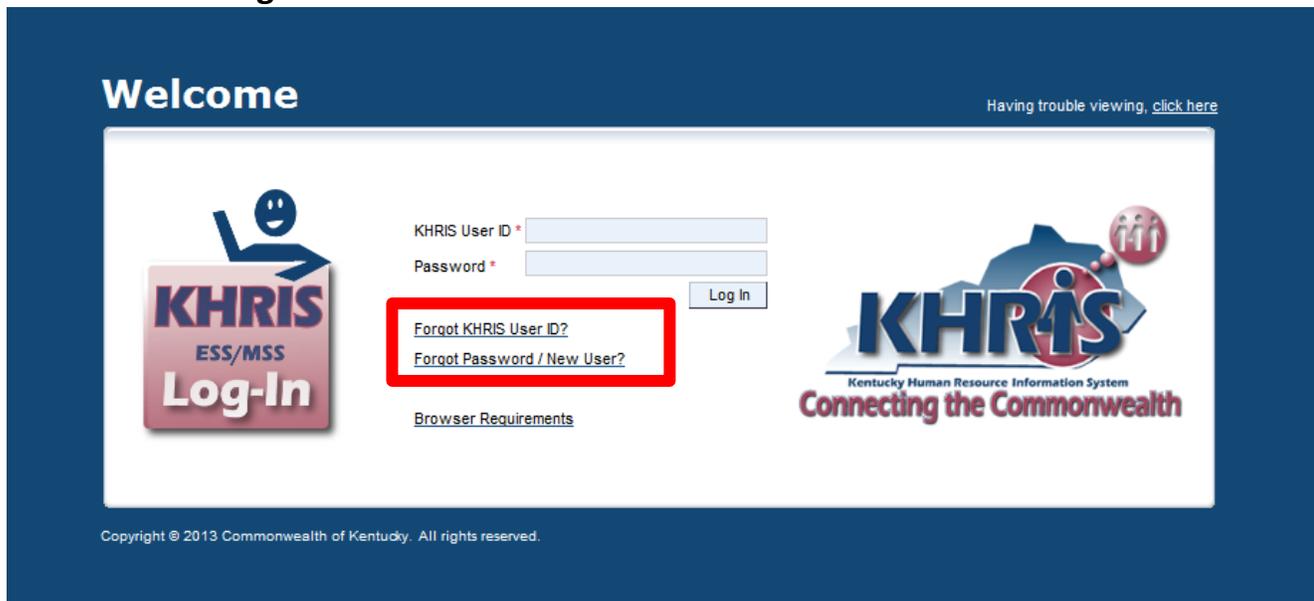
Important questions to ask (that will help you identify the problem):

- ***Has the customer's account been locked by an administrator?*** Anthem support staff can determine this through ESS/MSS portal.
- ***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, Anthem support team members must reset the password for the customer. Verify the customer's identity and reset the password using the ESS/MSS portal.
- ***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 Anthem support staff 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 Technical Escalation Team 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

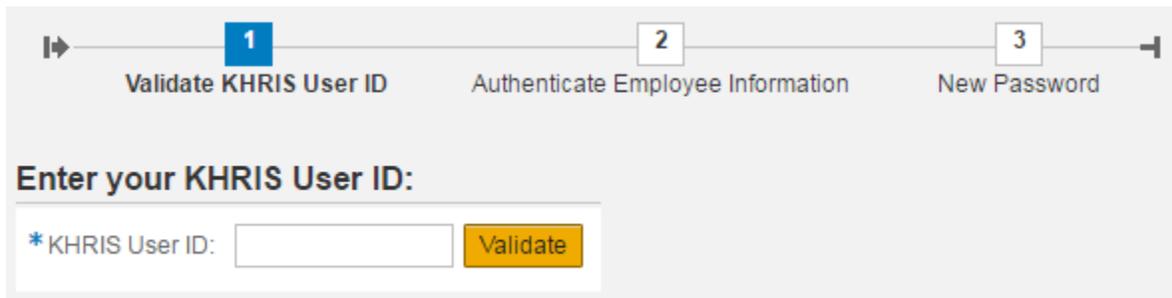
Steps:

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



The screenshot shows the KHRIS login page. At the top left, it says "Welcome". On the right, there is a link: "Having trouble viewing, [click here](#)". The main content area has a "Log In" button and a "Forgot KHRIS User ID? / Forgot Password / New User?" link highlighted with a red box. Below the login fields are links for "Browser Requirements" and "Log In". The KHRIS logo is on the right, and a copyright notice is at the bottom: "Copyright © 2013 Commonwealth of Kentucky. All rights reserved."

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



The screenshot shows a three-step process for validating a KHRIS User ID. Step 1 is "Validate KHRIS User ID", which is currently active. Step 2 is "Authenticate Employee Information" and Step 3 is "New Password". Below the steps, there is a form titled "Enter your KHRIS User ID:" with a text input field and a "Validate" button.

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

Enter your passcode

Notice

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.

Enter your passcode:

Enter your passcode: *

Submit Cancel

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

1 2 3

Validate KHRIS User ID Authenticate Employee Information New Password

Forgot your KHRIS Password?

Please complete ALL the following questions and you will be able to reset your own password for KHRIS and access the portal immediately:

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.

Confirm information to reset password:

* Last Name:

* ZIP Code:

* Date of Birth: 1

MM/DD/YYYY

* Social Security Number: 2

Authenticate

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:

Save

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.

Return to KHRIS Logon

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.



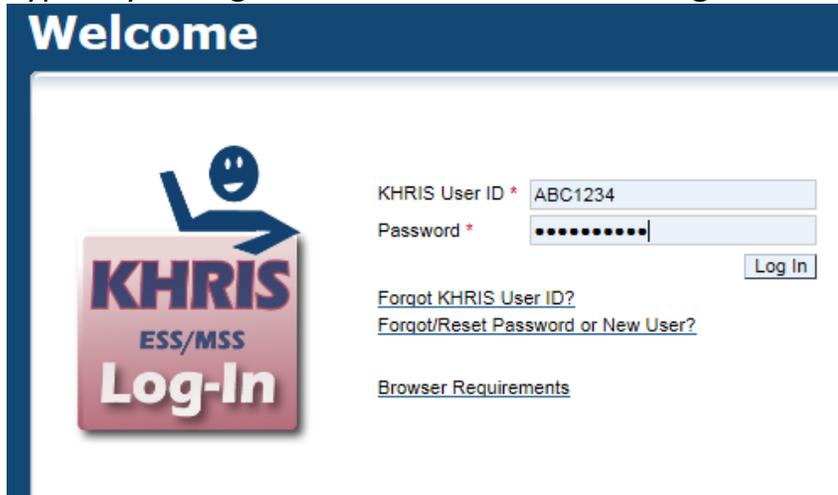
Escalation/Resolution Assist user to reset his/her own password

- 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 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 ESS / MSS portal

Steps:

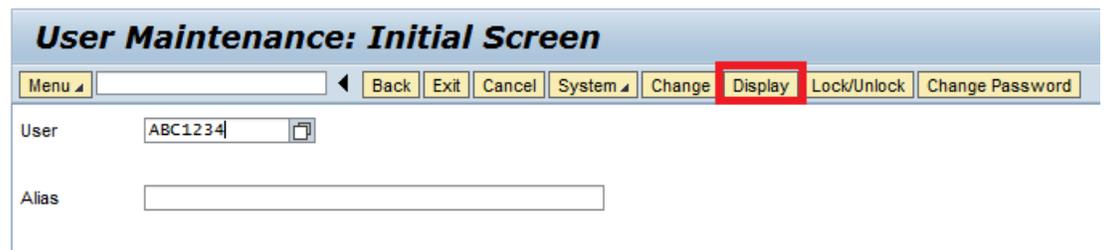
- 1) Open your web browser and navigate to <https://khris.ky.gov>
- 2) Type in your login credentials and click the **Log In** button.



- 3) Click the Password Reset control along the top of the screen to view the proper controls.



- 4) There are multiple ways that one can search for the customer from the portal.
 - 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 **“Display”** button.



- b. **Search for the customer by first/last name:**
 - i. Click the Match Code button next to the **User** field.

User Maintenance: Initial Screen

Menu ▾ ◀ Back Exit Cancel System ▾

User 

Alias

- ii. The **User Name in User Master Record (1)** dialog box is displayed.
- iii. The **Users by Address Data** tab is selected by default. Click the Change Tab control (folder icon in red) and choose the Users by Logon Data and Accounting Number entry from the menu.

User Name in User Master Record (1)

Users by Address Data Users by Logon Data Users by Profiles **Users by Roles** 

Users by Address Data
 ✓ Users by Logon Data
 Users by Profiles
 Users by Roles
 Users by User Groups (General)
 Users by Logon Data and Accounting Number

User
 Valid from 
 Valid through
 User Type
 User group
 Account number
 Maximum No. of Hits

- iv. Fill in the customer's last name and first name and click the Find icon (binoculars).

User Name in User Master Record (1)

Users by User Groups (General) **Users by Logon Data and Accounting Number** 

User
 Last name
 First name

Account number
 Maximum No. of Hits

- v. A list of user(s) matching the criteria you entered will be returned. If multiple employees with the same name are returned, use the Account number column (SSN) and confirm the last four digits of the caller's SSN to confirm which entry is the correct one.

User Name	Last name	First name	Account no.
EPM0001	TEST	TEST1	***.**-0121
GEH0001	TEST	LISA TEST	***.**-0122
HJG0023	TEST	BP	***.**-0131
HPX0050	TEST	BENEFITS	***.**-4501
MHM0001	TEST	LINK	
NLE8239	TEST	LAWHORN	***.**-6315
NNP0016	TEST	SEC 5	***.**-5453
RKANDALA	TEST	PERNR 150	***.**-5214
SVJ0090	TEST	BARBRA	***.**-2968
TAP0001	TEST	JACOB	
TJS0088	TEST	AGAIN	***.**-7332
TTT0004	TEST	TEST	***.**-9999
XPJ0001	TEST	BNPAYROLL	***.**-7854
ZRDMTEST01	TEST	RDM	

- vi. Double click on the name in the list you are looking for and you will be taken back to the screen displayed in step 4.a.i. Click on the **Display** button to view details of the account. If you did not do so in the previous step, verify the user's identity by asking them to provide the last four digits of the SSN.

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.

- 5) Before resetting the user's password, ***you must*** 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 **Account Number** field again to ensure the correct record was selected.

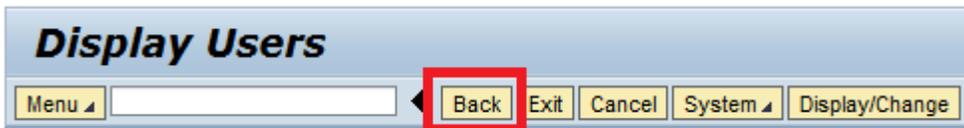
Address	Logon Data	SNC	Defaults	Parar
Alias	<input type="text"/>			
User Type	Dialog			
Security Policy	<input type="text"/>			
Password				
Password Status	Initial Password (Set by Administrator)			
User Group for Authorization Check				
User group	<input type="text"/>			
Validity Period				
Valid from	08/23/2013			
Valid through	12/31/9999			
Other Data				
Account no.	****-**-****			
Cost center	<input type="text"/>			

- a. 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. ***If the employee's information is incorrect or user is unable to verify, please refer the user to his/her HRG or IC.***

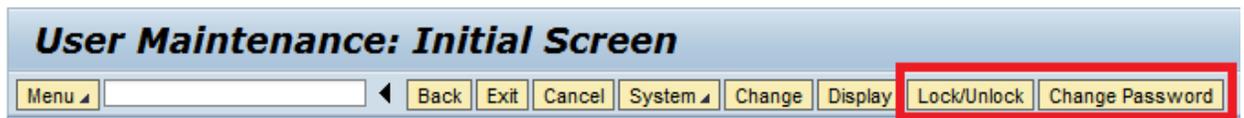
- b. If the last four digits of the social security number matches, navigate to the **Parameters** tab and ensure there is no **Parameter ID** entry for **Z_PASSCODE**. If there is an entry labeled **Z_PASSCODE** the caller must identify their passcode before the account may be reset.

Set/Get parameter ID	Parameter value	Short Description
ASP	OM	Aspect (PD)
BEN	01	Benefit area
BUK	COMK	Company code
CAC	COMK	Controlling area
FKKEXC_MONI_TERM	E	Name of Master Data: External or Internal
FWS	USD	Currency unit
LND	US	Country key
MOL	10	Personnel Country Grouping
PNALL	X	Display Country-Specific Infotypes
PT FMLA_PROFILE	FMLA_COORDINATOR	FMLA Workbench Profile
SCL	X	Upper and lower case in source code: 'X' = lower, '' = upper
UGR	10	User group (HR master data)
USG	10	User group
WLC	X X XX X 00000	Workflow: User-specific settings
Z_PASSCODE	diney	iHRIS Portal Passcode (Enter in lowercase)

- 6) After the customer’s identity and Passcode information is confirmed, you are ready to reset his/her password. Click the “**Back**” button on the toolbar to be taken back to the **User Maintenance: Initial Screen**.



- 7) From the **User Maintenance: Initial Screen** with the customer’s Employee ID still in the User field, click the **Lock/Unlock** button to unlock the user’s account or the **Change Password** button (far-right position) to change the user’s password.



- 8) 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 in order to determine why the account was administratively locked. (See below.)

For all TECHNICAL issues other than assistance with KHRIS IDs and/or passwords, refer the user 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.