

HCS Portal Forgot my Password Quick Reference Guide

The **Forgotten Password Feature** is a self-service tool that will allow users to reset their password on-line using either (A) NYS Driver License or NYS Non-Driver Photo ID or (B) by answering your secret questions.

A. Password reset using NYS DMV

Click **Forgot Your Password?** on the HCS sign in page:

STEP 1

1. Click **Reset my password using my NYS Driver License or NYS Non-Driver Photo ID**

STEP 2

2. Enter your **User ID**
- NOTE:** 3-8 info must match DMV exactly
3. Enter your **First Name**
4. Enter your **Last Name**
5. Enter your **NYS DMV ID or Non-Driver Photo ID** number
6. Enter your **Date of Birth** (YYYYMMDD)
7. Enter your **Gender** (M or F)
8. Enter **Zip Code** (on your ID)
9. Check the **I'm not a robot** reCAPTCHA checkbox

*reCAPTCHA is a CAPTCHA like system designed to establish that a computer user is human to protect websites from bots. CAPTCHA (acronym for **C**ompletely **A**utomated **P**ublic **T**uring test to tell **C**omputers and **H**umans **A**part) is a type of challenge-response test used in computing to determine whether or not the user is human.

STEP 3

11. Select all the images that the reCAPTCHA requires (may require you to select multiple images)
Additional options:
 - Get a new challenge
 - Get an audio challenge
 - Get information
12. Click **Verify**
13. Click **Reset Password**

STEP 4

14. Enter your **New Password**
15. Confirm your new password
16. Click **Change Password**
17. Click **OK**

Rules for creating your new password

- Must be at least 8 characters long
- Must have at least 5 letters
- Must not match any of the 50 previous passwords
- Must not contain your last name
- Must have either 2 numbers, 2 special characters or 1 number and 1 special character.
Please Note: The following special characters are not allowed: * ! " # @ ,

B. Password Reset using Secret Questions/Answers

Click **Forgot Your Password?** on the HCS sign in page:

STEP 1

1. Click **Reset my password using my secret question answers**

STEP 2

2. Enter your **User ID**
3. Click **Continue**
4. Answer the 3 questions from the Secret Questions you provided
 - Converts the Security Check Response from text to speech

6. Enter **Security Check Response**

7. Click **Continue**
8. Enter **New Password and Confirm Password**

9. Click **Change Password**

10. Click **OK**

STEP 3

11. Enter your **User Id and Password**
12. Click **Sign In**

How do I?

- Enable Forgotten Password
- Change my Secret Questions
- Change my password



1. Sign in to HCS
2. Click **My Content**
3. Click the appropriate link
4. Follow the prompts

Change my password...

Review the password rules

Change my secret questions...

Enable the forgotten password feature...