

Following these steps will ensure that you receive a new password when you forget your old one.

We will start by checking for the correct set-up in your EmpowHR profile. The correct set-up should have your work email address, enabled Workflow Attributes, and a hint question/answer.

After logging into EmpowHR:

1. Go to the bottom of the left-hand menu and select **MY SYSTEM PROFILE**. Now, look for **EMAIL** and then click **Edit Email Addresses**. Your work email address should be listed; if not, please add it. Also, please check that the **Primary Email Account** checkbox is enabled with a checkmark (see screen print below). After adding or checking for the correct email address, click on 'OK'.

The screenshot shows the 'My System Profile' page in Microsoft Internet Explorer. The browser's address bar displays the URL: https://icams.usda.gov/psp/EMPLOYEE/HRMS/c/MAINTAIN_SECURITY.USERMAINT_SELF.GBL?FolderPath=PORTAL_ROOT_OBJECT.PT_USERMAINT_SELF_GBL&JsF.... The page header includes the USDA logo and 'US Dept of Agriculture'. The left-hand menu is expanded to 'My System Profile'. The main content area is titled 'Email Addresses' and shows the 'User ID' as [REDACTED]. Below this is a table with the following columns: 'Primary Email Account', 'Email Type', and 'Email Address'. The table contains one row with the following values: 'Primary Email Account' (checked), 'Business' (selected in a dropdown), and 'Tatjana.Fernandez@wdc.usda.gov'. There are 'OK' and 'Cancel' buttons below the table. The browser's status bar at the bottom shows the time as 8:55 AM.

2. On the same page, please scroll to the bottom and find **Workflow Attributes**. Please make sure that the 'Email User' box has a checkmark.

My System Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://icams.usda.gov/psp/HRISP/EMPLOYEE/HRMS/c/MAINTAIN_SECURITY.USERMAINT_SELF.GBL?FolderPath=PORTAL_ROOT_OBJECT.PT_USERMAINT_SELF_GBL&IsFc Go Links >>

USDA **IS Dept of Agriculture** Home Worklist Add to Favorites Sign out

Menu

Search:

- My Favorites
- Employee Self Service
- PAR Processing
- Position Management
- Payroll Documents
- HR Reports
- Payroll Processing
- Manage Performance
- Workforce Development
- EmpowHR Setup Tables (HD)
- EmpowHR User Security (HD)
- Set Up HRMS
- Worklist
- Reporting Tools
- PeopleTools
- Change My Password
- My Personalizations
- My System Profile**
- My Dictionary
- EmpowHR Documentation

Password

[Change password](#)

[Change or set up forgotten password help](#)

Personalizations

Your current language preference is: English

My preferred language for reports and email is:

Currency Code:

Default Mobile Page:

Email

[Edit Email Addresses](#)

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date: (example: 12/31/2000)

To Date: (example: 12/31/2000)

Workflow Attributes

Email User **Worklist User**

[Miscellaneous User Links](#)

Trusted sites

Start | Inbox - Microsoft Outlook | RE: EmpowHR passwor... | S:\hrd\POLICY\SPIMS ... | My System Profile - ... | Password-Hint-Empow... | TSD | 8:59 AM

3. Now, scroll to the top of the same page and look for **PASSWORD** and click on **CHANGE OR SET UP FORGOTTEN PASSWORD HELP**.

The screenshot shows a web browser window titled "My System Profile - Microsoft Internet Explorer". The address bar displays the URL: https://icams.usda.gov/psp/HRISP/EMPLOYEE/HRMS/c/MAINTAIN_SECURITY.USERMAINT_SELF.GBL?FolderPath=PORTAL_ROOT_OBJECT.PT_USERMAINT_SELF_GBL&IsFc. The page header includes the USDA logo and "US Dept of Agriculture". A navigation menu on the left lists various options, with "My System Profile" selected. The main content area is titled "General Profile Information" and contains several sections:

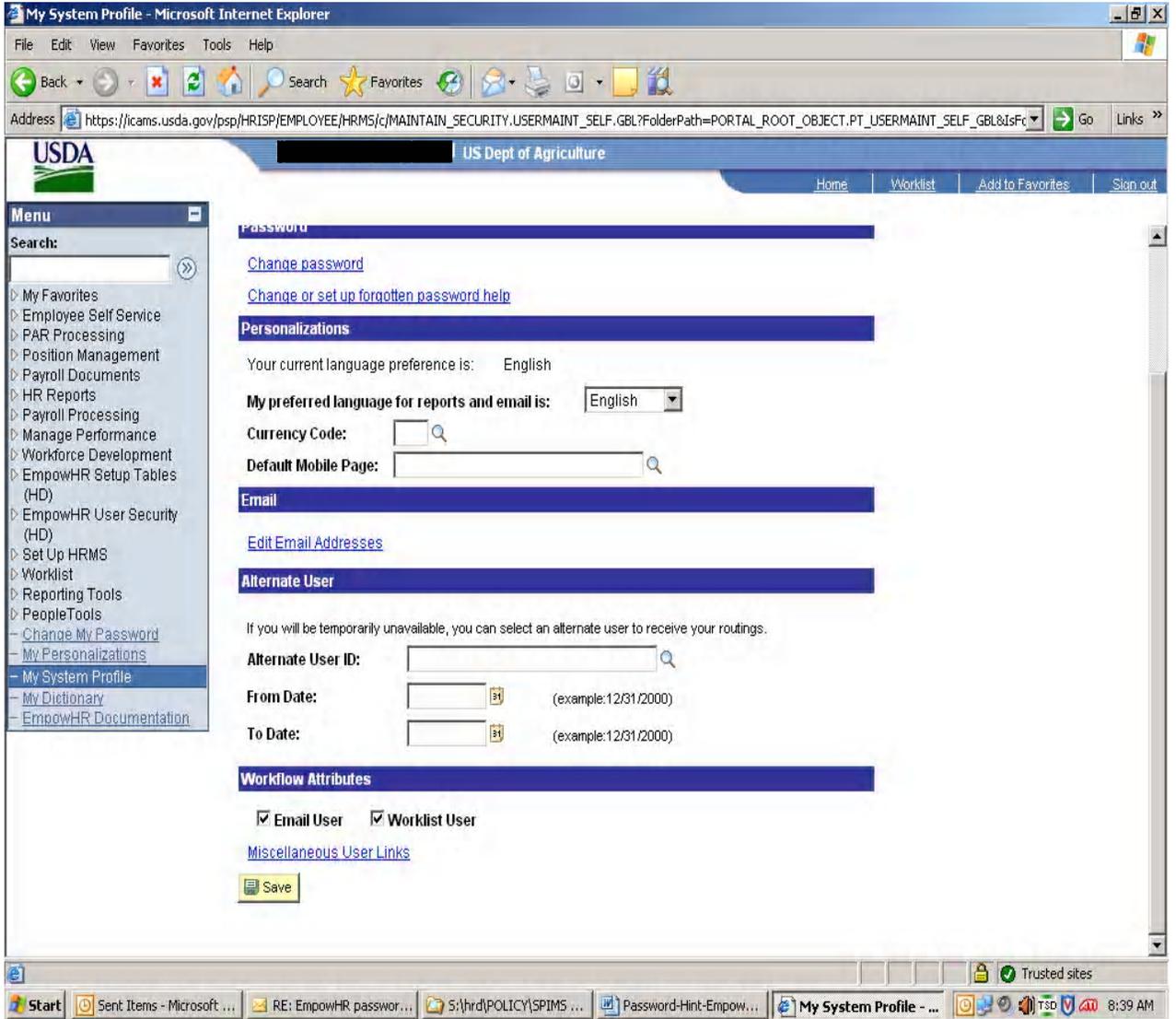
- General Profile Information**: A redacted name field.
- Password**: A redacted password field with links for [Change password](#) and [Change or set up forgotten password help](#).
- Personalizations**: A section for language and currency preferences. It shows "Your current language preference is: English" and "My preferred language for reports and email is: English". There are input fields for "Currency Code" and "Default Mobile Page".
- Email**: A section with a link for [Edit Email Addresses](#).
- Alternate User**: A section for selecting an alternate user. It includes an "Alternate User ID" field and "From Date" and "To Date" fields with calendar icons. Example dates are provided: (example: 12/31/2000).
- Workflow Attributes**: A section at the bottom of the profile information.

The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft..., RE: EmpowHR pa..., RE: NFC message..., C:\Documents an..., My System Prof..., Empow-Hint-10_1...), and the system tray with the time 8:06 AM.

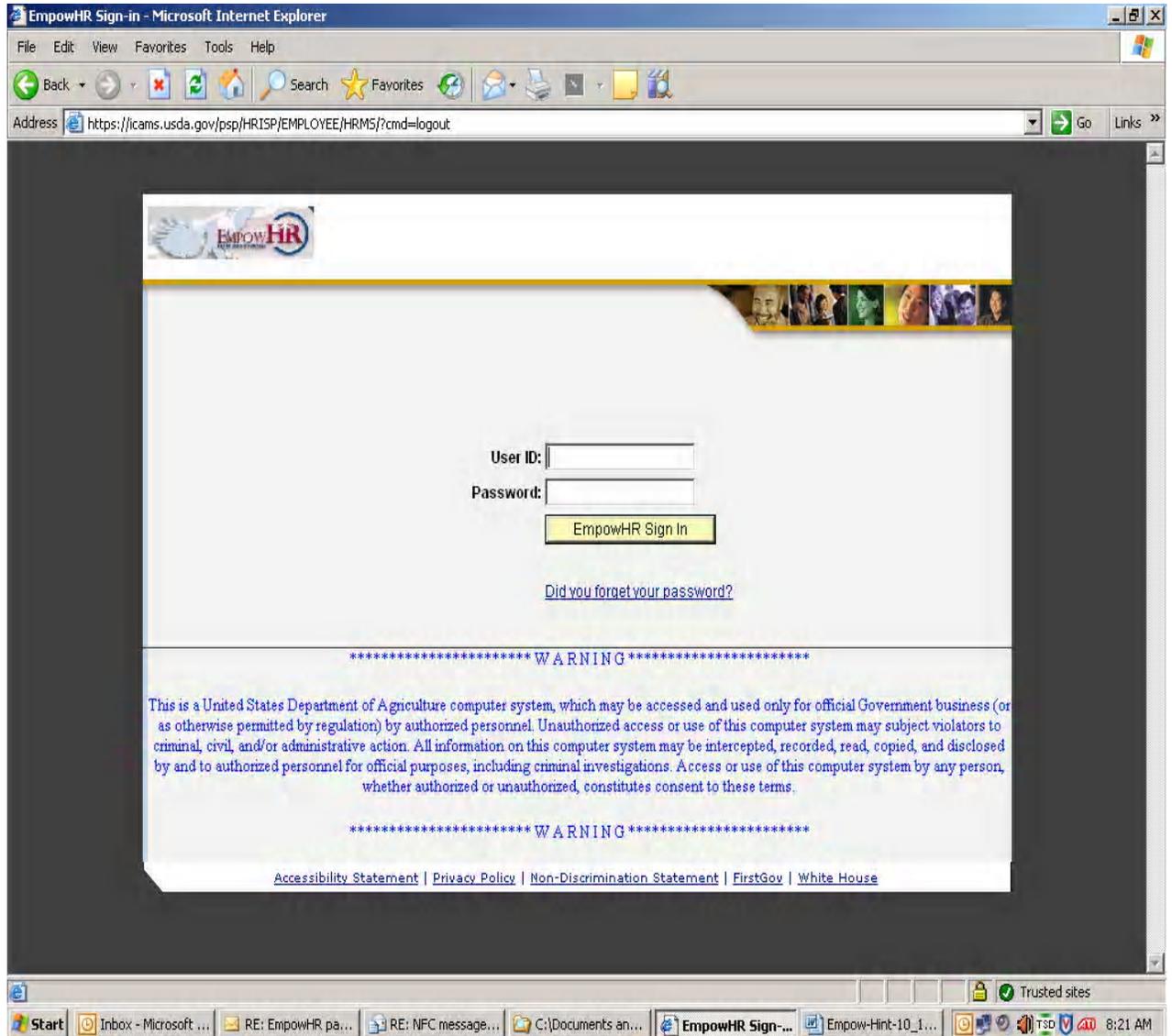
4. Please choose a hint question from the list (see below) and provide an answer. Keep in mind that this question and answer should be easy for you to remember. After you complete this section, click on 'OK'.

The screenshot shows a Microsoft Internet Explorer browser window titled "My System Profile - Microsoft Internet Explorer". The address bar shows the URL: https://icams.usda.gov/psp/HRISP/EMPLOYEE/HRMS/c/MAINTAIN_SECURITY.USERMAINT_SELF.GBL?FolderPath=PORTAL_ROOT_OBJECT.PT_USERMAINT_SELF_GBL&JsFc. The page header includes the USDA logo and "US Dept of Agriculture". A navigation menu on the left lists various options, with "My System Profile" selected. The main content area is titled "Change or set up forgotten password help" and contains the following text: "If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you." Below this text is a form with a "Question:" dropdown menu set to "Mothers Maidens name?". To the right of the dropdown is a "Response:" text area containing a list of hint questions: "Mothers Maidens name?", "What is your hat size?", "What is your pet's name?", "Which is your favorite Band?", "Which is your favorite NFL Team?", "Which is your favorite TV Show?", and "Who is your favorite Singer?". The "Which is your favorite TV Show?" option is highlighted. Below the text area is a yellow "OK" button. The browser's status bar at the bottom shows "Done", "Trusted sites", and the system tray with the time "8:11 AM".

5. Finally, scroll to the bottom of the page and click on **SAVE** (see below).



6. In the event that you forget your password, go to the EmpowHR sign-in page and click on 'Did you forget your password?' (See below). Be ready to provide your user id and your hint answer at the prompts that will follow.



Once you have completed these steps, you have ensured that the settings in your EmpowHR profile will allow for you to obtain a new password sent to your work email account when you forget your old one.

These steps complete the set-up for the password retrieval function in EmpowHR.