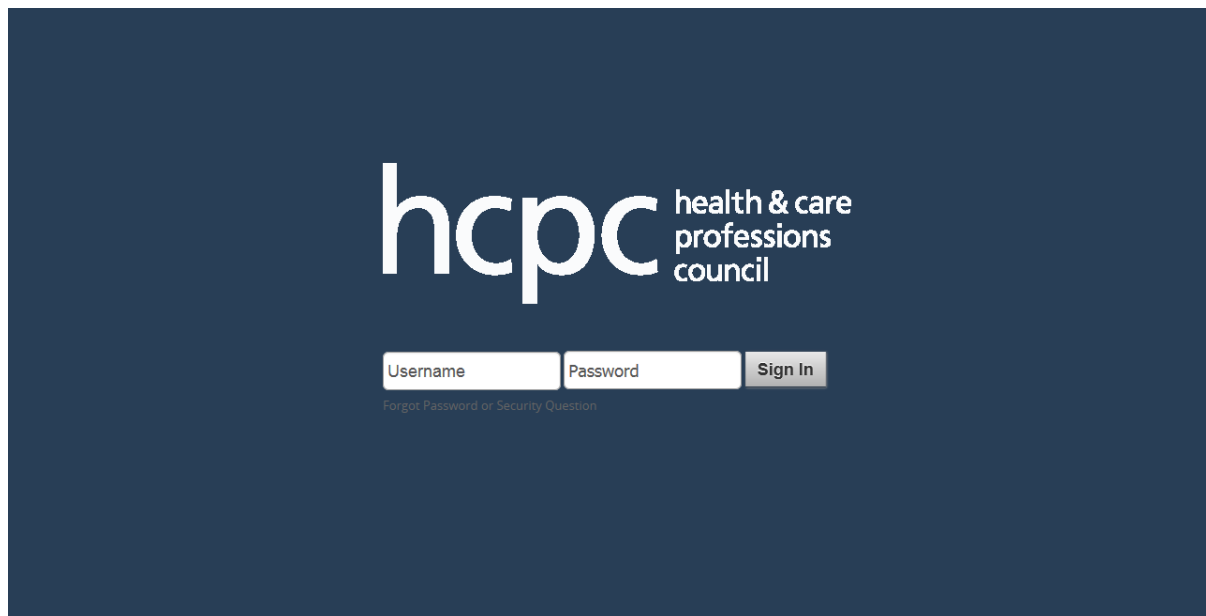## Reset Password and Security Questions

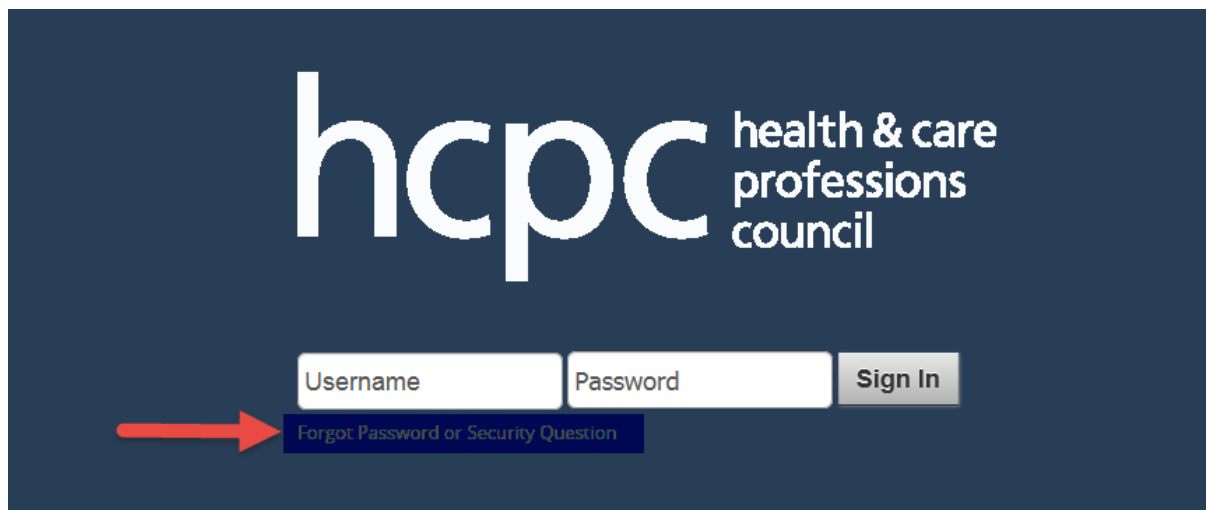In this session, we will examine the following actions:

- Reset forgotten password
- Reset security questions
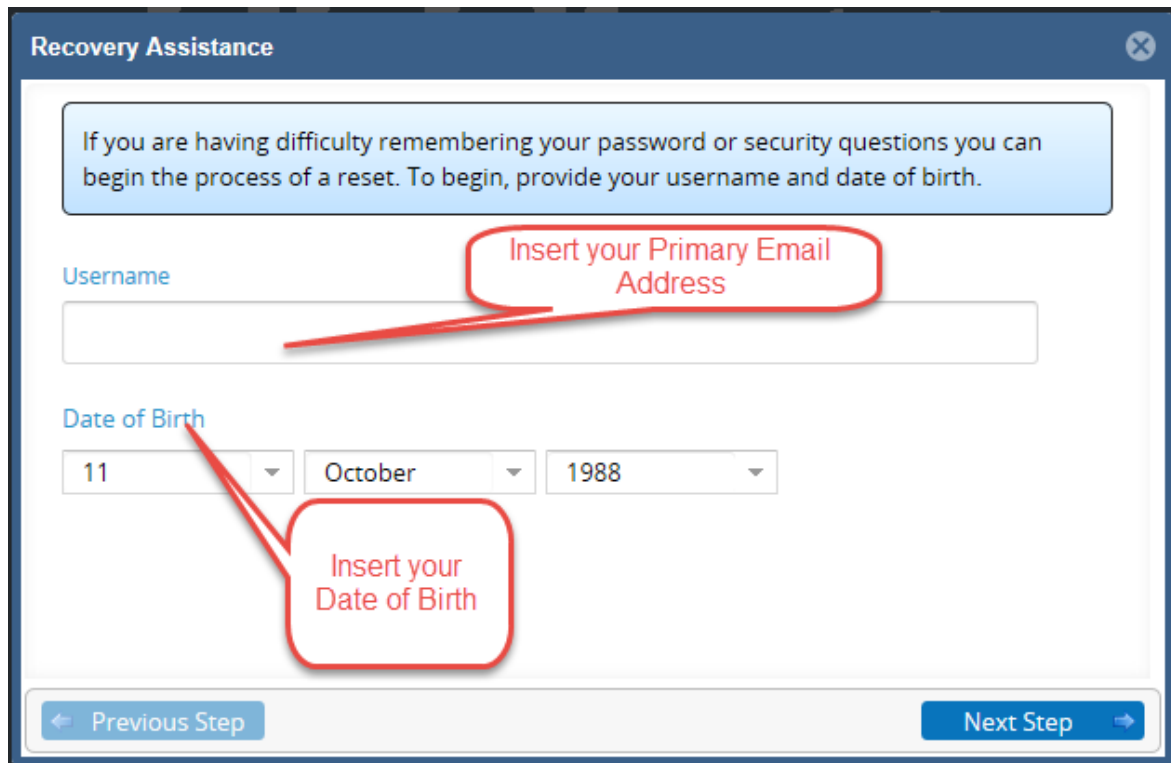
1. Visit the home page of the Partner Portal.

https://my.corehr.com/pls/coreportal_hcpcprtp/cp_por_public_main_page.display_login_page

2. Click on the option **Forgot Password or Security Question**.

3. Insert your primary email address on the **Username** field and your **Date of Birth**.

4. Click on **Next Step**

Recovery Assistance

If you are having difficulty remembering your password or security questions you can begin the process of a reset. To begin, provide your username and date of birth.

Username

Date of Birth

| 11 | October | 1988 |

← Previous Step   Next Step →

5. To reset your password, select the **Password Reset** option and click on **Next Step**.

Recovery Assistance

Options below will allow you to reset your password or security questions. Select most appropriate option and continue to next step.
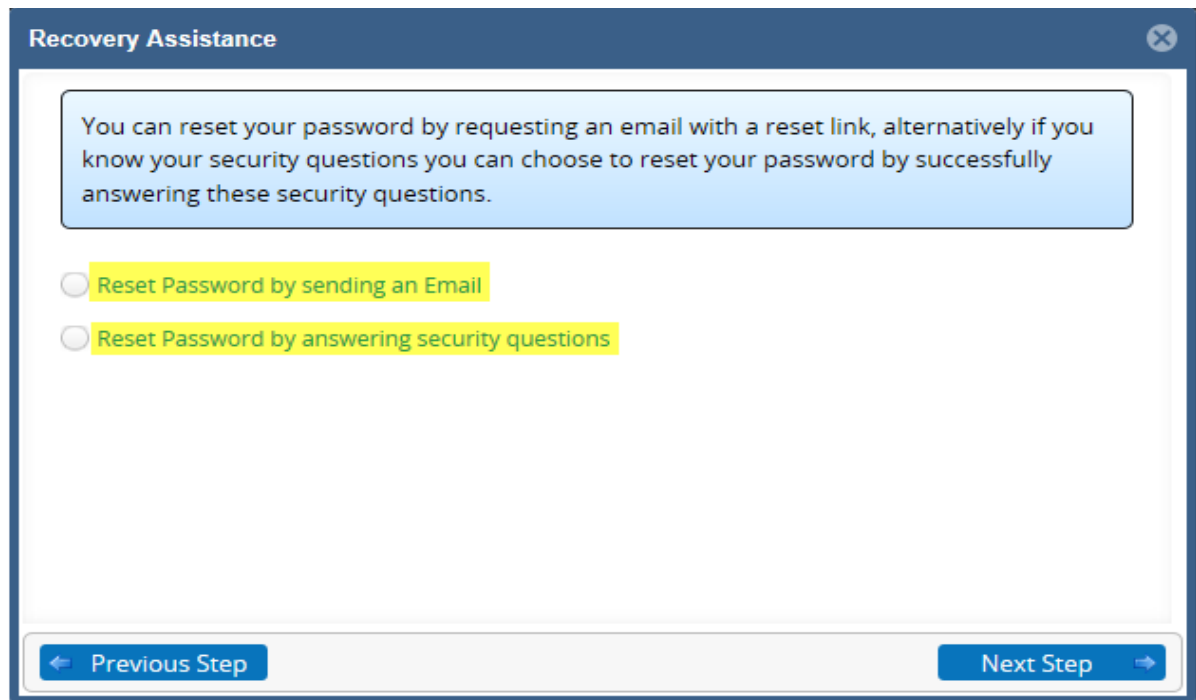
○ Password Reset

○ Security Question Reset

← Previous Step   Next Step →

6. There are two options to reset your password. The first one is to **Reset Password by sending an email**. The second is to **Reset Password by answering security questions**.

7. Select the **Reset Password by Sending an Email**, if you want to reset your password using your primary email address and click on **Next**.
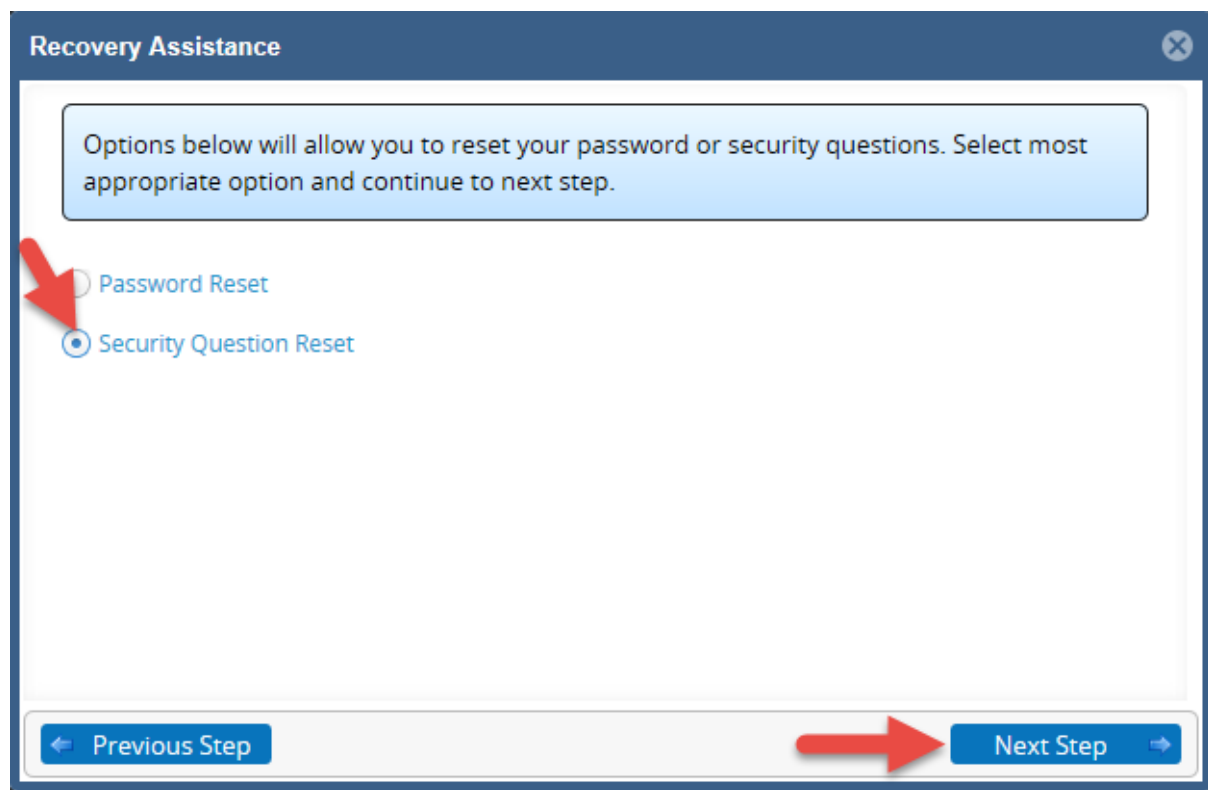
8. A confirmation message will confirm that an email has been sent to your primary email address with a link to reset your password.

9. Alternatively, select the **Reset password by answering security question** if you want to reset your password using your security questions that you pre-set during your auto-registration. Click **Next Step**.

10. Answer the security questions and click on **Next Step**.

11. Enter a new password, confirm your new password and click on **Next Step**.

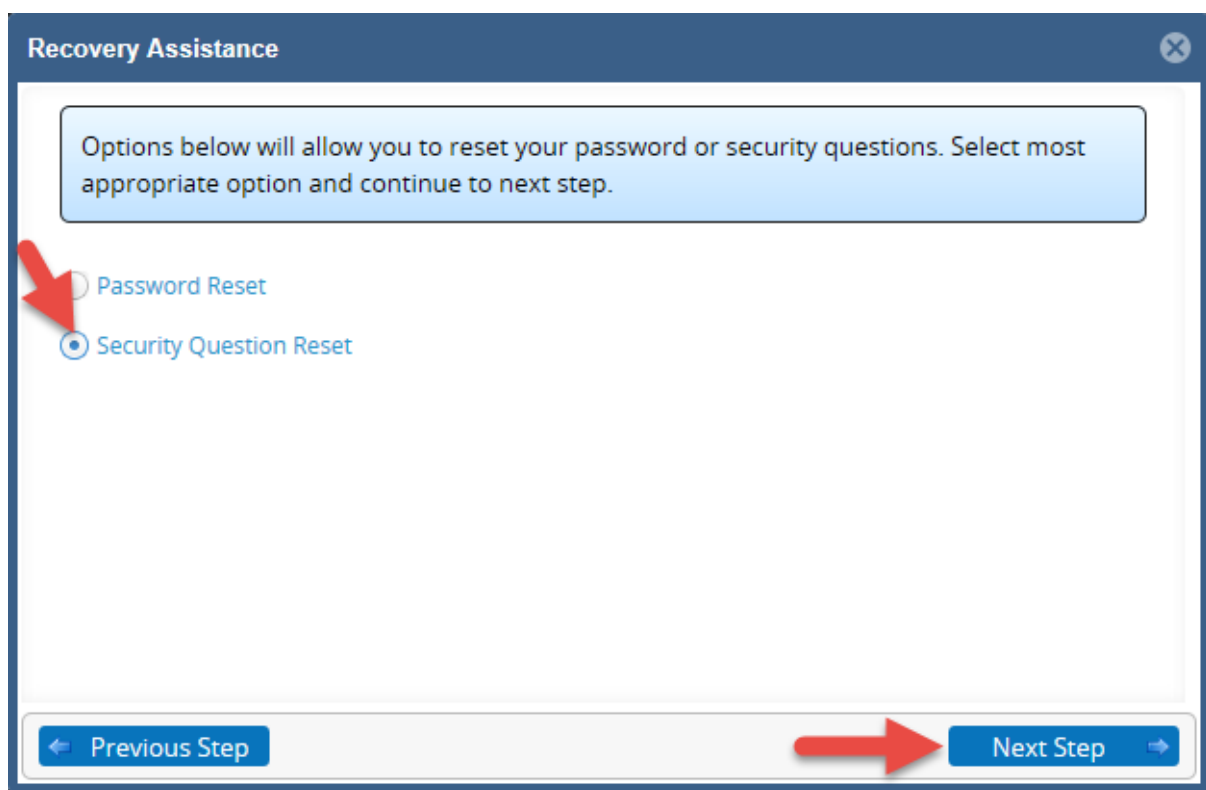12. A confirmation message will confirm that you have successfully reset your password.
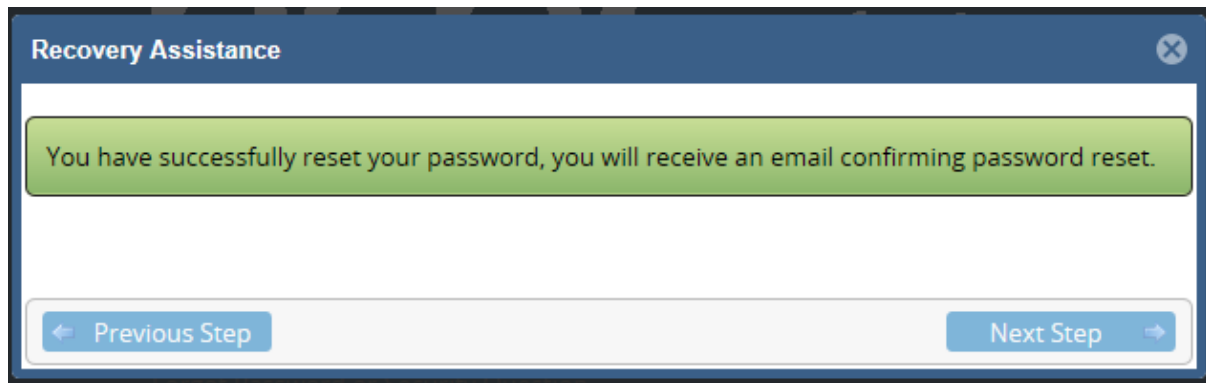
13. If you want to reset your security questions (after you have reset your password) go to step 5, select the **Security Question Reset** and click on **Next Step**.

14. Insert your password and click on **Next Step**.

15. Select a question from the multiple choice list and insert you answer. Click on **Next Step** once you have set-up and answered all the questions.

16. A confirmation message will display confirming that you have successfully reset your security questions.

Recovery Assistance ⊗

You have successfully reset your security questions, you will receive an email confirming security question reset.

Previous Step ←   Next Step →