

How to Change your Password

Effective December 2, 2021, HDS will change the minimum password requirements for HDS Online & HDS Medicaid Online. Once this goes live, you will be prompted to change your password the first time you login. Below are instructions on how to change your password when prompted. After changing it, please make note of your new password as you will need it going forward.

If you need assistance, please call HDS Professional Relations at 808-529-9222.

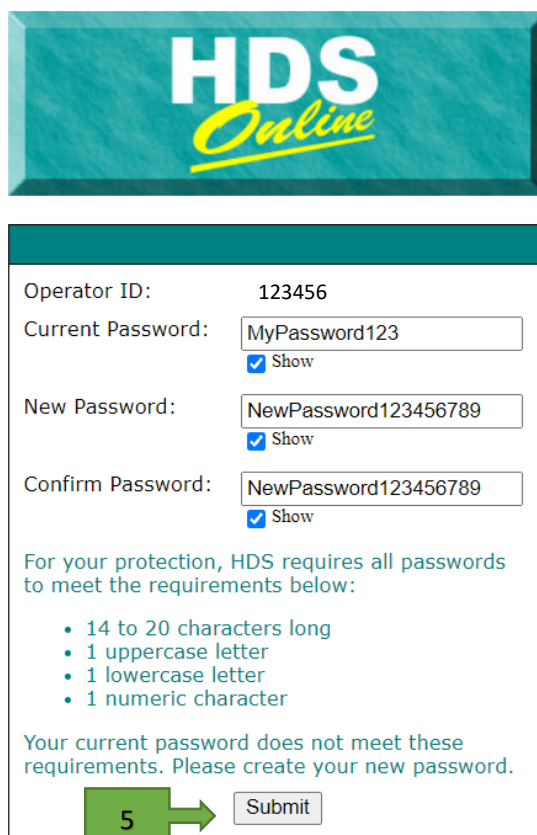
On and after December 2, 2021, the first time you login to HDS Online and/or HDS Medicaid Online you will be presented with the change password screen below. Once changed, you will not see this screen again.

1. Enter your Current Password

To unmask your passwords, check the options to “Show”.

2. Enter your New Password
3. Re-enter your new password in the Confirm Password field
4. Review your password to ensure you meet minimum requirements
5. Select Submit

If your new password does not meet the minimum requirements, you will receive an error message reminding you of the requirements. Please repeat steps 1-5 until your password is successfully changed.

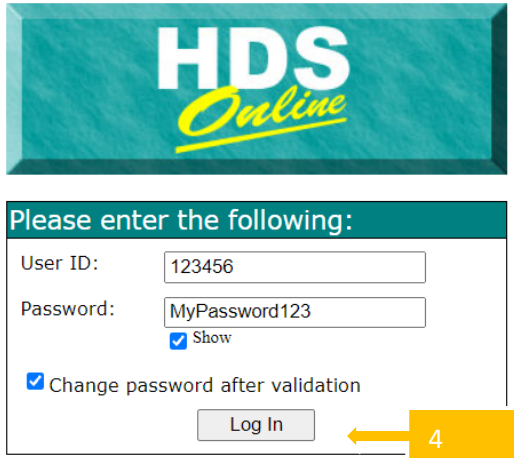


The screenshot shows the HDS Online password change interface. At the top is the HDS Online logo. Below it, the Operator ID is 123456. There are three password fields: Current Password (MyPassword123), New Password (NewPassword123456789), and Confirm Password (NewPassword123456789). Each field has a 'Show' checkbox. To the left of the form, green callout boxes with numbers 1 through 5 and arrows point to the respective fields: 1 points to the Current Password field, 2 to the New Password field, 3 to the Confirm Password field, 4 to the password requirements list, and 5 to the Submit button. The requirements list includes: 14 to 20 characters long, 1 uppercase letter, 1 lowercase letter, and 1 numeric character. A message below the requirements states: 'Your current password does not meet these requirements. Please create your new password.'

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Note: you may change your password at any time, by following the steps below:

1. Enter your User ID:
2. Enter your Password:
To unmask your password, check the option to “Show”.
3. Check the option “Change password after validation”
4. Click “Log In”
5. You will then be presented with a screen that allows a password change. See page one, steps 1-5 of this document for continued instruction.



The screenshot shows the HDS Online login interface. At the top is the HDS Online logo. Below it is a form titled "Please enter the following:". The form contains the following elements:

- User ID: A text input field containing "123456". A yellow callout box with the number "1" and an arrow points to this field.
- Password: A text input field containing "MyPassword123". Below the field is a checkbox labeled "Show" which is checked. A yellow callout box with the number "2" and an arrow points to the "Show" checkbox.
- Change password after validation: A checkbox which is checked. A yellow callout box with the number "3" and an arrow points to this checkbox.
- Log In: A button. A yellow callout box with the number "4" and an arrow points to this button.