




STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF FISCAL SERVICES

ACTION REQUIRED

August 5, 2020

TO: Deputy Superintendent
Assistant Superintendents
Complex Area Superintendents
Principals (All)
Complex Area Business Managers
Personnel Regional Officers
Board of Education Employees
Internal Audit Office
Hawaii Teacher Standards Board
Executive Office on Early Learning

FROM: Brian Hallett 
Assistant Superintendent and Chief Financial Officer

SUBJECT: **Hawaii Information Portal Employee Self-Service Password Reset**

Hawaii Information Portal (HIP) Employee Self-Service (ESS), the State of Hawaii's online payroll system that allows employees to enter/modify direct deposit details and access their pay statement, requires that employees log in with a State of Hawaii assigned employee identification number (ID) and a unique password.

Effective September 1, 2020, due to fiscal constraints, the HIP Service Center will no longer be available to assist DOE's employees. Instead, the Department of Education's (DOE) active and separated employees are to contact DOE's IT Help Desk for lost HIP ESS State IDs or forgotten passwords.

DOE's IT Help Desk may be contacted by calling 808-564-6000 (or HATS 8-1-808-692-7250) and is available Monday through Friday, 7:45 a.m. to 4:30 p.m.

Active DOE employees may set up their HIP ESS password reset feature by completing the following steps:

1. Access hip.hawaii.gov from your browser (Google Chrome is preferred)

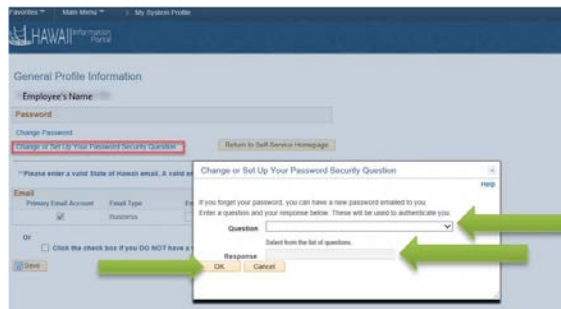
2. Log in to HIP ESS with the State ID and password (*NOTE: Contact HIP Service Center at 808-201-7378 before 9/1/2020 for assistance with the ID and password*):



3. Click on the “Security Setup Required” tile:



4. Click on “Change or Set Up Your Password Security Question,” select a Question, provide your Response, click “OK”:



If you have any questions, contact Lianne Iwanaga-Ohashi at (808) 586-3375 or via email at Lianne.Iwanaga@k12.hi.us.

BH:lio

c: Superintendent
The Honorable Curt T. Otaguro, Comptroller
The Honorable Douglas Murdock, Chief Information Officer
Office of Talent Management
Office of Information Technology Services
Information Technology Managers
IT Information and Support Section
School Administrative Services Assistants
Operations Section