

QRG.HR21 PASSWORD MAINTENANCE

AUDIENCE
All HR 21 users

PURPOSE
This guide outlines the steps to reset, change and set a new HR21 password



Government of South Australia
Department of the Premier
and Cabinet

HOW TO RESET



1 Launch [HR21](#) then click the **here** link on the login page

Login ID
Password

Click **here** if you have forgotten your HR21 or CHRIS21/XPR21 password.
For detailed instructions on how to reset your password click [here](#)
For further support and assistance please contact [HRMS Service Management](#)

2 Enter your 7 digit Employee Number and click **OK**

Reset Password

Login ID

3 A confirmation message will appear; click **OK** then go to your inbox to obtain your temporary password

Password Reset
chris21@hrms.sa.gov.au
Sent: Tue 30/08/2016 10:00 AM
To:

This auto generated message has been produced in response to your recent HR21 password reset request to the following website:
<https://selfservice.hrms.sa.gov.au/PROD1/Interface/login.aspx>

Your password has been reset to the following;
Password: Qan(B)Xh (case sensitive)



HOW TO CHANGE

ON INITIAL LOGIN OR FOLLOWING A PASSWORD RESET

After entering your login ID and temporary password you will be prompted to re-enter these details together with a new password; complete all fields and click **Enter**.

Login ID
Emailed \ Old Password
Password

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! PASSWORD FORMAT

- Your password must be at least 8 characters in length
- It must contain a combination of alpha and either a numeric (1) or a special (@) character - Note it cannot contain both
E.g. *Bloggs1* OR *Bloggs@*

AT ANY TIME

You can change your password when logged in via the Menu Bar; go to **Tools > Change Password** complete the fields then click **Change Password**.

Change Password

Current Password
New Password
Confirm New Password

i PASSWORD EXPIRY

Your HR21 password will expire after 12 months. When this occurs you will be advised at login, then prompted to set a new password as shown above.

2FA is required to complete either change process. A PIN will be sent to your nominated number, simply enter your PIN when prompted, then click **Authorise**