

## SHARE 9.2 HCM—Forgot My Password

JOB AID



Target Audience: SHARE HCM Users

Use this Job Aid to reset your password if you have forgotten your password, or if your password has expired.

You can also call the HelpDesk (505.827.2121) to reset your password, if you prefer.

This Job Aid will also show you how to setup your password hint if you have forgotten your password.

**NOTE:** you must first setup your password HINT before you can use the ***Forgot My Password*** function.

Click on one of the following links:

[Setup Password Hint](#)

[Forgot My Password](#)

## Setup Password Hint



SHARE  
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User ID

A

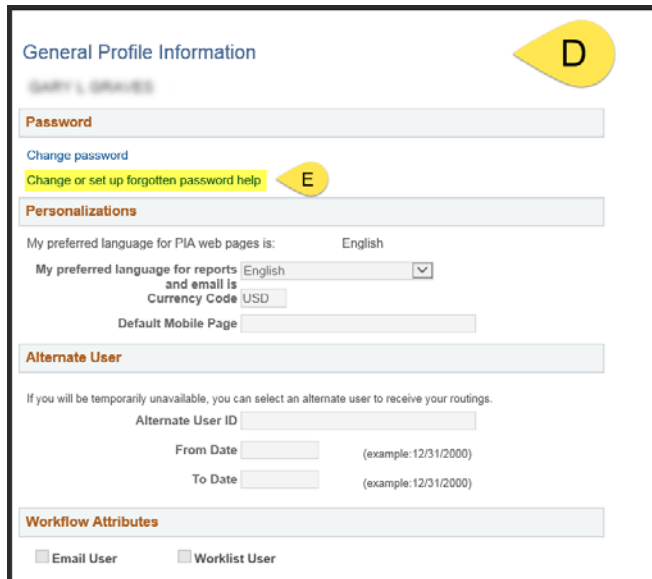
Password

B

C

[Forgot your password?](#)

[Set Trace Flags](#)



General Profile Information

SAFETY & SERVICES

Password

[Change password](#)

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

Personalizations

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English

Currency Code: USD

Default Mobile Page:

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

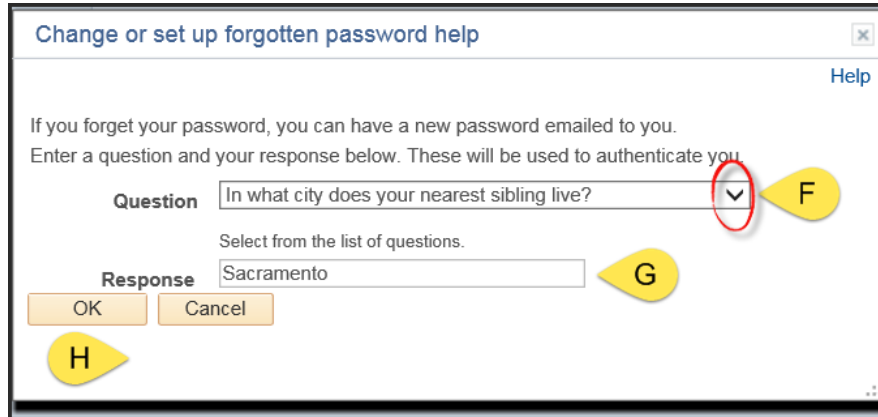
☐ Email User ☐ Worklist User

Login to SHARE HCM using the link below:

<https://hcm.share.state.nm.us>

- A. Input your SHARE User ID
- B. Input your Password
- C. Click on the Sign In button
- D. Navigate to: NavBar: Menu > My System Profile
- E. Click on *Change or Set up forgotten password help*

## Setup Password Hint



Change or set up forgotten password help

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.

**Question** In what city does your nearest sibling live? F

Select from the list of questions.

**Response** Sacramento G

H OK Cancel

- F. Click on the **drop down arrow** and **Select** one of the preconfigured security authentication questions
- G. Input your **Response** to the security authentication question
- H. Click on the **OK** button to save your input, and then click the SAVE button on the General Profile Information page

## Forgot My Password



SHARE  
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User ID

Password

Sign In

Forgot your password?  
Set Trace Flags



SHARE  
STATEWIDE • HUMAN RESOURCES • ACCOUNTING • REPORTING

User ID

Password

Sign In

Forgot your password?  
Set Trace Flags

- A. Navigate to SHARE HCM using the link below:
- <https://hcm.share.state.nm.us>
- B. Click on the **Forgot your password** Link

## Forgot My Password



**Forgot My Password**

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

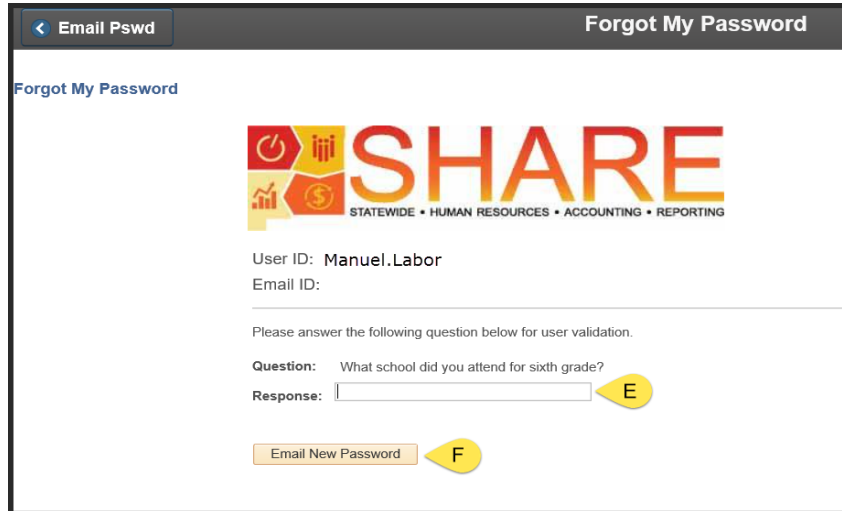
User ID:  **C**

**D**

[Click here to return to the signin page.](#)

- C.** Input your **User ID** (i.e. FirstName.LastName) in the User ID field using ALL CAPS
- D.** Click on the **Continue** button

## Forgot My Password



Forgot My Password

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User ID: Manuel.Labor

Email ID:

Please answer the following question below for user validation.

Question: What school did you attend for sixth grade?

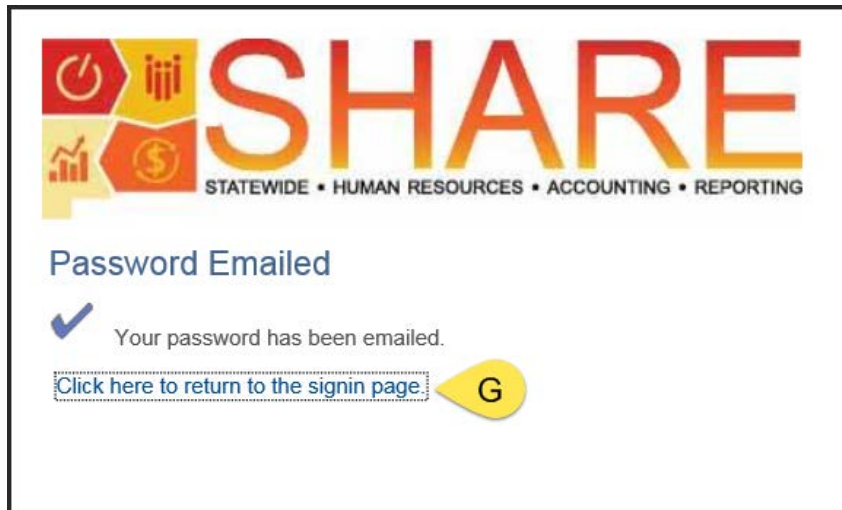
Response:

Email New Password

- E. Input your **Response** to the Hint question (response not case sensitive)
- F. Click on the **Email New Password** button
- G. Click on the **Click here to return to the signin page** link, and then check your email to retrieve your Temporary SHARE password.

### Note

Upon logging in with your temporary password, you will be prompted to change your password.



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Password Emailed

✓ Your password has been emailed.

[Click here to return to the signin page](#)