



MyHiHR Online Services

Employee Guide

MyHiHR online services provide you with access to log in to our secure network to view your individual HR related information, 24 hours a day, 7 days a week. Access includes the capability to view real-time personal information regarding check stubs, health care benefits, paid time off, flex spending, 401(k) reports and contact information.

Access Overview

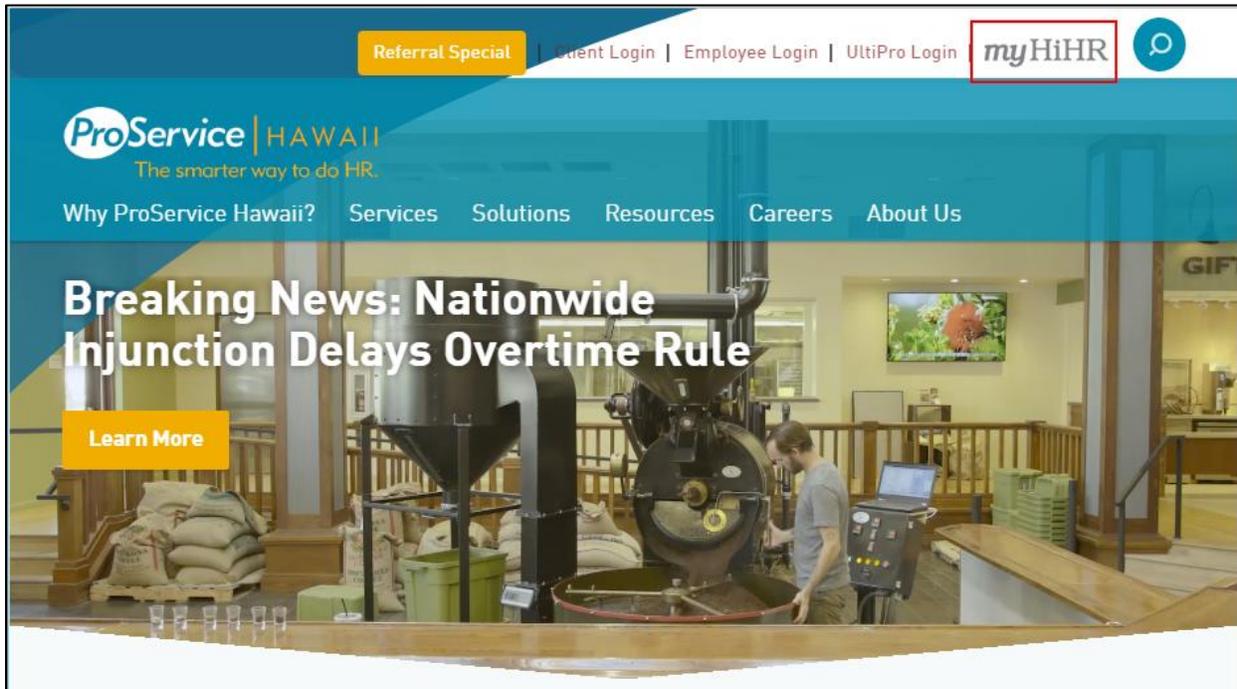
Employee capabilities include access to view and print the following information:

- Administration
 - Password Change
- Employee Maintenance & Inquiries
 - Employee Overview
 - Paid Time Off
 - 401K Summary
- Check Stub
 - Direct Deposit
 - W-2 Reprint

Employee Registration

Registration and returning login is accessible from the ProService website:

1. Go to www.proservice.com
2. Hover your mouse over **myHiHR** on the top right
3. Select **Employee Login (HRP)**



4. Click **Register** to create your account

A screenshot of the ProService Hawaii Employee Login page. The page features the ProService Hawaii logo and tagline 'The smarter way to do HR.' Below this is the heading 'Employee Login'. There are two input fields: 'Username' and 'Password'. A link for 'Lost your password?' is located below the password field. At the bottom, there are two buttons: 'Register' and 'Login'.

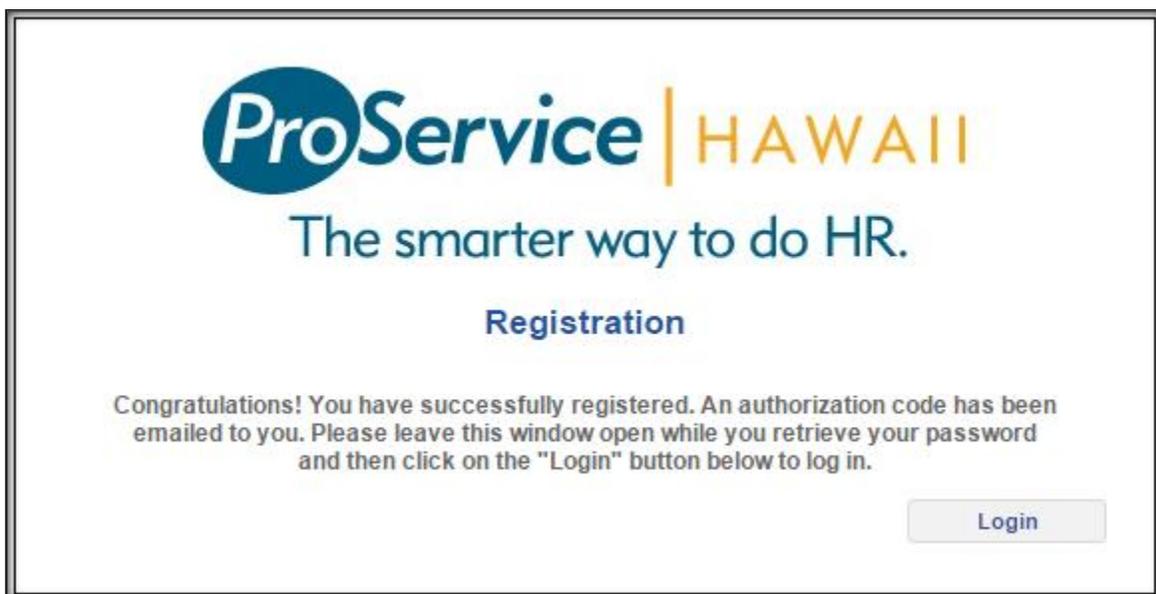
QUESTIONS? CONTACT THE HR SERVICE TEAM AT 888-892-8878

5. Enter your **Last Name** (as it appears on your check stubs); **Birth Date**; **Social Security Number**; the **email address you gave us** when you were hired; and what you would like your **Username** to be (something you will remember).



The screenshot shows the registration page for ProService | HAWAII. The header includes the logo and the tagline "The smarter way to do HR." Below this is the "Registration" heading. The form contains several input fields: "Last Name", "Birth Date" (with a calendar icon), "Soc-Sec-Num" (with a yellow background and masked characters), "Email", "Confirm Email", and "Create Username". At the bottom of the form are two buttons: "Back" and "Continue".

6. Once you click **Continue**, an email will be sent to you that contains your temporary password.
7. Return to the Employee Login Page. Enter the login you created and the temporary password you received via email.



The screenshot shows the confirmation screen for the registration process. It features the ProService | HAWAII logo and tagline. Below the logo is the "Registration" heading. The main text reads: "Congratulations! You have successfully registered. An authorization code has been emailed to you. Please leave this window open while you retrieve your password and then click on the 'Login' button below to log in." At the bottom right of the screen is a "Login" button.

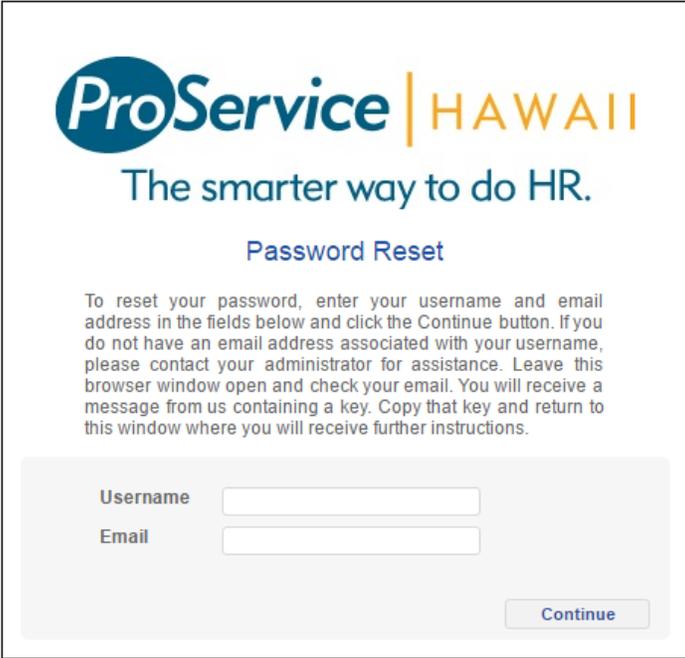
Retrieving Lost Password

1. Go to www.proservice.com
2. Hover your mouse over **myHiHR** on the top right
3. Select **Employee Login (HRP)**



The screenshot shows the ProService | HAWAII logo at the top, followed by the tagline "The smarter way to do HR." Below this is the heading "Employee Login". There are two input fields: "Username" and "Password". A link for "Lost your password?" is positioned below the password field. At the bottom, there are two buttons: "Register" and "Login".

4. Enter your username and email in the boxes and click **Continue**.



The screenshot shows the ProService | HAWAII logo at the top, followed by the tagline "The smarter way to do HR." Below this is the heading "Password Reset". A paragraph of text explains the process: "To reset your password, enter your username and email address in the fields below and click the Continue button. If you do not have an email address associated with your username, please contact your administrator for assistance. Leave this browser window open and check your email. You will receive a message from us containing a key. Copy that key and return to this window where you will receive further instructions." Below the text are two input fields: "Username" and "Email". A "Continue" button is located at the bottom right.

5. Once you click **Continue**, an email will be sent to you that contains your temporary password.
6. Return to the Employee Login Page. Enter your username and the temporary password you received via email.