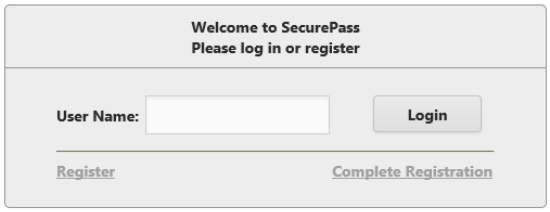
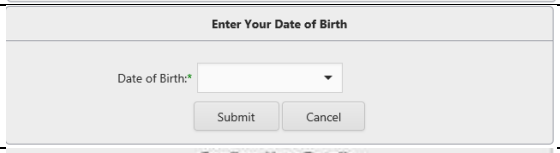
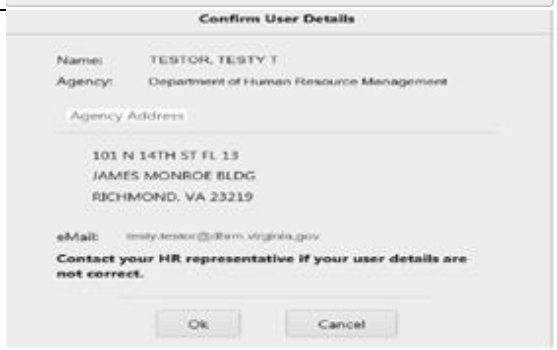
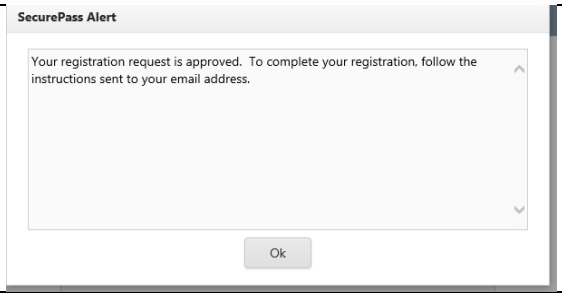
Helpful Information about using SecurePass

If you have difficulty with SecurePass, contact support@dhrm.virginia.gov for assistance.

First Time User or Registered Users who forgot their SecurePass User Name and/or Password: Pages 1-4		
Step 1:		The URL is: https://hurman.dhrm.virginia.gov Skip User Name. Click 'Register'.
Step 2:		Enter your SSN twice. Then, click 'Submit'.
Step 3:		Enter your date of birth as MM/DD/YYYY. Then, click 'Submit'.
Step 4:		Click 'Ok' to confirm your user details.
Step 5:		Click 'Ok' and wait for the email with instructions to complete the registration.
Step 6:	Registration Approval Email	When you receive the email, return to SecurePass. The URL is: https://hurman.dhrm.virginia.gov

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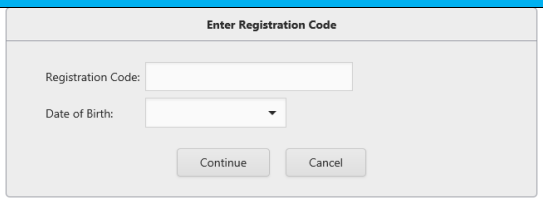
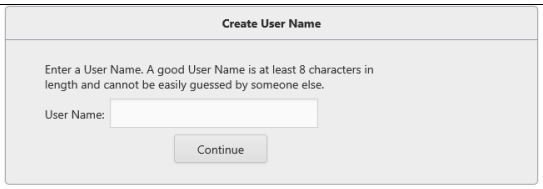
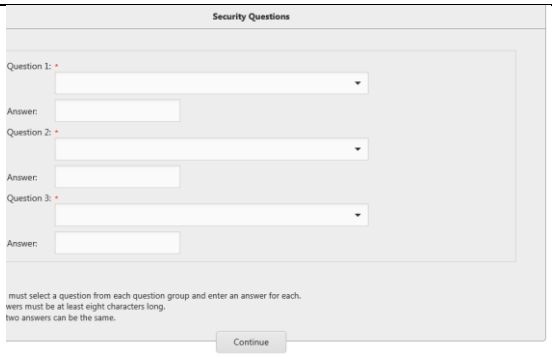
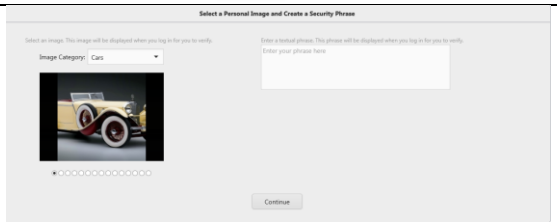
First Time User or Registered Users who forgot their SecurePass User Name and/or Password: Pages 1-4		
Step 7:		Enter the code from the email and your date of birth as MM/DD/YYYY. Then, click 'Continue'. **If you copy the code, be sure to capture only the characters – no extra space at the beginning or end.**
Step 8:		Create a User Name. **The User Name must be at least 8 characters that is easy for you to remember and not easily guessed by someone else.** Then, click "Continue'. You will need this user name each time you login to SecurePass.
Step 9:		Select and answer 3 security questions. **Answers must be at least 8 characters long and no two answers can be the same.** When finished, click 'Continue'.
Step 10:		Select a personal image on the left of the page and enter a security phrase in the box on the right of the page. **The security phrase must be at least 25 characters long and contain several words.** Next, click 'Continue'.
Step 11:		Create a password using the password rules. **The password must be at least 9 characters long, easy for you to remember and not easily guessed by someone else.** You will need this password each time you login to SecurePass,

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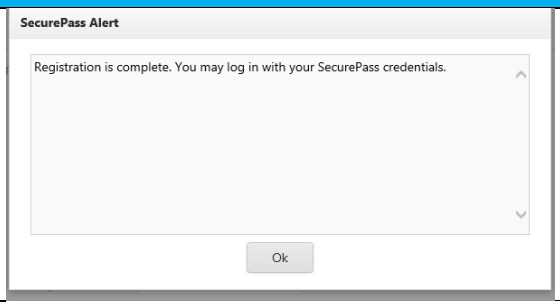
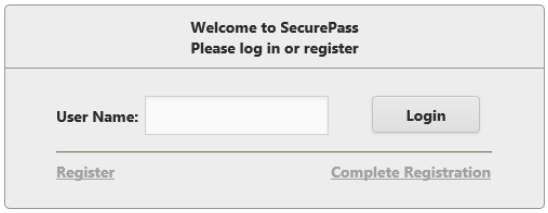
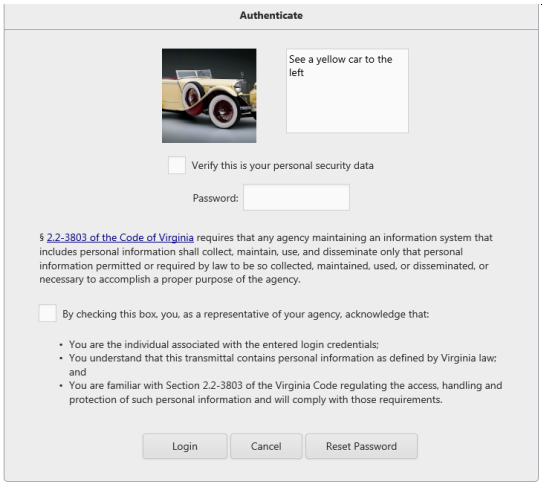
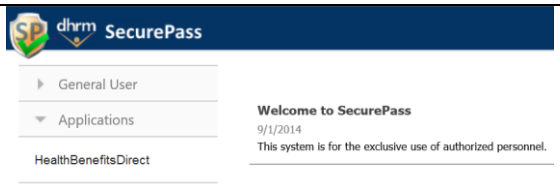
First Time User or Registered Users who forgot their SecurePass User Name and/or Password: Pages 1-4		
Step 12:		Click 'Ok'.
Step 13:		Enter your new User Name. Then, click 'Login'.
Step 14:		Check the box to verify your personal image and security phrase. Enter your new password. Read the acknowledgement and check the box when finished. Then, click 'Login'.
Step 15:		Notice the left navigation menu. Click 'Applications' and the desired application – 'HealthBenefitsDirect'. Wait for the application to load. **If you do not see 'Applications' or a desired application is missing, expand 'General User', click 'Register for Application Access' and then, go to Step 16.**

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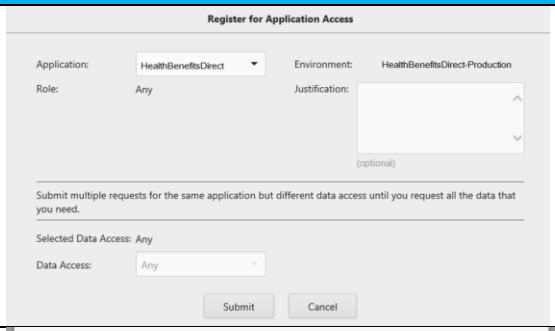
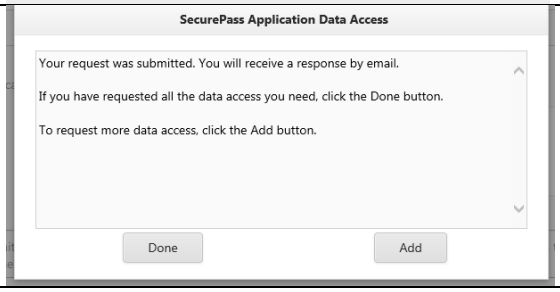
First Time User or Registered Users who forgot their SecurePass User Name and/or Password: Pages 1-4		
Step 16:		Find Application and select 'HealthBenefitsDirect'. Skip Justification. Find Data Access and select 'Any'. Then, click 'Submit'.
Step 17:		Click 'Done' and wait for an email approving access. **This generally happens on the same day, but may take up to two business days.**
Step 18:	**Access Approval Email**	When you are approved, return to SecurePass and login with your User Name and Password. The URL is: https://hurman.dhrm.virginia.gov Then, repeat Steps 13-15.