

## Helpful Information About Using SecurePass – Updated January 8, 2018

Step 1: SecurePass users will need to know their SSN, date of birth and DHRM-assigned ID. Most DHRM-assigned IDs are the same as the BES ID. The BES ID may be found on the group's Enrollment Report posted weekly in HuRMan.

Step 2: The URL for SecurePass is: <https://hurman.dhrm.virginia.gov/Portal/>

Step 3: SecurePass requires you to login or register an account. If you have difficulty with SecurePass, please contact [IHelp@dhrm.virginia.gov](mailto:IHelp@dhrm.virginia.gov) for assistance.

- Returning users who remember their User Name and Password:
  - Enter your User Name and click 'Login'.
  - Check the Verification box.
  - Enter your Password.
  - Check the Acknowledgement box.
  - Click 'Login'.
  - Change your Password.
  - Go to Step 4.
- First-time users and returning users who forgot their User Name:
  - Click 'Register'.
  - Enter your SSN twice and click 'Submit'.
  - Enter your DHRM-Assigned ID and Date of Birth, then , click 'Submit'.
  - Click 'OK' to confirm your user details.
  - Click 'OK' and wait for email with instructions to complete the registration.
  - When you receive the email, return to SecurePass and click "Complete Registration'.
  - Enter the code from the email and your date of birth, then click 'Continue'.
  - Create a User Name and click 'Continue'.
  - Select and answer security questions and click 'Continue'.
  - Create a password and click 'Submit'.
  - Click 'OK'.
  - Enter your User Name and click 'Login'.
  - Check the Verification box.
  - Enter your new Password.
  - Check the Acknowledgement box.
  - Click 'Login'.
  - Go To Step 4.
- Returning users who remember their User Name but forgot their Password:
  - Enter your User Name and click 'Login'.
  - Click 'Reset Password'.
  - Enter your date of birth and click 'Submit'.
  - Answer your challenge question and click 'Submit'. *If you cannot answer your Challenge Questions, stop here and follow the instructions shown above for First-time users. You will need to register with new SecurePass credentials.*
  - Click 'OK' and wait for email with instructions to complete the password reset.

- Use the link from the email to return to SecurePass; the Password Reset Key will pre-fill.
- Enter your date of birth, then click 'Continue'.
- Enter a new password and click 'Submit'.
- Enter your User Name and click 'Login'.
- Check the Verification box.
- Enter your new Password.
- Check the Acknowledgement box.
- Click 'Login'.
- Go to Step 4.

Step 4: After you login to SecurePass you will see a left navigation menu.

- Click 'Applications' and the desired application (ACA Cert).  
*If you do not see 'Applications' or a desired application, go to Step 5.*

Step 5: When 'Applications' or the desired application is missing from the left navigation menu:

- Click 'Register for Application Access'.
- Find Application and select 'ACA Certification'.
- Find Data Access and select "All".
- Click 'Submit'.
- Click 'Done' and wait for an email approving access.  
This generally happens on the same day, but may take up to two business days.