

Accessing My HR Info

To access My HR Info, you will need to reset your password following the new password guidelines.

You will need:

- Your My HR Info user ID (E + your employee ID number, ex. E123456)
- The last 6 digits of your SIN

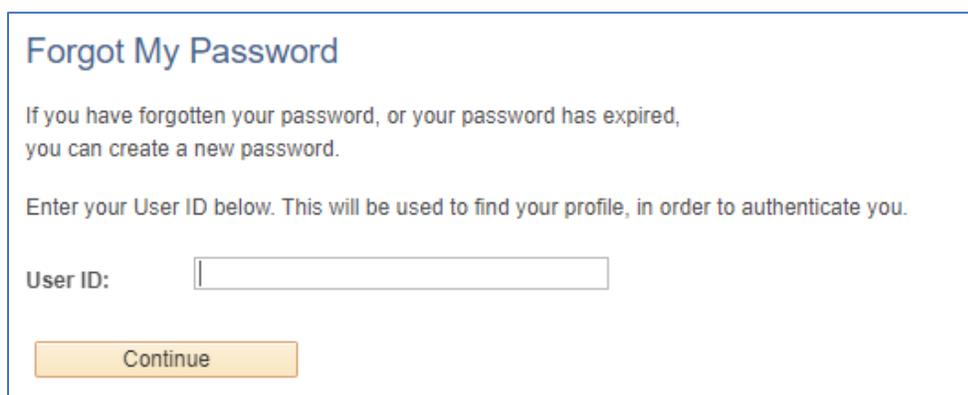
Steps to Reset Your Password:

1. Launch [My HR Info](#)
2. Click “Forgot Password”



The screenshot shows the Hamilton My HR Info login interface. At the top left is the Hamilton logo. To its right is the text "My HR Info" in blue and red. Below the logo is a dark blue login box. Inside the box, there are two input fields: "User ID" and "Password". Below these fields is a link that says "Forgot Your Password?". A yellow "Sign In" button is centered below the link. At the bottom of the box, there is a red warning icon and the text "Account is locked. Click Forgot Your Password." in red. A "Help" link with a question mark icon is in the top right corner of the login box.

3. Enter your User ID and click “Continue”



The screenshot shows the "Forgot My Password" page. The title "Forgot My Password" is at the top. Below it is the text: "If you have forgotten your password, or your password has expired, you can create a new password." Underneath is the instruction: "Enter your User ID below. This will be used to find your profile, in order to authenticate you." There is a label "User ID:" followed by an empty input field. At the bottom is a yellow "Continue" button.

4. Enter the last 6 digits of your SIN and click “Create New Password”

Forgot My Password

User ID:

Email ID:

Please answer the following question below for user validation.

Question: What are the last 6 digits in your SIN?

Response:

Your new password will show in a message box after you click the Create New Password button below. If you have a valid Email ID then you will also have your new password emailed to you.

[Create New Password](#)

- The system will auto-generate a temporary 12-digit password. It will also email this temporary password to your City email address.

Message

Your new password is: XXXXXXXXXX Message: (26099,8)

To copy the new password left click and drag over the entire password to highlight it, then right click and Copy, click OK then close the "Forgot My Password" page.

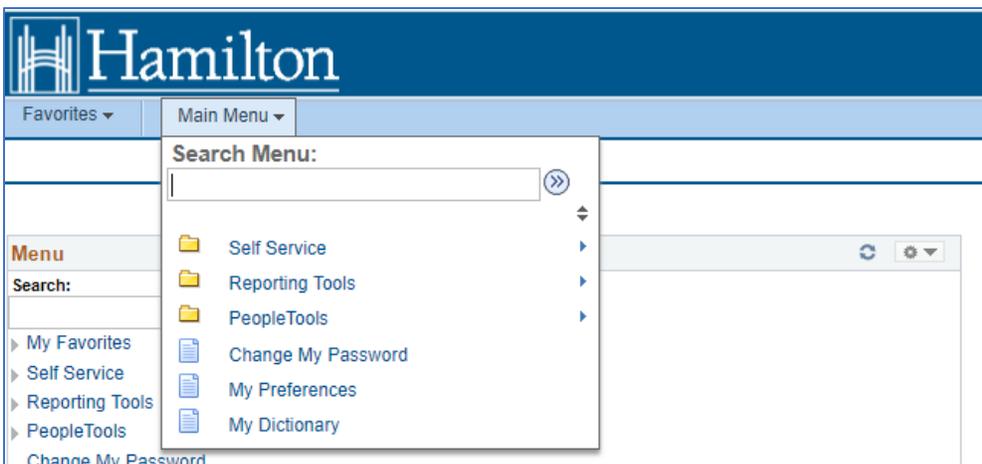
On the Sign In page, enter your User ID then right click and Paste your new password. Once you sign in change your password immediately by selecting "Change My Password" and pasting your new password in the "Current Password" box.

- Minimum password length: 12 characters
- Maximum password length: 32 characters
- At least 1 upper case alphabetic character (A-Z)
- At least 1 lower case alphabetic character (a-z)
- At least 2 digit (0-9)
- At least 2 Special Character (! @ # \$ % ^ & * () - _ = + [] { } ; : / ? . > <)

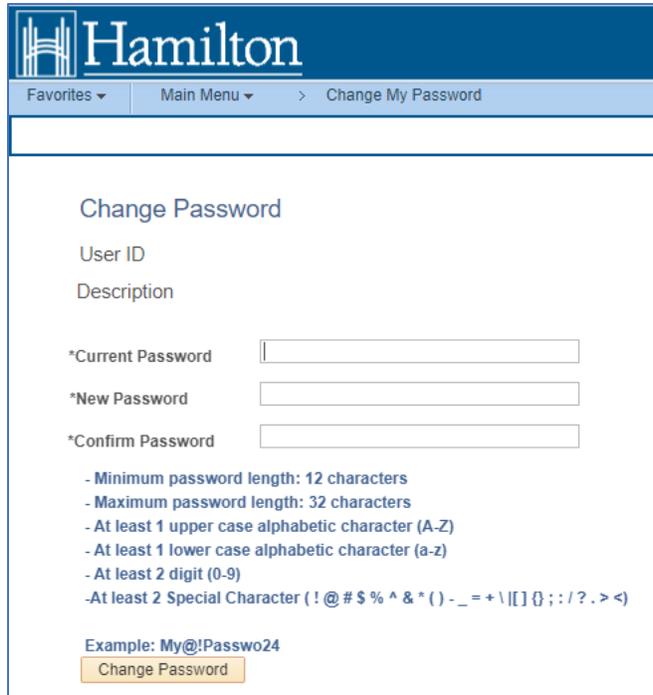
Example: My@!Passwo24

[OK](#)

- Log into My HR Info using the temporary password.
- Navigate to Main Menu > Change My Password to set a new password.



8. Create a password following the below guidelines and click “Change Password”:
 - a. Minimum password length: 12 characters
 - b. Maximum password length: 32 characters
 - c. At least 1 upper case alphabetic character (A-Z)
 - d. At least 1 lower case alphabetic character (a-z)
 - e. At least 2 digit (0-9)
 - f. At least 2 Special Character (! @ # \$ % ^ & * () - _ = + \ [] { } ; : / ? . > <)
 - g. Example: My@!Passwo24



The screenshot shows a web browser window with the Hamilton logo and navigation menu. The page title is "Change My Password". The main content area is titled "Change Password" and contains the following fields and instructions:

User ID
Description

*Current Password
*New Password
*Confirm Password

- Minimum password length: 12 characters
- Maximum password length: 32 characters
- At least 1 upper case alphabetic character (A-Z)
- At least 1 lower case alphabetic character (a-z)
- At least 2 digit (0-9)
- At least 2 Special Character (! @ # \$ % ^ & * () - _ = + \ [] { } ; : / ? . > <)

Example: My@!Passwo24

Support

For support accessing My HR Info, contact the IT Service Desk at 905-546-HELP (4357).

Note: the “Apply for Job” link has been removed from My HR Info.