



CoreHr – Update Contacts and Reset Password Guide

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DOCUMENT CONTROL – Annual Leave Guide

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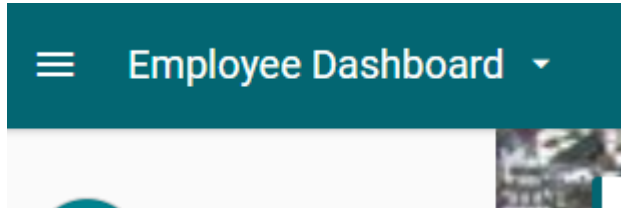
Purpose of Guide

This is intended to explain how to update contact records in CoreHR. If the correct information is held in CoreHR then steps such as signing into a new device and resetting your password will be possible.

Finding the Contacts section

You will need to be logged in to CoreHR before you can update this section. If you are unable to log in, please follow your normal process for requesting a password reset either via the ServiceNow self-service portal or by calling the IT Service Desk.

Once logged in ensure you are on the Employee Dashboard –



At the far-right hand side of the screen there is a circle, which will either have your initials or your image (if you have added one). Click this and then select 'My Profile'

Click on this, more options will appear which will allow the Employee to view, create or update: -

The default tab for all users is Contacts

Updating the Contacts Section

Within this section there are several different contact types. Some have a purpose within CoreHR, and some are for recording personal information but will not be used by the system.

For the purposes of this guide, you will only need to update the “System Email Address”

If System Email Address is correct, then you won't need to update the record.

If the email address is incorrect - Click the ellipsis at the far right of the System Email Address line and select edit

My Contact Details

Home Telephone Number	:
Internal telephone	:
Other	:
Other E-mail address	:
System Email Address	██████████@deltservices.co.uk
Work Email Address	:

Edit

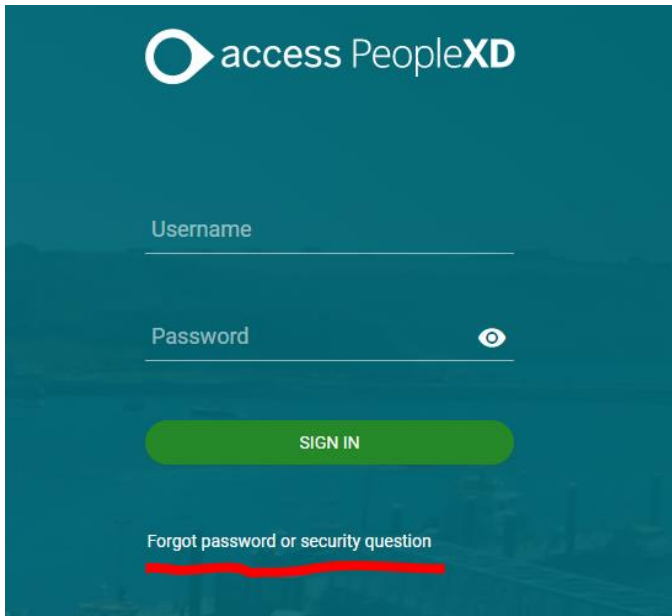
Clear

A pop up will appear and you will be able to add your email address to this field.

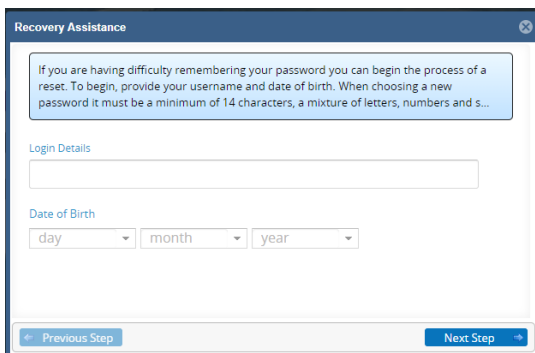
Resetting your password

Once the system email address is correct you will be able to reset the password yourself without the need to raise an incident for support.

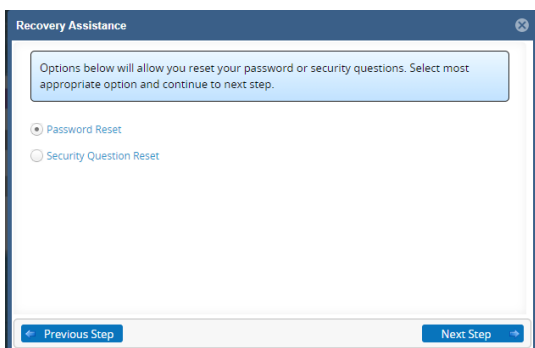
If you forget your password, then you will be able to select the “Forgot password or security question” button on the CoreHR login screen.



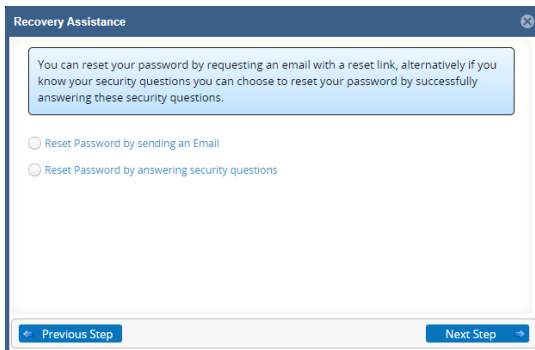
You will be presented with the following screen which you will need to input your username/Employee Reference Number and Date of Birth.



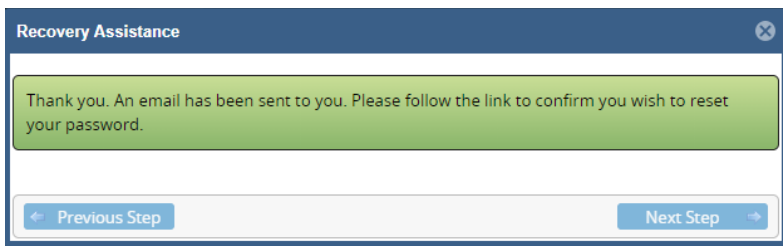
Click Next Step and mark Password Reset.



Click Next Step and mark Reset Password by sending an Email

A screenshot of a "Recovery Assistance" dialog box. The title bar is dark blue with a close button (X) on the right. The main content area is white and contains a blue-bordered text box with the following text: "You can reset your password by requesting an email with a reset link, alternatively if you know your security questions you can choose to reset your password by successfully answering these security questions." Below this text box are two radio button options: "Reset Password by sending an Email" (which is selected) and "Reset Password by answering security questions". At the bottom of the dialog box, there are two buttons: "Previous Step" with a left-pointing arrow and "Next Step" with a right-pointing arrow.

Click Next step and you will receive the following message

A screenshot of a "Recovery Assistance" dialog box showing a success message. The title bar is dark blue with a close button (X) on the right. The main content area is white and contains a green-bordered text box with the following text: "Thank you. An email has been sent to you. Please follow the link to confirm you wish to reset your password." Below this text box are two buttons: "Previous Step" with a left-pointing arrow and "Next Step" with a right-pointing arrow.