

Trouble logging into liteblue?

For Temporary Password

1. Call 1-877-477-3273
2. When prompted hit **Option 5** for HRSSC
3. When asked if you're a current employee **stay on the line** Do not hit any number...just wait.
4. Hit **option 1** for password and PIN reset
5. When asked to listen to privacy notice hit **option 2** to bypass (2=no)
6. Enter your employee ID # followed by #
7. Press 1 to confirm read back of Postal ID #
8. Enter PIN if known....if you don't know your PIN wait a minute or 2 and when prompted **press option 9**
9. **Press 7** for help with login for liteblue
10. Wait on the phone for the operator or request a call back and they will call you back when your place in line is reached.

Once an operator comes on the phone tell them you need a temporary password due to not being able to access liteblue

You will then need the following

- *A good call back number
- * Your name
- *Employee ID
- *Date of birth
- *Your current address
- *Answer to a security question that they have on file
- *Name of your current banking institution of your direct deposit **OR** you currently get a paper check (Your answers must match their records)

After your identity has been verified ask again for a temporary password. Immediately attempt to log in while the specialist is on the phone with you to ensure it works. You should then immediately change the temporary password and set up your security protocols. DO NOT WAIT!

When logging in with the temporary password, **set up your security protocols at THAT time from the same location** (i.e. email a security code, text a security code, receive a push notification etc.)