

Employee Self Service Assistance

Having Trouble Logging In?

Check the following:

- Logon ID is your **8-digit** personnel number
 - Include any preceding zeros if your number is less than 8 digits (ex: 00123456)
 - Password **is** case sensitive
- Check for dots appearing automatically in the 'Password' field. This means you have SAVED passwords and this is not recommended as it makes it more difficult when the password must be changed
- Password expires every 90 days
- You must have a valid e-mail address in your ESS account to reset your own password – **see password reset instructions below**

If you are unable to reset your own password, contact WaTech Solutions Center at solutionscenter@watech.wa.gov for assistance. Please provide the following information:

- Agency
- 8-digit Personnel Number
- Contact information
- Best time to be reached

Note: If you do not remember or do not know your personnel number, [contact your agency's HR/Payroll office.](#)

Reset Password Instructions:

1. Click here (<https://wahrms.wa.gov/iri>) to get to HRMS Portal webpage (you should see a picture of Mt. Rainier)
2. Click on 'Reset Password' link
3. Enter your Logon ID, this is your 8-digit personnel number
4. Enter the email address associated with your ESS account
5. Click Submit
6. The screen will show the message 'New password was assigned and sent by email'
7. Click Continue

You will receive an email with a system generated password from no-reply@dop.wa.gov. If you don't receive an email from that address within a few minutes - check your junk/bulk mail folder, sometimes these messages are treated like "spam". The system generated password is 10 digits in length.

8. Enter your 8-digit personnel number
 - o If dots automatically appear in the password field, clear the dots
9. COPY (Ctrl+C) the temporary password from the email and PASTE (Ctrl+V) into the 'Password' field on the webpage
10. Click Log on
11. The screen will show the message 'Password has expired. Create a new password.'
12. Re-enter (re-paste) the temporary password in the 'Temp/Old Password' field
13. Create a new password
 - o Must be a fresh password (ESS remembers the last 9 passwords used)
 - o Must be at least 8 and no more than 10 characters long
 - o Must include a letter (which does not have to be capitalized), a number and a special symbol (ex. lucky#12)
14. Re-enter the new password in 'Confirm Password' field
15. Click Change

If you cannot type in the Logon Id and Email boxes to reset your password, Please follow the *Compatibility View Settings* instructions below:

1. Open Internet Explorer
2. Click on Tools (towards the top of the page).
3. Click Compatibility View Settings
4. Under "Add this website"
 - Enter **wa.gov**
 - Click add
 - Enter **wa.lcl**
 - Click add
5. **Only** check the box "Display intranet sites in Compatibility View"
6. Click Close.
7. Close out of ALL Internet Explorer sessions
8. Open a new Internet Explorer session and try again.

WaTech Solutions Center contact information

Local Phone: 360-407-9100

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E-Mail: solutionscenter@watech.wa.gov