



HSIN Frequently Asked Questions

Updating Your HSIN Password

FAQs

How often do I need to change my password?

You are required to change your password every 90 days. You will receive an email reminder one week before your password expires.

What happens if I am unable to log in to HSIN using my password?

If you have forgotten your password, you can reset it by clicking the “Reset Your Password” link on the HSIN log-in page.

After three failed attempts to get into HSIN with an incorrect password, your account will be automatically locked to keep your account safe and secure. To unlock your account, contact the HSIN Help Desk at (866) 430-0162 or via email at HSIN.Helpdesk@hq.dhs.gov. Be prepared to answer the challenge questions you set up when you registered for a HSIN account.

How do I reset my password before it expires?

The quickest way to reset your password is to click the “Reset Your Password” link on the HSIN log-in page. To reset your password after you have logged in to HSIN, follow these steps:

Step 1: Log in to HSIN as usual using your current login information.

Step 2: In the upper right-hand corner of the screen, select **My HSIN**.

Step 3: From the My HSIN page, under the Settings heading, select **Password Management**.

Step 4: Enter your current user login then select **Next** in the upper right-hand corner.

Step 5: Enter the answers to your challenge questions then select **Next** in the upper right-hand corner.

Step 6: Enter and confirm your new password then select **Save** in the upper right-hand corner.

Step 7: A message will appear confirming that your password has been reset. When you select **OK**, you will be redirected to the My HSIN page.

If you experience difficulties during this process, contact the HSIN Help Desk at (866) 430-0162 or via email at HSIN.Helpdesk@hq.dhs.gov.



How do I reset my password after it expires?

If you forget to change your password and it expires, you will be asked to change your password the next time you log in to HSIN. You will not be able to log in without choosing a new password.

What happens if I am locked out of HSIN?

If you have been locked out of your HSIN account because you cannot remember your password or the answers to your challenge questions, you must contact the HSIN Help Desk at (866) 430-0162 or via email at HSIN.Helpdesk@hq.dhs.gov for a manual password reset. Once you have regained access to HSIN, you will be required to reset your challenge questions. The HSIN Help Desk cannot reset your challenge questions.

How do I reset the answers to my challenge questions?

Follow these steps to update your challenge questions:

Step 1: Log in to HSIN as usual using your current login information.

Step 2: In the upper right-hand corner of the screen, click on your name then select **My Settings**.

Step 3: Scroll to the bottom of the page and click **Edit Profile**.

Step 4: Scroll to the Credentials section and click **View/Edit Password Challenge Questions**.

Step 5: Click the **My Information** link on the left side of the page.

Step 6: Scroll to the **Challenge Questions** section and click the arrow to expand.

Step 7: Select your new questions, enter the appropriate answers and click **Apply**.

It may take some time for this change to reflect in your profile. For further assistance, contact the HSIN Help Desk at (866) 430-0162 or via email at HSIN.Helpdesk@hq.dhs.gov.

