User Guide for myHR2u Self Reset Password
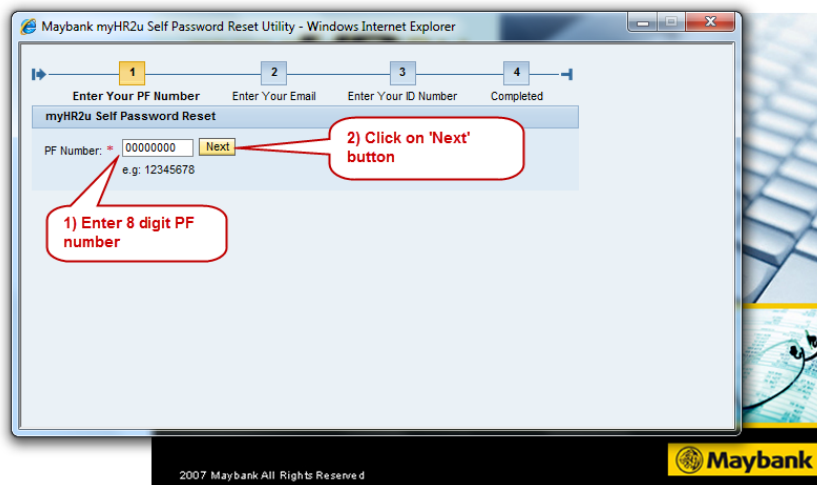
1. Click on **"Forgot Password?"** link.
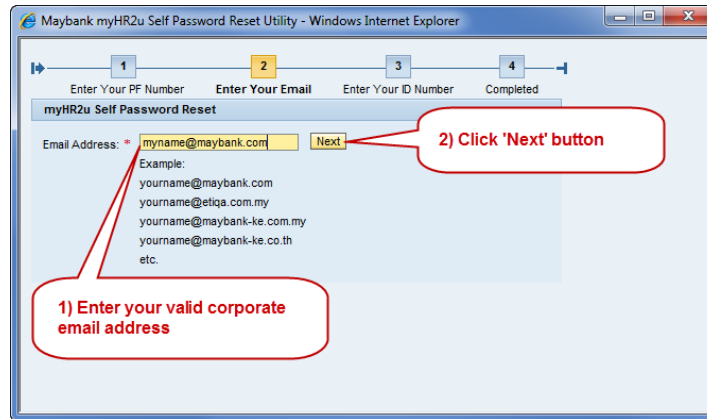

2. A pop-up screen will appear as shown below.
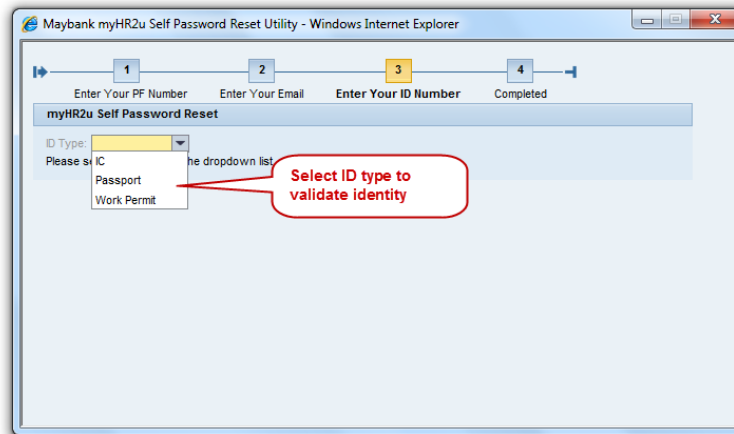
3. Enter your valid corporate email address and click on **"Next"** button.
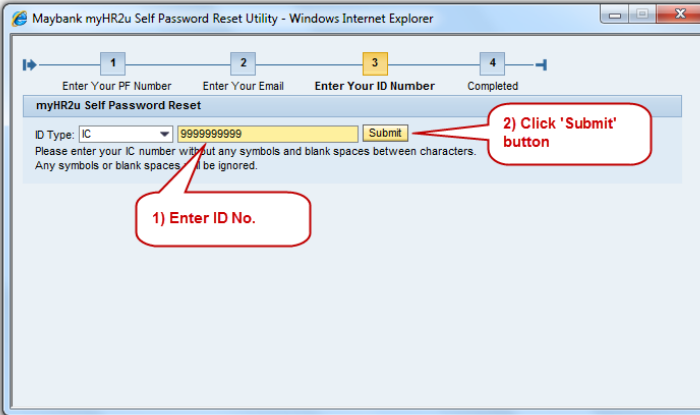Example of corporate email address: **myname@maybank.com**

4. Click on the drop down for ID Type and select an ID type for authentication.
The ID type selected for this example is IC.

*Note: The dropdown list will display all ID types captured in the HR system.

5. Enter your ID number and click on Submit button.
   For example, enter 999999999999 (exclude spaces and symbols).
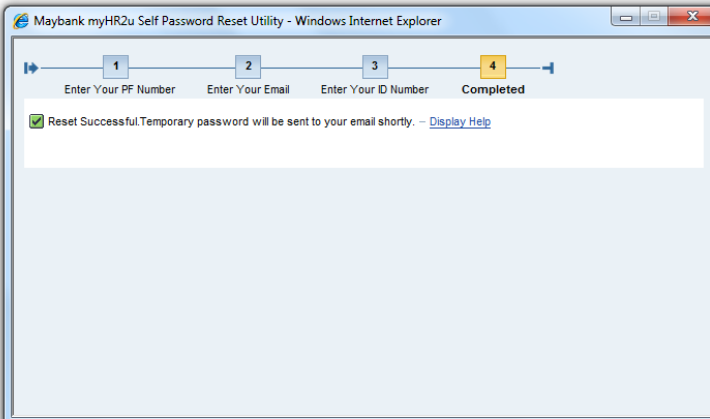
6. The following screen will be displayed upon successful password reset.

7. Check your email for the temporary password.

8. Login to myHR2u to change to a new permanent password.
   Note: Password is case sensitive. Please enter the temporary password exactly as it is given in the email.

Frequently Asked Questions (FAQs)

Q1: With this enhanced myHR2u Self Reset Password feature, do I need to fill in the ID Maintenance form and send to Maybank Helpdesk to reset myHR2u password?
No, you can now perform self reset password via myHR2u.

Q2: What information is required to reset myHR2u password under this enhanced feature?
You are only required to provide your corporate email address and your official ID number that is maintained in the HR system.

Q3: I have reset myHR2u password and the system has indicated that the reset was successful and a temporary password will be sent to my email. However, I did not receive the email notification. What should I do?
If you do not receive the email notification within 15 minutes, kindly contact GHC Contact Centre via:
- Email ghc4u@maybank.com
- Call 1-300-80-8778
- Jabber *"ghc4u"*

Q4: I received more than one email notifications with different temporary password after I reset the password a few times. Which password should I use?
Please use the password in the latest email notification.

Q5: My email address was changed due to inter-company transfer but myHR2u is not able to recognize my new email address. What should I do?
- For users from Maybank Malaysia / Maybank Singapore, please contact Maybank Helpdesk to update your email address in the HR system.
- For users from Etiqa Singapore / Maybank Kim Eng / Maybank International, please contact your IT Personnel for assistance.

Q6: Can I use a private email address to reset myHR2u password?
No, the system only allows corporate email address.

Q7: I do not have a corporate email address. What should I do?
Corporate email address is mandatory for creation of myHR2u account. Please refer Answer to Q5.

Q8: Why am I not able to perform self reset password on weekends?
You may perform self reset password anytime outside the myHR2u weekly scheduled maintenance window starting from Friday, 8pm to Sunday 8am (Malaysia time).