

Access Denied

About

Access denied is caused by one of two things; either your password has expired or you are locked out of your account.

Checking for Expired Password

If you get this message (see **Figure 1**).

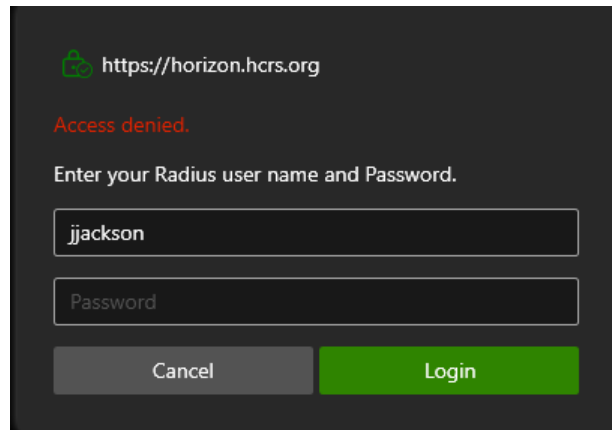
A screenshot of a web browser showing an 'Access denied' message. The URL bar displays 'https://horizon.hcrs.org'. Below the message, there is a prompt to 'Enter your Radius user name and Password.' with two input fields: the first contains 'jjackson' and the second is labeled 'Password'. At the bottom are two buttons: 'Cancel' and 'Login'.

Figure 1

Go to the regular HCRS website (<https://www.hcrs.org/>). In the top right corner of the website you will see Staff/Board Login (see **Figure 2**).

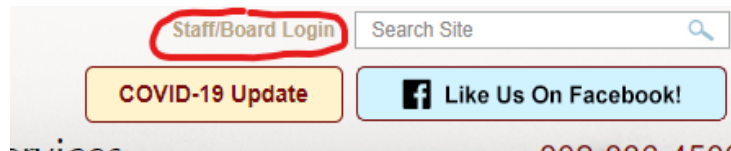


Figure 2

You will be presented with a login screen (see **Figure 3**). Enter in your full HCRS email address. Click Next, then enter in your HCRS password (one for Horizon/signing on to a desktop).

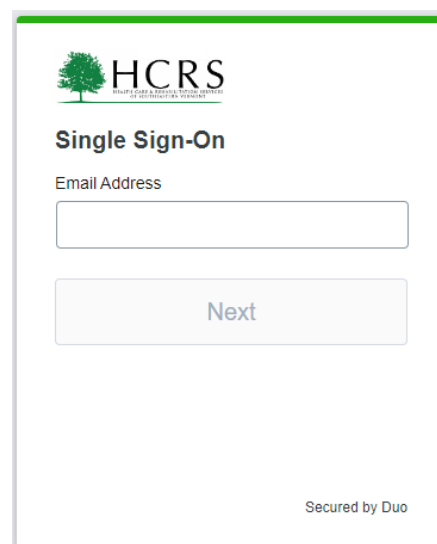
A screenshot of the HCRS 'Single Sign-On' login page. It features the HCRS logo at the top, followed by the title 'Single Sign-On'. Below this is an 'Email Address' label and a text input field. A 'Next' button is positioned below the input field. At the bottom right, it says 'Secured by Duo'.

Figure 3

You will then be presented with this screen (see **Figure 4**) click on “Verify my identify”.

You will then be prompted to authenticate using Duo.

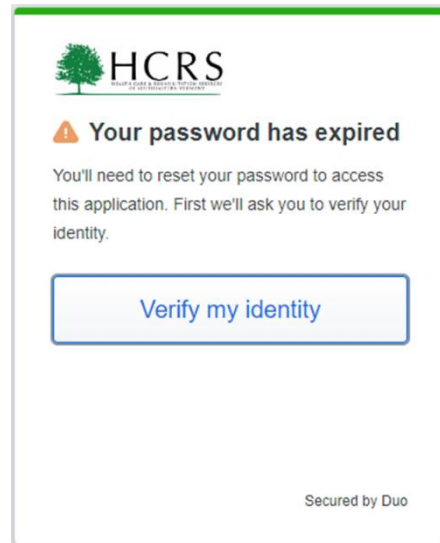


Figure 4

Once verified you will be presented with the screen shown in **Figure 5**. Click on “Reset my password”.

You will then be asked for your current password (the one you just used) and then the new password you are establishing.

Click on Save. If successful you will be presented with a screen saying “Reset successful”. You can now use this password to get into Horizon.

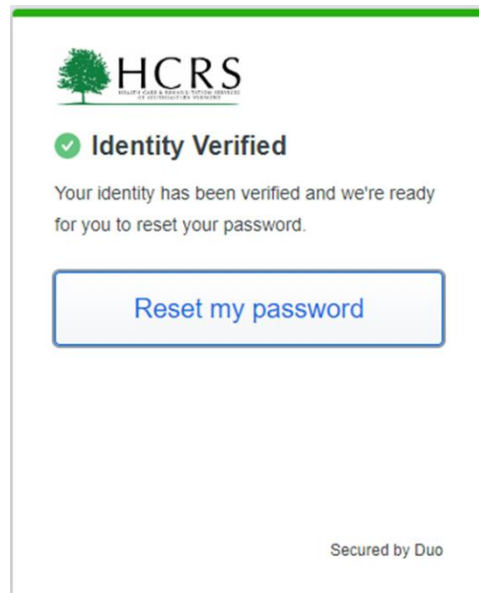


Figure 5

If you have an agency cellphone, you will need to put this password into the settings on your phone. Go to settings, mail, accounts, hcrs-mail, and click on where you see your username. Click on this then enter in your new password in the password field.