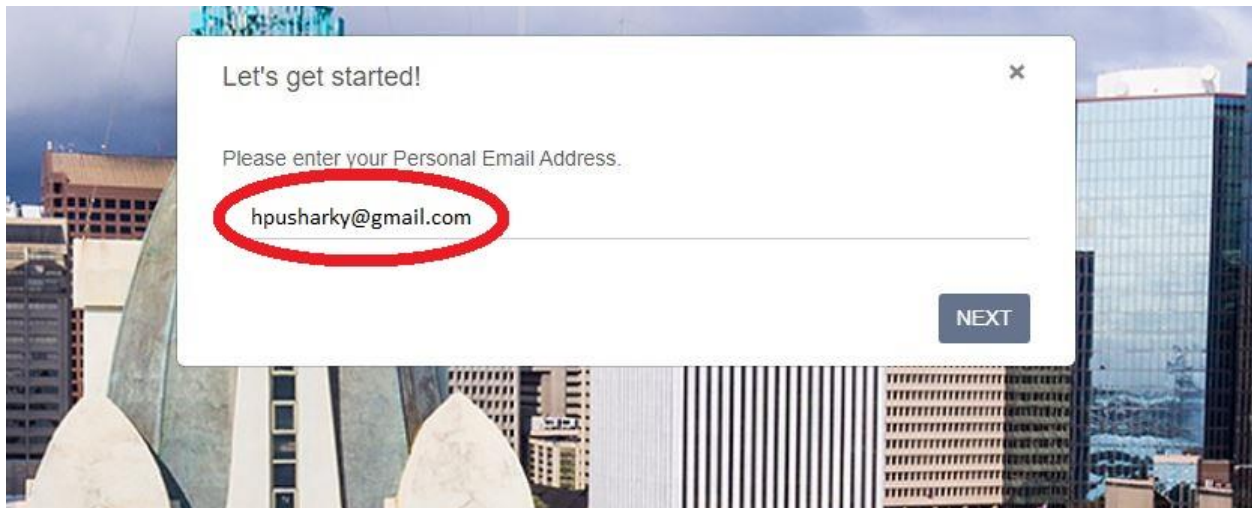


## MYHPU FIRST TIME SIGN-IN & ACCESSING HPU EMAIL

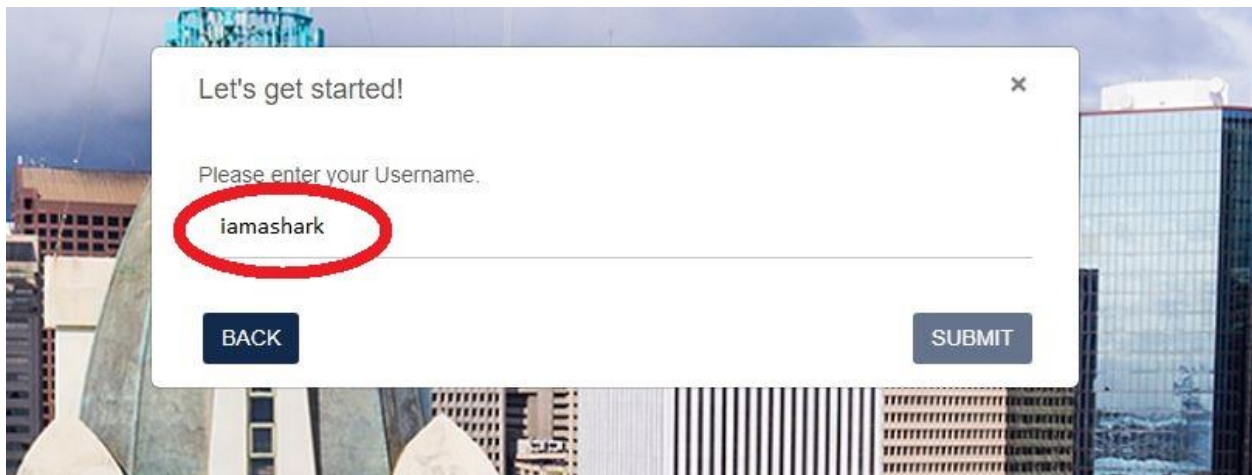
### ACCOUNT CREATION

1. Click [Here](#). Enter the Personal Email Address you used at the time of submitting your HPU application, then click "Next".



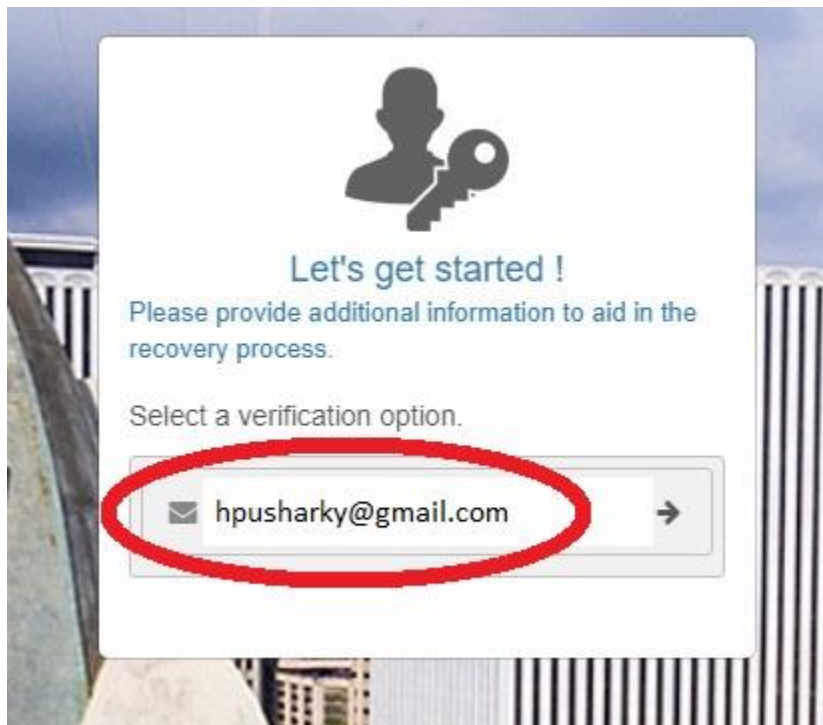
A screenshot of a web form titled "Let's get started!". The form contains a text input field with the placeholder text "Please enter your Personal Email Address." The email address "hpusharky@gmail.com" is entered into the field and is circled in red. A "NEXT" button is located at the bottom right of the form. The background of the page shows a cityscape with modern buildings.

2. Enter your Username, then click "Submit".



A screenshot of a web form titled "Let's get started!". The form contains a text input field with the placeholder text "Please enter your Username." The username "iamashark" is entered into the field and is circled in red. There are two buttons at the bottom: "BACK" on the left and "SUBMIT" on the right. The background of the page shows a cityscape with modern buildings.

3. Select your verification option - by the Personal Email Address you entered in.



4. A verification code will be sent to your Personal Email Address.

 identity@my.hpu.edu  
HPU Verification Code for Email Recovery  
To

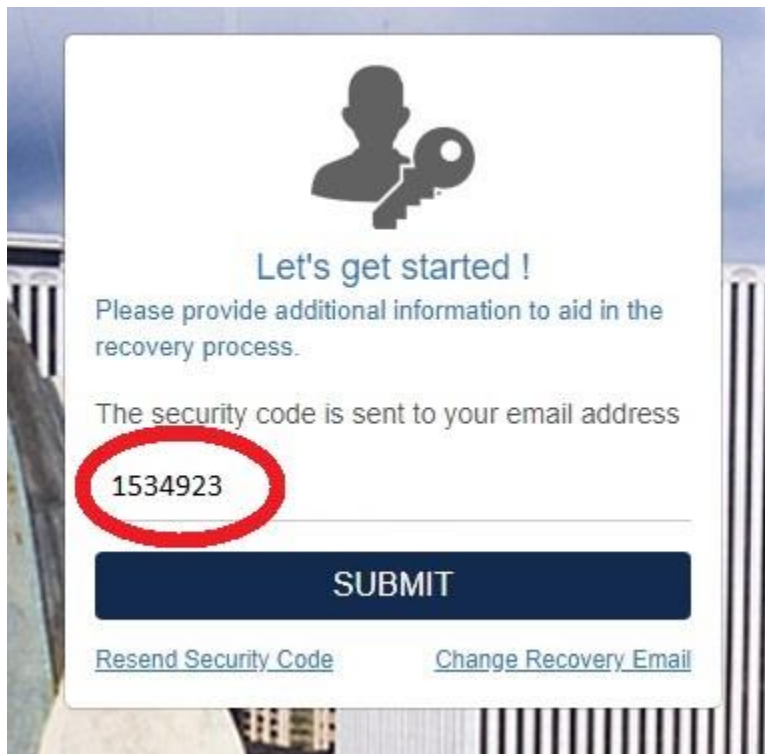
Aloha

1534923 is your verification code.

Hawaii Pacific University  
Information Technology Services

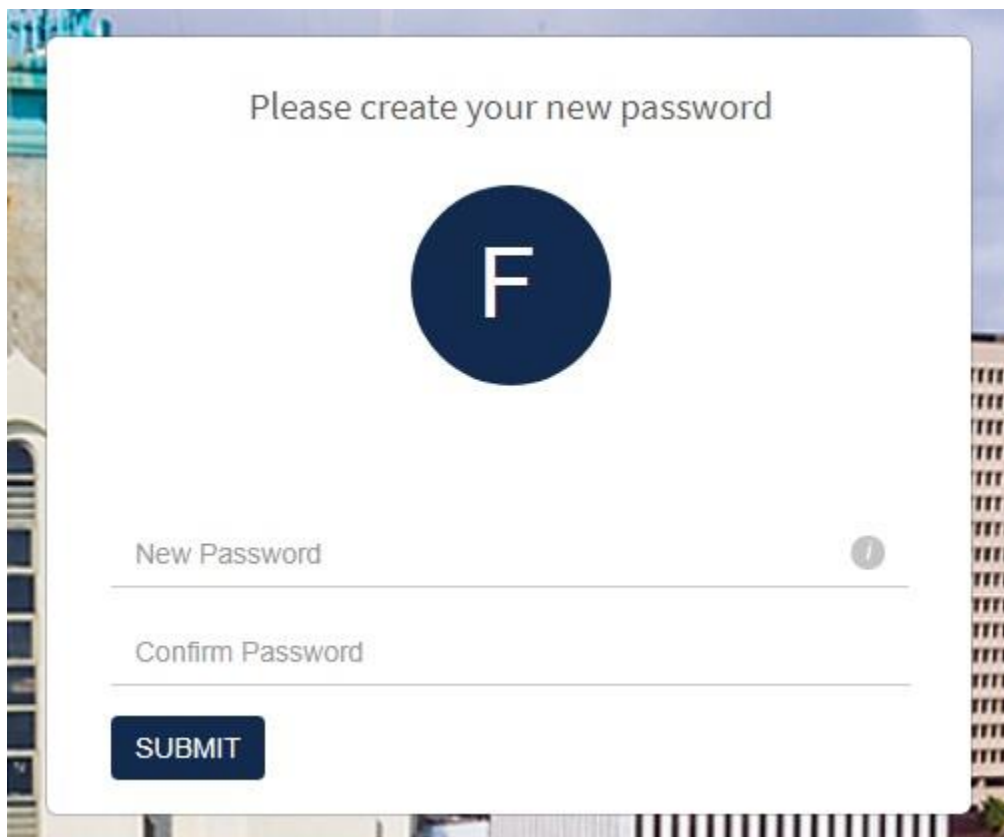
IMPORTANT: This is an unmonitored mailbox. Please do not reply to this email. If you require assistance, please contact [help@hpu.edu](mailto:help@hpu.edu)

5. Enter the verification code and click the "Submit" button.



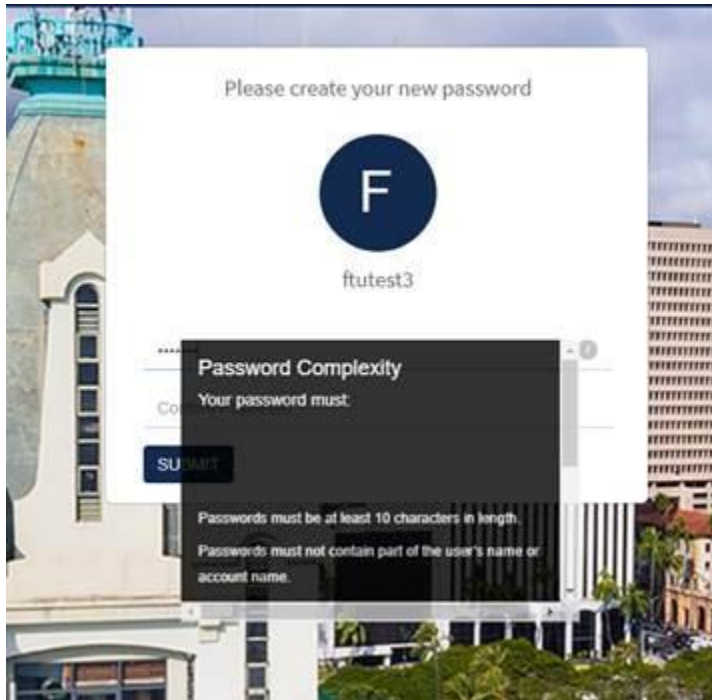
The screenshot shows a white card with a dark blue header area. At the top is an icon of a person's silhouette holding a key. Below the icon, the text reads "Let's get started !". Underneath, it says "Please provide additional information to aid in the recovery process." followed by "The security code is sent to your email address". The security code "1534923" is displayed in a dark blue box and is circled in red. Below the code is a dark blue button with the word "SUBMIT" in white. At the bottom of the card, there are two links: "Resend Security Code" and "Change Recovery Email".

6. You'll be directed to the create new password screen.

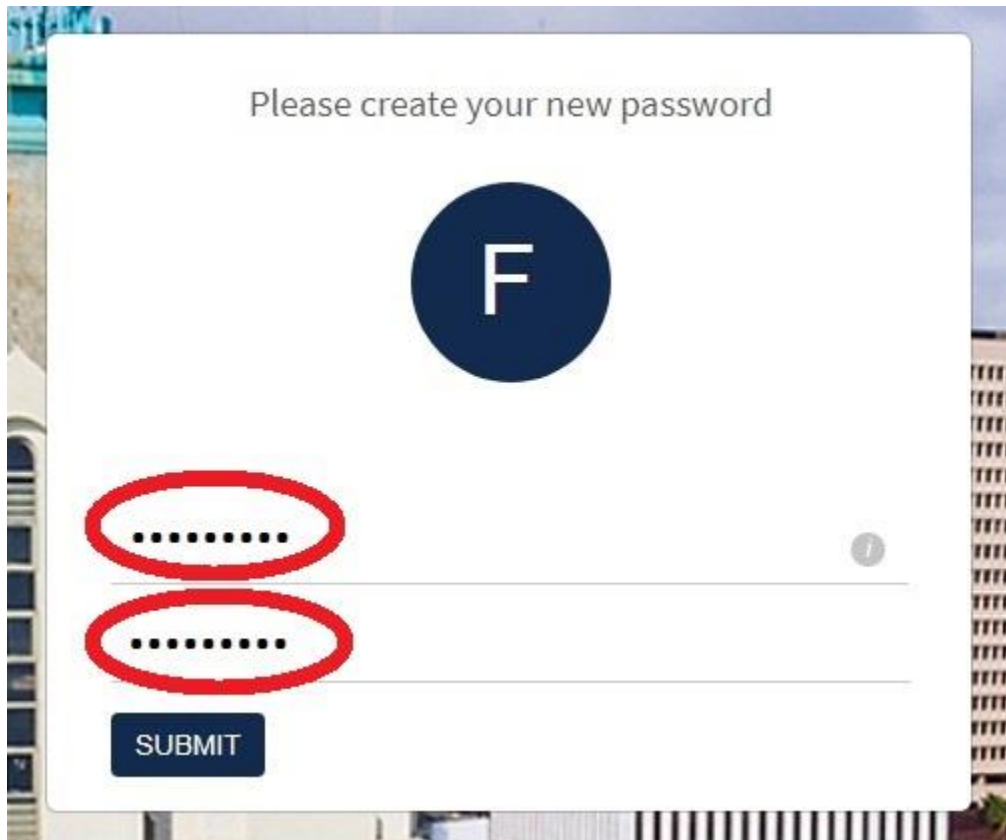


The screenshot shows a white card with a dark blue header area. The text "Please create your new password" is centered at the top. Below the text is a large dark blue circle containing a white letter "F". Underneath the circle are two input fields: "New Password" and "Confirm Password". To the right of the "New Password" field is a small dark blue circle with a white exclamation mark. At the bottom of the card is a dark blue button with the word "SUBMIT" in white.

7. If you hover to the information (i) circle button on the right, it will tell you that your password must contain at least 10 characters and that it should not contain part of your username or account name.



8. Create your new password and retype the same password below, then click the "Submit" button.



Please create your new password

F

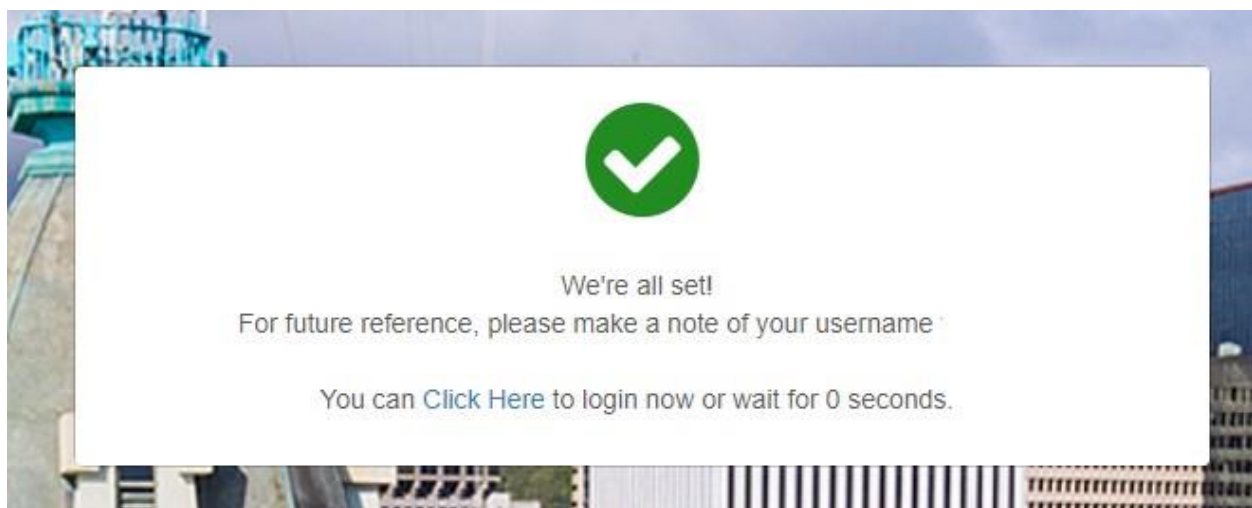
.....

.....

SUBMIT

The image shows a white modal window for password creation. At the top, it says "Please create your new password". Below this is a dark blue circle containing a white letter "F". There are two password input fields, each containing a series of dots. Red circles are drawn around both input fields. To the right of the first input field is a small grey information icon. At the bottom left of the modal is a dark blue button with the word "SUBMIT" in white capital letters.

9. Once you've submitted your new password, you'll receive a confirmation that the account has successfully been set-up.



✓

We're all set!

For future reference, please make a note of your username

You can [Click Here](#) to login now or wait for 0 seconds.

The image shows a white modal window with a green checkmark icon at the top center. Below the icon, the text reads "We're all set!". Underneath that, it says "For future reference, please make a note of your username". At the bottom, it says "You can [Click Here](#) to login now or wait for 0 seconds." The background of the modal is white, and it is set against a blurred background of a building.

If you run into issues with this process, please click [Here](#) to open a helpdesk ticket.

## ACCESS YOUR HPU EMAIL ACCOUNT

Here is how to access your HPU email account:

1. Log into your MyHPU ([my.hpu.edu](http://my.hpu.edu)). Once you are logged in, you will see an email app icon on the Home page under Student QuickLaunch.


The screenshot shows the 'Home' page of the MyHPU system. At the top, there are three promotional cards. The first card is for 'eRefunds', the second for 'COVID-19 Information', and the third is empty. Below these cards is the 'Student QuickLaunch' section, which contains a grid of icons for various services. The 'Gmail' icon is highlighted with a yellow circle. The other icons include Blackboard, Course Registration, Meal Plan, Med Proctor, Need Help?, My Drive (Google), You @ HPU, Student Self-Service, My Profile, Financial Aid Service, and Business & Payments.


Home


[eRefunds](#)  
Sign-up for eRefunds [here](#) to receive your refunds faster!  
To learn more about the program and review FAQ, visit [hpu.edu/refunds](http://hpu.edu/refunds).


[COVID-19 Information](#)  
Click [here](#) to get information about COVID-19


Student QuickLaunch


 Gmail


 Blackboard


 Course Registration


 Meal Plan


 Med Proctor


 Need Help?


 My Drive (Google)

 You @ HPU

 Student Self-Service

 My Profile

 Financial Aid Service

 Business & Payments

2. Access your HPU email account directly through a web browser, either [outlook.com](http://outlook.com) or [gmail.com](http://gmail.com).