

Halo Password Reset Guide



Please follow the below guide to complete a successful password reset.

1. If you require a password reset, please refresh the login screen.
2. Click the “Forgotten Password” link, then follow the steps and you’ll get an email that will let you reset the password.
3. If you do not see the email within 5 minutes, be sure to double check your spam/junk as the email is system generated so does often get flagged as spam.
4. Click the link and then reset your password which will need to meet the required credentials.
5. When the reset has been completed, please click on the following link and login with your new password.

<https://novuna.hpdsc.com/>

Please note, if you are still having issues with the reset and receive an error message of ‘invalid credentials’, please clear the cache and cookies within your browser, a guide on how to do this can be seen here.

<https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>

Please also ensure your browser is not in Incognito mode, to check this please see the following link.

<https://support.google.com/chrome/answer/95464?hl=en-GB&co=GENIE.Platform%3DDesktop>

Once you have completed these checks, please repeat the password reset process above.

If you are still experiencing login issues with Halo, please email your Assistant Relationship Management team with your user ID and email address if different.