

THE ACADEMY

# New Hire Portal QRG

September 2024

Start

# Introduction

Welcome to the New Hire Portal at Bank of America.

The New Hire Portal will help you complete the necessary steps required before your day one at Bank of America. As a candidate, you will access an activity list (with due dates and reminders), as well as helpful resources and information.

Please visit the New Hire Portal and start taking action to complete your activities prior to the due date to avoid any delays with your process.



[How to setup your initial password to the New Hire Portal](#)

[How to reset your password](#)



# How to setup your initial password to the New Hire Portal

## Purpose

To setup your initial password to access the New Hire Portal application for the first time.

## Task instructions

1. Open **Welcome email** (Get started with the New Hire Portal)
2. Click the **New Hire Portal** hyperlink.

Start your onboarding activities today through our New Hire Portal

NHP,

Welcome to Bank of America!

We're thrilled you have accepted your offer. As part of our commitment to being a Great Place to Work, we're focused on ensuring you have a smooth and meaningful pre-day one onboarding experience.

**Take action:**

Please visit our [New Hire Portal](#) today and start taking action on your checklist. The portal will serve as a guide to help you complete the necessary steps required before your day one at Bank of America. **It's important that you register using the same email address used on your job application.**

**Begin the process today!** These onboarding activities are time sensitive, any delay in completing them may impact your start date.

If you are unable to log in, please send an email to the [Application Support Team](#) include your name, contact information and a brief description of your concern. If you have any questions about background screening, please reach out to your recruiter.

\*The portal performs best in Google Chrome or Microsoft Edge.

**This message is intended for the recipient of this communication only. Please do not forward.**

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[How to setup your initial password to the New Hire Portal](#)

[How to reset your password](#)



# How to setup your initial password to the New Hire Portal

## Task instructions

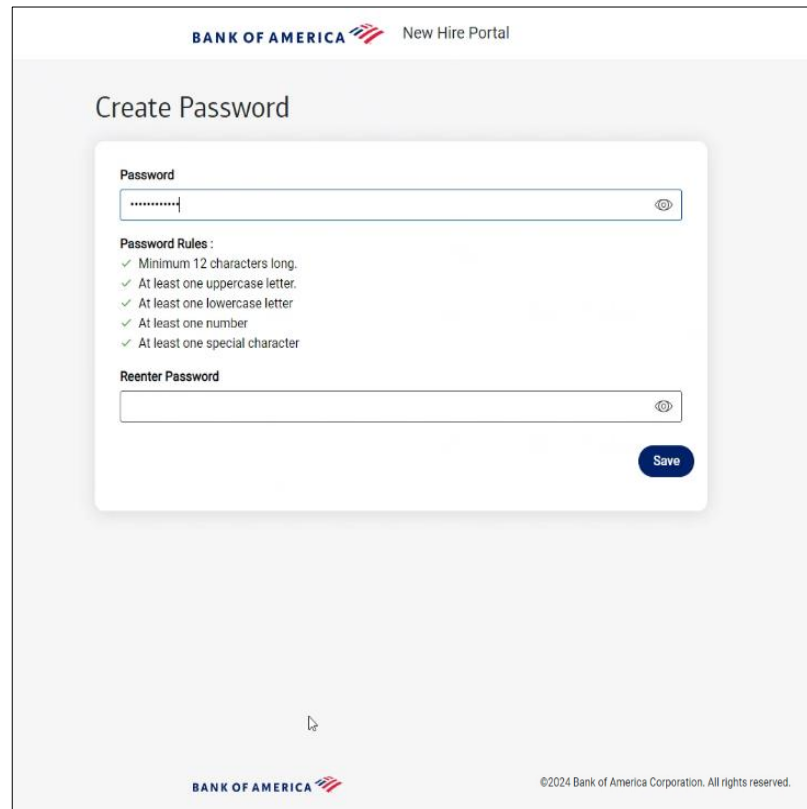
3. Enter a **password**.


*Password rules:*

- a. Minimum **12 characters long**
- b. At least **one upper case letter**
- c. At least **one lower case letter**
- d. At least **one number**
- e. At least **one special character**

4. Re-enter **password** again


5. Click **Save**



BANK OF AMERICA  New Hire Portal

### Create Password


**Password**

.....| 


**Password Rules :**


- ✓ Minimum 12 characters long.
- ✓ At least one uppercase letter.
- ✓ At least one lowercase letter
- ✓ At least one number
- ✓ At least one special character

**Reenter Password**

.....| 

**Save**



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[How to setup your initial password to the New Hire Portal](#)

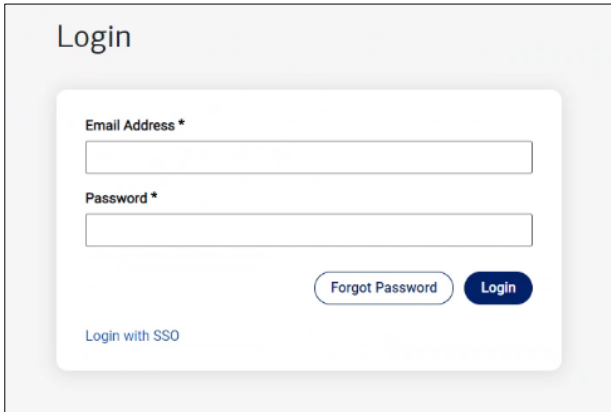
[How to reset your password](#)



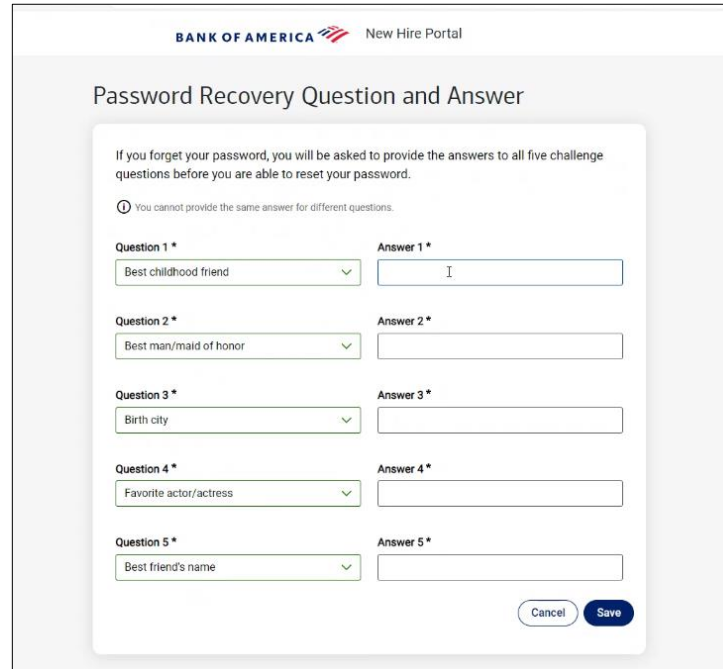
# How to setup your initial password to the New Hire Portal

## Task instructions

- 6. Complete **Password Recovery Questions and Answer** by choosing five challenge questions and entering answers.
- 7. Click **Save** (You can now login to the portal)



The screenshot shows the 'Login' page. It features a white box with the following elements: 'Email Address \*' with a text input field, 'Password \*' with a text input field, a 'Forgot Password' button, a 'Login' button, and a 'Login with SSO' link at the bottom left.



The screenshot shows the 'Password Recovery Question and Answer' page. It includes the Bank of America logo and 'New Hire Portal' text. The main heading is 'Password Recovery Question and Answer'. Below this is a paragraph: 'If you forget your password, you will be asked to provide the answers to all five challenge questions before you are able to reset your password.' A warning icon and text state: 'You cannot provide the same answer for different questions.' There are five rows, each with a 'Question' dropdown menu and an 'Answer' text input field. The questions are: 'Best childhood friend', 'Best man/maid of honor', 'Birth city', 'Favorite actor/actress', and 'Best friend's name'. At the bottom right are 'Cancel' and 'Save' buttons.

[How to setup your initial password to the New Hire Portal](#)

[How to reset your password](#)



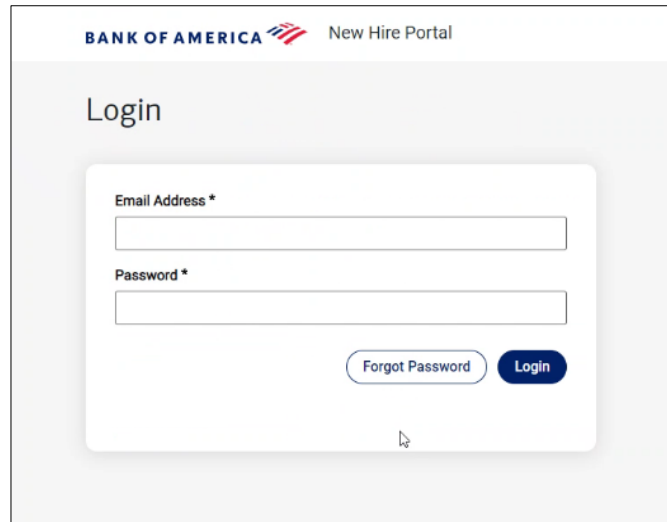
# How to reset your password

## Purpose

To change your password if you are having issues logging in or you have forgotten your password (you must have established your password and security questions for the first time to reset your password).

## Task instructions

1. Access the New Hire Portal
2. Enter email address used in initial setup into the Email Address field (*do not try to enter a password*)
3. Click Forgot Password



[How to setup your initial password to the New Hire Portal](#)

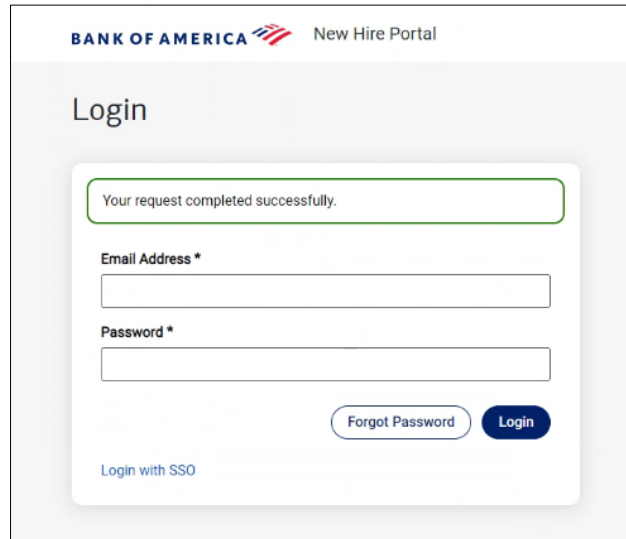
[How to reset your password](#)



# How to reset your password

## Task instructions

- 4. Answer all five (5) security questions (note the system will send an email to the registered address if you correctly answer the questions)
- 5. Click Reset my password. You will see “Your request completed successfully”



- 6. Open email titled “Bank of America New Hire Portal Password Reset Request” and follow the instructions

[How to setup your initial password to the New Hire Portal](#)

[How to reset your password](#)



