



# chevron humankind login quick reference guide

## Accessing Chevron Humankind – Retirees

- Access the Chevron Humankind login page at <http://www.chevronhumankind.com/>.
- Enter your 8 Digit Chevron Humankind User ID (CHK ID) including the hyphen. Example 0000-0000. Click **“Next.”**
  - a. If you have misplaced or do not know your CHK ID, please reach out to **chevron-support@yourcause.com** to complete the verification steps and receive your CHK ID.
  - b. A team member will ask a set number of questions to verify your identity which you can answer by phone or email depending on personal preferences.
- Enter your **password**.
  - a. For those retirees that have previously logged on with a personal email address, you should not have to re-register or create a new password. Your password is linked to your CHK ID from your previous registration.
  - b. If you do not remember your password or need to reset your password, please select the **‘Forgot your password?’** button in the lower left corner.
    - i. If you do not receive an email after clicking ‘Forgot your password?’, reach out to **chevron-support@yourcause.com** and the password reset email can be resent to you.
  - c. If this is your very first-time logging in via <https://chevron.yourcause.com/auth/basic>, a **temporary password** will be required.
    - i. To obtain your temporary password, you must email **CVXHMKD@chevron.com**, with subject line “Request for Temporary Password,” to receive the instructions for verification. Please allow up to 48 hours to receive your temporary password.
    - ii. Once you receive your temporary password, enter your temporary password, and follow the prompts to agree to the terms and conditions and terms of service. Click **‘Next’**.
    - iii. **Create a new password** using the following requirements: at least 12 characters, must contain combination of at least 3 of the following 4 character types: numeric, lowercase, uppercase, special character (!,\$,%...).
    - iv. **Confirm** your password and click **‘Finish & Sign In’**.
- Select your preferred language & enter your preferred email to receive communications regarding the status of your match requests and in case you need to obtain a new password for your account.
- Select **‘Save & Continue’**.
- Once you are logged in, be sure to confirm your preferred email by accessing **‘My Account’** then select **‘Verify Email’**. You will need to enter a 4-digit code which will be sent directly to the preferred email address that is provided.
- Safely make note of your Chevron Humankind User ID and password, it will be required for all future logins.

If you are having trouble, contact YourCause support at [chevron-support@yourcause.com](mailto:chevron-support@yourcause.com) or call +1 (866) 751-6031.

Note to all users: After 90 days of inactivity, users logging in off the Chevron Network will be required to retrieve a verification code that will be sent to their email address and return to enter the code within the login form. The verification code will expire 60 minutes after it has been sent. Users can resend a code as needed.