

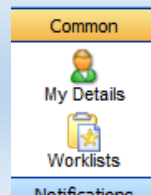
FAQ Files

Q: *How do I change my password?*

A: Passwords are good for 90 days. After that time period, you will be prompted to change your password automatically when you log into the portal.

If you would like to change your password before the 90 days are up, you can do so by following these steps:

- 1) Click on the “Common” menu on the left-hand side of the portal
- 2) Click on the “My Details” link



- 3) You can change your password by clicking on the Change button next to “Change my password.”
- 4) You will be prompted to enter your old password. You can then enter and confirm a new password in the next set of fields.

Passwords must be at least 8 characters long and must include a mix of upper and lower case letters, numbers and special characters.

If you have questions or need additional assistance, please contact HealthInfoNet Customer Care at the following:

- Email: customercare@hinfonet.org
- Phone: 207-541-9250