

# FAQ Files

**Q:** *Help! How can I get my password reset?*

**A:** Forgetting your password can be a frustrating problem. HealthInfoNet has a few ways you can get back into your account if you cannot remember your password.

- 1) Use the “Forgot your password” link on the login page. If you have set up a secret question, you can reset your own password by clicking on the link on the homepage. You will be asked to enter your username and provide the answer to your secret question. You can also enter a new password on from this page. Passwords need to be at least 8 characters long with a mix of upper and lower case letters, numbers and special characters.

*If you need help on setting up your secret question, check out our FAQ File: “How do I set up my secret question?”*

- 2) You can contact your internal IS support team. HealthInfoNet will give members of your tech support team the ability to reset your password. Contact them how you would normally seek assistance from your help desk. Your help desk can often do a password reset very quickly.
- 3) Contact HealthInfoNet Customer Care. HIN Customer Care is available Monday to Friday, 8 AM to 430 PM (excluding holidays). Please contact HealthInfoNet Customer Care at the following:
  - Email: [customercare@hinfonet.org](mailto:customercare@hinfonet.org)
  - Phone: 207-541-9250