

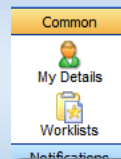
FAQ Files

Q: *How do I set up my secret question?*

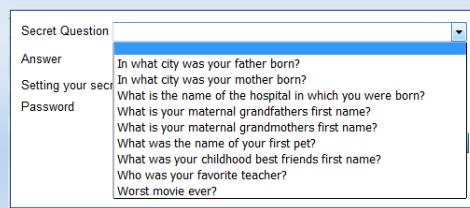
A: Setting up your secret question will allow you to reset your password without having to contact your technical support team. Setting up your secret question is fast, easy and allows you to quickly get back into the portal by clicking on the “Forgot your password” link on the login screen.

Follow these steps to set up your secret question:

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



- 3) Click on the Set button next to “Set my secret question....”
- 4) Select a question from the list. Make sure it is a question that you are confident you will always be able to answer:

A screenshot of a web form titled 'Set my secret question'. It features a dropdown menu labeled 'Secret Question' with a list of questions. Below the dropdown are three input fields: 'Answer', 'Setting your secret question', and 'Password'. The questions in the dropdown include: 'In what city was your father born?', 'In what city was your mother born?', 'What is the name of the hospital in which you were born?', 'What is your maternal grandfathers first name?', 'What is your maternal grandmothers first name?', 'What was the name of your first pet?', 'What was your childhood best friends first name?', 'Who was your favorite teacher?', and 'Worst movie ever?'.

- 5) Type the answer in the field below. How you phrase your answer should be simple enough to answer consistently.
- 6) Enter your password to confirm your settings and then click OK. You will now be able to use the “Forgot my password” link on the portal login screen.

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

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