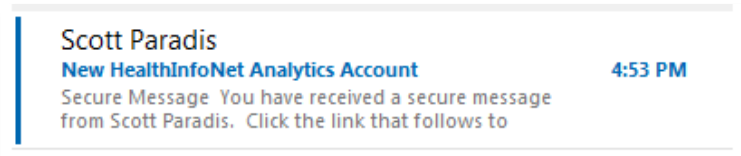


## ACCESSING ANALYTICS FOR THE FIRST TIME

### Your Login Credentials:

You will receive a secure email from one of our customer care team members. This email will ask you to log into our secure email portal to get your credentials:

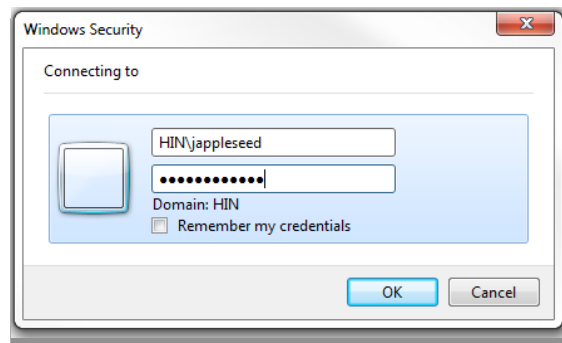


The email will have the following pieces of information:

- Your unique username. The username will be formatted HIN\username.
- Your password. Your password is a randomly generated complex password that you will have to use for the first 24 hours. After the first 24 hours, you can change your password from within the portal. Passwords are case sensitive.
- The link to the Analytics website (you can also reach this site by clicking [here](#)).

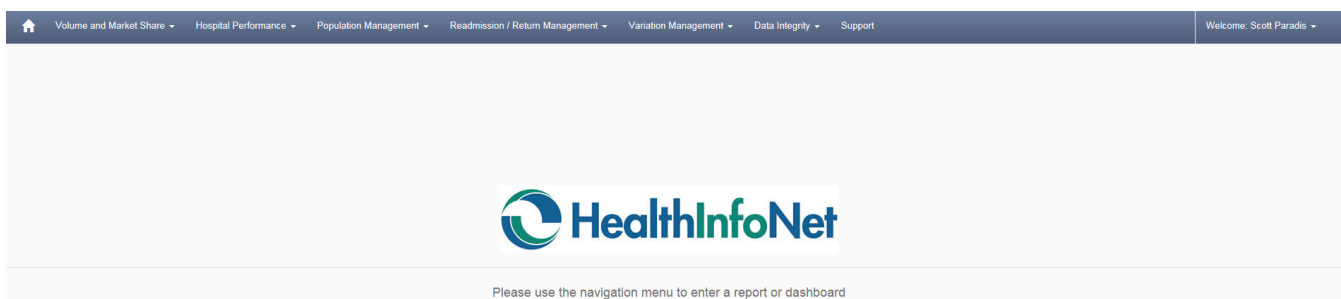
### Logging In:

If you successfully connect to the Analytics site, you will be prompted to enter your login credentials. Enter your credentials as follows:



*Please note that you must use HIN\ in the username*

If you are successful logging in, you will see the dashboard homepage:



### If You Are Not Able to Log In:

There may be many reasons why you are not able to connect. If you do not get the login prompt, *please contact your IS team to verify you are properly connect to the network*, including any bridging to the HealthInfoNet VPN. We ask that you email us a description of the issue along with *screen captures* of what you are seeing to [customer@hinfonet.org](mailto:customer@hinfonet.org). This will help us understand the problem quickly.