



Passwords

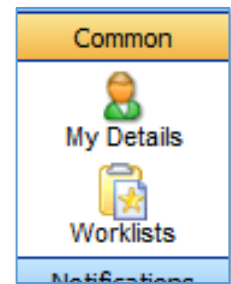
HealthInfoNet Passwords must:

- Be at least 8 characters long
- Include upper and lowercase letters, numbers and special characters

Changing Your Password

Passwords for the HealthInfoNet Clinical Portal need to be changed every 90 days. Users will be prompted to change this password automatically when it expires.

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 “Change” button next to “Change my password.”
4. Enter the old password.
5. Enter and confirm a new password in the next set of fields.



Resetting Your Password

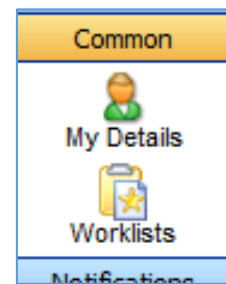
There are 3 options for resetting a forgotten password:

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.
2. **Contact your internal IS support team.** Your Help Desk can often reset a password very quickly.
3. **Contact HealthInfoNet Customer Care.** Email customercare@hinfonet.org or phone 207-541-9250

Setting up a Secret Question

Setting up a secret question allows users to reset passwords without contacting support.

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:



Type the answer in the field below. How you phrase your answer should be simple enough to answer consistently.

Secret Question	
Answer	In what city was your father born?
Setting your secret	In what city was your mother born?
Password	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?
	Worst movie ever?

5. 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**