



CLINICAL PORTAL USER GUIDE

Table of Contents

Accessing HealthInfoNet (HIN)	3
Searching.....	3
Breaking the Glass.....	4
To Access Clinical Data.....	4
To Access Mental Health.....	5
Patient Summary.....	5
Clinical Document Tree	6
Logging Out	9
Notifications and Worklists.....	9
Types of Notifications	9
Options and Frequency	10
Adding and Removing Patients	10
Notification Examples	12
Worklists	13
Adding Patients to a Worklist	13
UpToDate®	14
Resetting Your Password	15

If you have any problems or questions regarding the use of the clinical portal, please contact your organization's Help Desk.

Accessing HealthInfoNet (HIN)

Depending on how your facility has been set up, the HIN Portal can be accessed either by:

1. Entering the following address into your browser:
<https://maine.prod.hinfony.org/concerto/Login.htm>
2. Using the link for the Parameter Based Launch (PBL) through your EMR.

Enter your user ID and Password. Click Login.

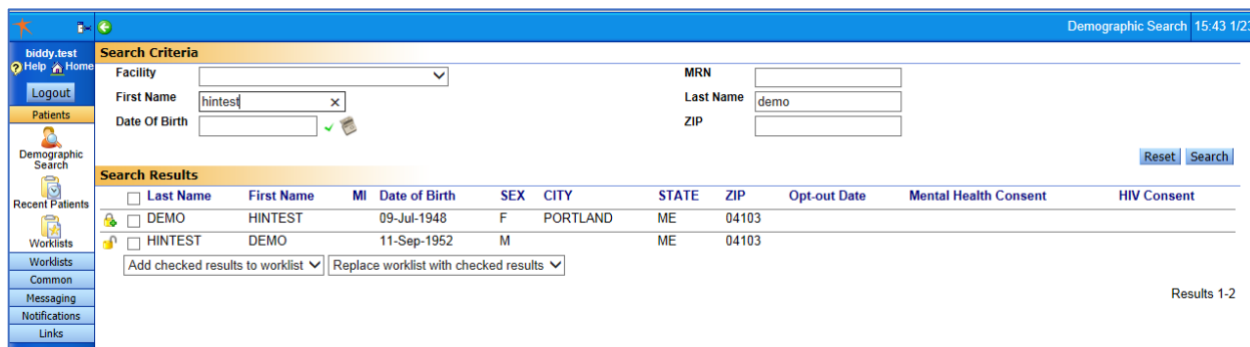


The image shows the HealthInfoNet login page. At the top is the HealthInfoNet logo, which consists of a stylized 'e' icon followed by the text 'HealthInfoNet'. Below the logo, there is a prompt 'Please enter your user ID and password'. Under this prompt are two input fields: 'User ID' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot your password?'. Below these fields is a blue 'Login' button. Under the 'Login' button, the text 'HIN Production Environment' is displayed. Below this text are three lines of red text: 'Martin's Point Health Care data feeds have been restored with the exception of office visit notes and procedure codes which will remain temporarily unavailable.', 'Central Maine HealthCare Lab data is currently unavailable for viewing access in the portal.', and 'New MaineCare medications will be temporarily unavailable in the portal.'. At the bottom of the red text is a blue link that says 'Click here to see data captured in HealthInfoNet'.

Note: The first time you log in you must accept the Treatment Portal and Medication History Disclaimers. These disclaimers must be acknowledged once a year for audit purposes.

Searching

After you log-in, you will be presented with the Search screen. If the Search screen does not default, you can click on the Demographic Search icon in the menu bar on the left side of the window. If you are not automatically presented with the Search screen, you can change the default setting by clicking on: Common—My Details—Home Page, then click the drop-down arrow and choose



The image shows the HealthInfoNet search results page. At the top, there is a blue header bar with the text 'Demographic Search' and '15:43 1/23'. Below the header bar, there is a 'Search Criteria' section. This section contains several input fields: 'Facility' (a dropdown menu), 'First Name' (a text field with 'hintest' entered), 'Date Of Birth' (a text field with a calendar icon), 'MRN' (a text field), 'Last Name' (a text field with 'demo' entered), and 'ZIP' (a text field). To the right of these fields are 'Reset' and 'Search' buttons. Below the 'Search Criteria' section is a 'Search Results' section. This section contains a table with the following columns: 'Last Name', 'First Name', 'MI', 'Date of Birth', 'SEX', 'CITY', 'STATE', 'ZIP', 'Opt-out Date', 'Mental Health Consent', and 'HIV Consent'. The table contains two rows of results: one for 'DEMO HINTEST' and one for 'HINTEST DEMO'. Below the table are two buttons: 'Add checked results to worklist' and 'Replace worklist with checked results'. At the bottom right of the page, the text 'Results 1-2' is displayed.

Last Name	First Name	MI	Date of Birth	SEX	CITY	STATE	ZIP	Opt-out Date	Mental Health Consent	HIV Consent
DEMO	HINTEST		09-Jul-1948	F	PORTLAND	ME	04103			
HINTEST	DEMO		11-Sep-1952	M		ME	04103			

When using the Search screen, you should use one of the following combinations:

- First Name and Last Name
- Last Name and Date of Birth
- Facility and MRN – This combination will only work if your facility is exchanging data with HIN.

Once the search results are returned, click on the patient record to open it.

Notice the locked and unlocked records and the Opt-out Date and Mental Health Consent. (These will be discussed further under Breaking the Glass.) If there is a date under any of these headings:

1. Opt-Out Date: The patient has Opted-Out of HealthInfoNet, therefore, all information has been deleted from their record and is not available in the clinical portal.
2. Mental Health Consent: The patient has Opted-In, therefore, this information is globally available on the clinical portal.

Breaking the Glass

The system will require you to identify your reason for accessing this chart. HIN will remember this for 3 days and then ask you again.

Any Direct Patient Care or Health Information—Clinician Support choice does not require a Comment entered. Click OK to proceed to the patient's chart. NOTE: The reason you provide here as well as the information you view in the patient's chart will be recorded and may be audited.

To Access Clinical Data

clinical... 200-03-62 MOUSE MINNIE J (F / 64 years)

A reason is required to view information about this patient.

Reason

- EMERGENCY CARE
- Direct Patient Care – Ambulatory Care
- Direct Patient Care – Consultant
- Direct Patient Care – Home Care / Hospice
- Direct Patient Care – Hospital
- Direct Patient Care – Long Term / Post Acute Care
- Direct Patient Care – Mental Health
- Direct Patient Care – Pharmacy
- Direct Patient Care – Specialist
- Support Admin – Care Coordination
- Quality Data Support
- Information Technology Support
- Other

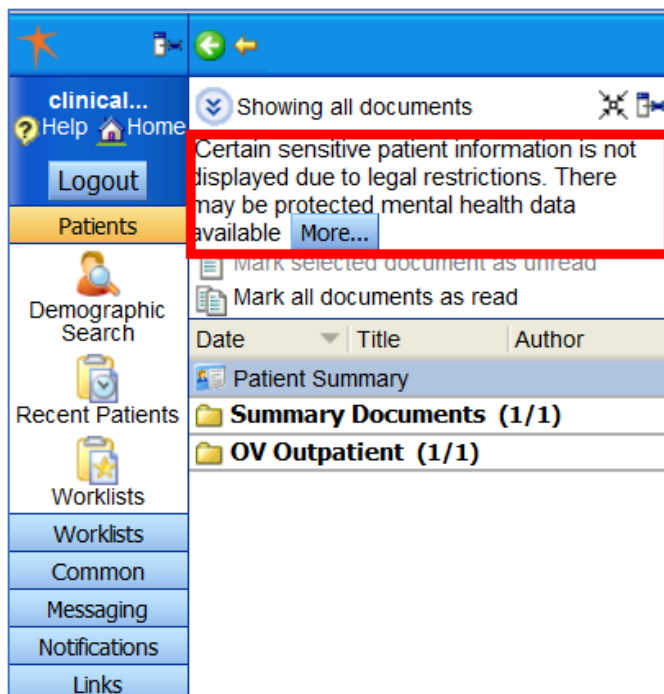
I am responding to a medical emergency, or the patient/legal representative has consented to my access described above. My access will be recorded and may be audited.

OK Cancel

To Access Mental Health

Due to the sensitive nature of Mental Health data, this information is not globally available unless the patient has Opted-In, which will allow all participating providers access to this information.

If, however, there is an emergency situation, or the patient gives you verbal consent during a visit, the Mental Health data can be made available on a one-time basis (and for 3 days) by clicking the More button within the patient chart above the clinical document tree.



NEED Consent image

Patient Summary

HIN will automatically display the Patient Summary screen, which contains the following information:

- Prescription Medications Dispensed within Last 120 Days
- All Identifiers, Emergency Contact, Primary Care Provider, Demographics and Accountable Care Organizations (ACO)
- Active Problems
- Allergies
- Prescription Medications
- Encounter Visit History Information

NOTE: Click on the arrows icon, to view more information

Demographics		Risk Scores Summary Data								
HINTEST, DEMO		ED Visit	12 Month In-patient Admission	30 Day In-patient Readmission	Cost Prediction					
		34%	10%	35%	\$700					
Demographics Sex: Male Date of Birth: Sep 11 1952 (65 years) Address: 125 PRESUMPSOT ST PORTLAND ME 04103 Phone: (207)441-1952 Primary Care Provider Name: N/A Emergency Contact Name: CATHY ADMTEST Accountable Care Organization Test for SJH										
Active Problems		Allergies								
Code	Description	Status	Onset Date	Location*	Reaction	Severity	Date Entered	Location*		
784.0	Headache		01/29/2013	WSPF	Iodine		10/04/2013	SJH		
787.1	Heartburn		01/29/2013	WSPF	Iodinated Contrast Media - IV Dye	Hives	10/04/2013	SJH		
625.2	Mittelschmerz		01/29/2013	WSPF	Azithromycin	HIVES	09/09/2011	CARY		
780.79	Other malaise and fatigue		10/11/2012	WSPF	ALTEPLASE	RASH	03/07/2011	EMHS		
372.30	Conjunctivitis, unspecified		03/22/2012	WSPF	No Known Allergies		02/18/2011	MMC		
718.55	Ankylosis of joint of pelvic region and thigh		02/06/2012	EMHS						
716.25	Allergic arthritis involving pelvic region and thigh		02/06/2012	EMHS						
788.1	Dysuria		02/06/2012	EMHS						
598.0	Bladder neck obstruction		02/06/2012	EMHS						
719.47	Pain in joint involving ankle and foot		01/10/2011	WSPF						
571.4	Chronic hepatitis		01/10/2011	WSPF						
250.02	Diabetes mellitus without mention of complication, type II or unspecified type, uncontrolled		09/03/2009	WSPF						
Prescription Medications Dispensed within Last 120 Days										
Date Dispensed	Drug Name	Dose	Qty	Refill	Prescribed By	Pharmacy	Instructions			
01/19/2015	ATENOLOL 50 MG		90	3	Andrews, Robert	CVS	Take one pill twice daily			
01/15/2015	LISINAPRIL 10 MG		90	3	Smith, Mary	WALGREENS	Take once daily			
11/10/2011	RANITIDINE 150MG CAPSULE		30		KRISTY, REED	ESI Mail Order Pharmacy				
Encounter/Visit History (Hovering Over Data Under Columns Marked with an Asterisk "*" May Show Additional Information)										
Admission	Discharge	Visit Type	Service	Chief Complaint	Clinician	Dx Category*	Dx Code*	Px Code*	Insurance Type*	Location*
12/05/2014		Outpatient	Medical Service		PHYSICIAN, GENERIC GENERI	800-999	822.1	27524		MMC
07/11/2014		Emergency	EMERGENCY ROOM		MARIAN BENNER					SJH
02/17/2014	09/10/2011	Inpatient	ODS		BROWN DAVID	240-279	250.9			CARY

Several folders containing the following clinical information are available in the Clinical Document Tree, which is located in the upper left portion of the screen (see red box in the image below):

Summary Documents – CCD, Discharge History and Physicals, Emergency, Immunizations, Laboratory, Microbiology, Operative, Diagnostic and Procedures, OV Outpatient, Radiology and Vitals

HINSJH HINTEST DEMO (M / 61 years)		Patient Summary		15:53	
Showing all documents		View By Category		Look For	
Not all documents have been displayed due to patient privacy restrictions. More documents may be displayed by providing an appropriate reason. More...		Not all results have been displayed due to patient privacy restrictions.		More results may be displayed by providing an appropriate reason. More...	
Demographic Search Recent Patients Worklists Common Messaging Notifications Links		Prescription Medications (Non-Medicaid) Dispensed within Last 120 Days			
Date	Title	Author	Date Dispensed	Drug Name	Dose Qty Refill Prescribed By Pharmacy Instructions
12/14/2011	HYDROCODONE/APAP 7.5/750 TB	120	MARTIN MD, JOHN	WAL-MART PHARMACY 10-0253	TAKE 1 TABLET EVERY 4 TO 6 HOURS
11/02/2011	ACYCLOVIR 200MG CAPSULE	180	UNKNOWN, PROVIDER	ACME MAIL ORDER	
07/17/2011	PREVACID 30 MG CAPSULE	10 0	BLINDER, MORRIS	RITEAID	TAKE 1 TABLET EVERY 6 TO 8 HOURS AS NEEDED
11/10/2011	RANITIDINE 150MG CAPSULE	30	KRISTY, REED	ESI Mail Order Pharmacy	
Encounter/Visit History (Hovering Over Data Under Columns Marked with an Asterisk "*" May Show Additional Information)					

Clinical Document Tree

Simply single click any Clinical Document folder to expand its list and single click a line item to display its contents. In this example, the 'Emergency' folder and 'Physician Emergency Report' line item are selected.

Physician Emergency Report

Responsible Doctor: Provider, Unknown
 Hospital: St Josephs Hospital
 Observation Date: 11-Jul-2011 16:13

Patient DOB: 11-Sep-1952
 Patient Name: HINTEST, DEMO
 Patient MRN: HINSJH
 Specimen: Final

Clinical Report - Physicians/Mid Levels
 St. Joseph Hospital
 Emergency Department
 360 Broadway, Bangor, ME 04401 (207) 907-3000
 07/11/2011 16:12

Patient: HINTEST, DEMO Y
 MRN: HINSJH Acct#: 00140000019

In this example, the 'Laboratory' folder and 'CBC without Differential' line item are selected.

CBC without Differential

Collected: 02-Mar-2011 09:55
 Received: 02-Mar-2011 09:55
 Reported: 02-Mar-2011 09:55
 Source System: Maine Medical Center
 Comments: NorDx - MMC Campus, 22 Bramhall Street, Portland, ME 04102. Medical Director: Michael Jones, MD
 Patient DOB: 11-Sep-1952
 Patient Name: HINTEST, DEMO
 Patient MRN: HINMMCC
 Specimen: Preliminary

Test	Result	Ref. Range (Units)	Abnormality	Status
Leukocytes [#/volume] in Blood by Automated count	** 1.9	4.2-10.2 (x10(3)/mcL)	Below lower panic limits	Final
Hemoglobin [Mass/volume] in Blood	** 5.5	11.8-15.8 (g/dL)	Below lower panic limits	Final
Platelets [#/volume] in Blood by Automated count	** 20	140-440 (x10(3)/mcL)	Below lower panic limits	Final

* Abnormal ** Critically Abnormal

Access History ▶
 HealthInfoNet Source Data

Laboratory Test names in Black mean all results are within the normal range. Test names in Yellow mean some results are in the abnormal range. Test names in Red mean some results are in the critical range. Reference ranges come from the resulting laboratory.

Trending Feature - In the Lab folders you may select 'View Cumulative Results' link located at the top of the window to graph results over time.

Select 'View Cumulative Results' and then check off the components you wish to chart. In this example, Leukocytes and Hemoglobin are selected. Then click on the blue Graph icon to formulate your data. Click Graph.

HINSJH HINTEST DEMO (M / 61 years) Patient Summary 16.05 1/23

Showing all documents View By Category Look For Status All Clear

**** CBC without Differential** Print

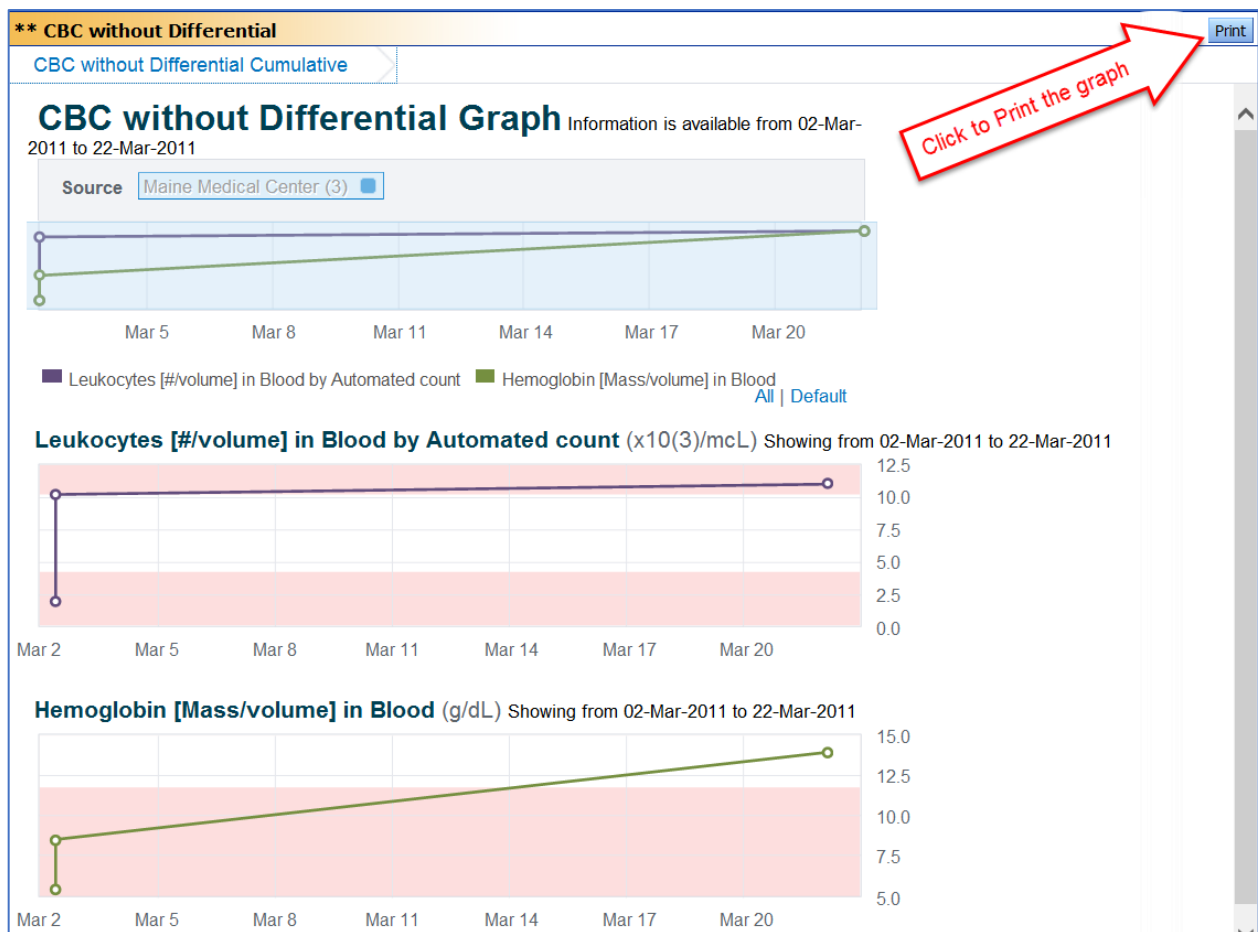
CBC without Differential Cumulative « Show Older | Show Newer »

Number	1	2	3	Ref. Range (Units)
Collected	02-Mar 2011 09:55	02-Mar 2011 09:55	22-Mar 2011 01:13	
Source	Maine...	Maine...	Maine...	
<input checked="" type="checkbox"/> Leukocytes [# /volume] in Blood by Automated count	** 1.9	** 10.2	* 11.0	4.2-10.2 (x10(3)/mCL)
<input checked="" type="checkbox"/> Hemoglobin [Mass/volume] in Blood	** 5.5	** 8.5	13.9	11.8-15.8 (g/dL)
<input type="checkbox"/> Platelets [# /volume] in Blood by Automated count	** 20	** 220	250	140-440 (x10(3)/mCL)
<input type="checkbox"/> Erythrocytes [# /volume] in Blood by Automated count	-	-	4.39	3.80-5.10 (x10(6)/mCL)
<input type="checkbox"/> Hematocrit [Volume Fraction] of Blood by Automated count	-	-	41.0	35.0-47.0 (%)
<input type="checkbox"/> Erythrocyte mean corpuscular volume [Entitic volume] by Automated count	-	-	88.0	80.0-100.0 (fL)
<input type="checkbox"/> Erythrocyte mean corpuscular hemoglobin [Entitic mass] by Automated count	-	-	30.0	26.0-34.0 (pg)
<input type="checkbox"/> Erythrocyte mean corpuscular hemoglobin concentration [Mass/volume] by Automated count	-	-	33.3	32.0-36.0 (g/dL)
<input type="checkbox"/> Erythrocyte distribution width [Entitic volume] by Automated count	-	-	45.0	37.0-48.0 (fL)
<input type="checkbox"/> Erythrocyte distribution width [Ratio] by Automated count	-	-	14.5	12.0-14.6 (%)

Graph 2 tests selected

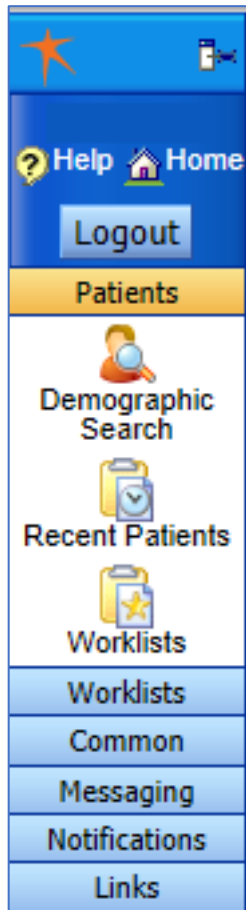
* Abnormal ** Critically Abnormal \$ Units or Reference Range differs

HealthInfoNet Source Data



Logging Out

Click the logout button in the upper left corner. For Security Reasons, Please DO NOT use the red “x” in the upper right corner of the web browser or the “x” on the web browser tab.



Notifications and Worklists

Types of Notifications

You can select the type of notification based on the event from the patient’s encounter activity. When a notification-triggering event is logged in the encounter table, a notification email is generated.

The types of events you can get notifications for can be found in the My Subscriptions link in the Notifications menu:

Subscriptions for patients I have a relationship with	
Notification	Delivery Options
<input checked="" type="checkbox"/> Inpatient Admission	Use default Change
<input checked="" type="checkbox"/> Inpatient Discharge	Use default Change
<input checked="" type="checkbox"/> Patient is admitted to ER	Use default Change
<input type="checkbox"/> Patient is discharged from ER	
<input type="checkbox"/> SNF Unit Discharge	
<input type="checkbox"/> Frequent ER Admission	
<input type="checkbox"/> A new document (imaging report) is available	
<input type="checkbox"/> Final Radiology Report is available	
<input type="checkbox"/> Final Laboratory Result is available	
<input type="checkbox"/> Final Microbiology Result available	
<input type="checkbox"/> Interim Microbiology Result available	
<input checked="" type="checkbox"/> Patient Deceased	Use default Change
<input type="checkbox"/> A new document is available	

[Save](#) [Cancel](#)

From here, you can select the events you want to be notified about.

Options and Frequency

You can also specify when you would like to receive notifications. Real Time notifications are sent as soon as the event is logged in the portal's encounter summary, often shortly after the event has been admitted or had a document completed. These emails come throughout the day as the portal logs events.

The Daily Summary email contains all of the same information, but is only sent once a day; daily summaries are sent in the morning and contain all the activity from the previous day (midnight to midnight). It is possible to select both Real Time and Daily Summary emails for any events.

You can select your options by clicking on the Change link under Delivery Options:

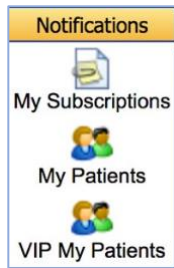
Notification	Delivery Options
<input checked="" type="checkbox"/> Inpatient Admission	<input checked="" type="checkbox"/> Notify By Concerto User Messaging <input type="checkbox"/> Notify By Direct <input checked="" type="checkbox"/> Notify By Email <input checked="" type="checkbox"/> Notify in Daily Summary Email OK Use Defaults
<input checked="" type="checkbox"/> Inpatient Discharge	Use default Change
<input checked="" type="checkbox"/> Patient is admitted to ER	Use default Change

You can only specify options for the type of notification and not specific patients. In order to receive Real Time notifications, you must have "Notify by Email" selected. When you set up your notifications for the first time, please review each option to ensure that notifications will be triggered by the system.

Adding and Removing Patients

You can add patients to your notifications panel at any time. Notifications start once a patient has been added to your panel.

Click on My Patients in the Notifications section.



You can search for a patient by First and Last name, but you can include date of birth and zip code if you have those available.

Click Search

Determine which patients you want to add, then click the green arrow next to the patient's first name. That patient is now added to your list.

My Patients

Add or Search

Site MRN Add Relationship

- OR -

First Name minnie
Last Name mouse
Date of Birth yyyy-mm-dd
Zip Code

Select a patient to ADD or [cancel](#)

9 results
Filter search results 9 patients found, displaying all patients.

Select	First Name	Middle Name	Last Name	Date of Birth	Gender	City	State	Zip
<input checked="" type="checkbox"/>	MINNIE		MOUSE	1993-01-25	F	BRUNSWICK	ME	04011
<input checked="" type="checkbox"/>	MINNIE		MOUSE	1943-10-10	F	DISNEYLAND	FL	
<input checked="" type="checkbox"/>	Minnie		Mouse	1918-07-24		BANGOR	ME	04401
<input checked="" type="checkbox"/>	Minnie	J	Mouse	2003-05-25	M	Bangor	ME	04401

To remove a patient from your list, click the red X next to the patient you want to remove.

If you have a large patient panel to add (in excess of 100 patients), contact HealthInfoNet Customer Care by email customercare@hinfonet.org. Customer Care can help with preparing a bulk-loaded panel.

Search patient panel

Delete All Relationships

End Date for All

Edit All End Dates

Clear All End Dates

3 patients found, displaying all patients.

Delete	Patient Site	MRN	Patient Name	Gender	Date of Birth	Start Date	End Date	
	SWHC	525001	Duck, Donald		1926-07-07	2017-11-30		
	SJH	SJHFAKE0011	Notifier, Albert	M	1967-10-10	2017-11-30		
	PAMC	M000188512	MOUSE, MINNIE	F	1993-01-25	2017-12-01		

Users can also sort by the column header and can quickly locate a specific patient in the list by typing any identifier.

Notification Examples

Daily Summary Email:

To: (Recipient)
 From: HealthInfoNet (info@hinfonet.org)
 Subject: HealthInfoNet Daily Summary

Dear HealthInfoNet User,

The following patient(s) for whom you have an established relationship with in the HealthInfoNet system have had activity in the system:

Location & MRN:
 Mid Coast Health Services - 97Z86Q
 Mid Coast Health Services - 10B23A
 St Mary's Regional Medical Center - M99912345X

To unsubscribe, please change your subscriptions within HealthInfoNet by opening the Notifications menu and utilizing My Subscriptions & My Patients.

To view the detail for these events, please login to HealthInfoNet at <http://maine.prod.hinfonet.org/concerto/> or <https://vip.hinfonet.org/concerto/>

Real Time Notification, Emergency Department:

From: HealthInfoNet (info@hinfonet.org)
 Subject: Patient is admitted to ER

Dear HealthInfoNet User,

One of the patients that you are tracking has new information in the HealthInfoNet clinical exchange.

The patient with an MRN of SJHFAKE0011 was admitted to the emergency room (ER) at St Joseph Hospital on Oct 25, 2016.

Environment: PRODUCTION
 Code: FAKESJH1120160801150001550

PCP of record: Unknown

To unsubscribe, please change your subscriptions within HealthInfoNet by opening the Notifications menu and utilizing My Subscriptions & My Patients.

To view the detail for these events, please login to HealthInfoNet at <http://maine.prod.hinfonet.org/concerto/> or <https://vip.hinfonet.org/concerto/>

Real Time Notification, Inpatient Admission:

To: (Recipient)
From: HealthInfoNet (info@hinfonet.org)
Subject: Inpatient Admission
Dear HealthInfoNet User,

One of the patients that you are tracking has new information in the HealthInfoNet clinical exchange.

The patient with an MRN of M99965432X was admitted as an inpatient at St Mary's Health System on Oct 25, 2016.

PCP of record: Unknown

To unsubscribe, please change your subscriptions within HealthInfoNet by opening the Notifications menu and utilizing My Subscriptions & My Patients.

To view the detail for these events, please login to HealthInfoNet at <http://maine.prod.hinfonet.org/concerto/> or <https://vip.hinfonet.org/concerto/>

Worklists

Worklists allow users to quickly access and manage patient records that may be of special interest. Up to six worklists are available to each user. Users cannot see the names of patients on another user's worklist, nor can they see the name that another user has given a worklist. Up to 50 patient names can be added to a worklist. If a user adds more than 50 patients, the ones that have been on the list the longest are dropped.

The following worklists and their display names are available:

Red
Blue
Yellow
Green
Orange
Purple

A patient's record is added to the worklist either one at a time or in a group selected from the results of a search. Once on a worklist, a patient's record can be selected and viewed by clicking on the patient's name. A user may also change the display name by selecting the **rename this worklist** link.

Adding Patients to a Worklist

Adding Names from a Demographic Search

Users can add patient names to a worklist from the results of a patient search by selecting the checkbox next to the patient name. To add the patient, the user then selects the worklist option from either of the drop-down lists at the bottom of the screen.

Add checked results to worklist ▼	Replace worklist with checked results ▼
Add checked results to worklist Red Blue Yellow Renamed Worklist Orange Purple	

Add selected patients to worklist: Add the selected patient names to the top of the worklist without affecting the names which are already on the list. If the results of this action increase the list past the maximum number of 50, the names which have been on the list the longest will be dropped off the list.

Replace selected patients to worklist: Replaces all patient names in the worklist with the names selected from the patient search.

Adding Names from the Context Bar

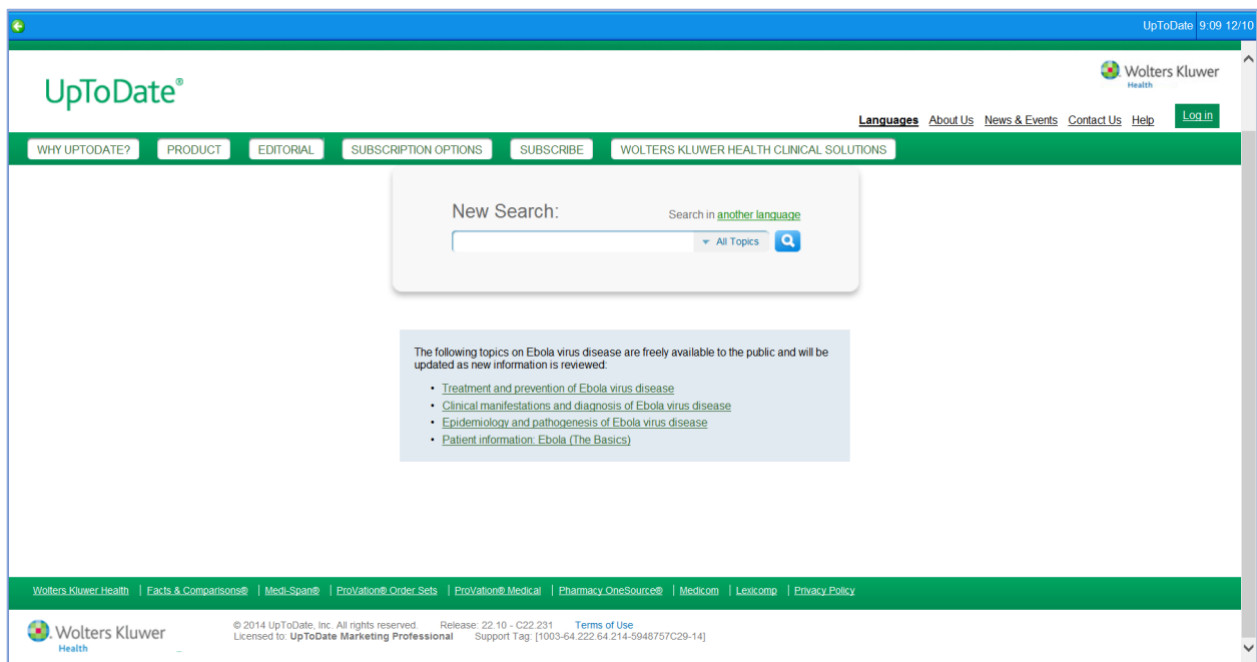
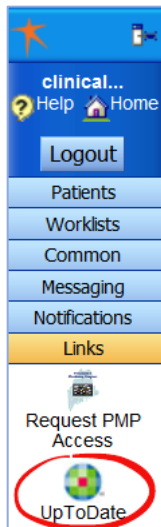
The context bar displayed for a selected patient includes a Flag icon which can be used to manage the user's worklist memberships. If the patient is currently on a worklist, the flag's background color will match the color of the flag associated with that worklist. If the patient is on two or more worklists, the background color will match the first worklist added.

The screenshot shows a patient context bar for 'HEALTHINFORMET - LABTEST (F/31 years)'. On the right side, there is a 'Patient Summary' button and a flag icon. The flag icon has a dropdown menu open, showing the following options: Red, Blue, Yellow, Renamed Worklist, Orange, and Purple. The 'Renamed Worklist' option is currently selected, indicated by a blue background.

UpToDate®

UpToDate® offers only basic information for non-subscribers. As a subscriber you would have access to detailed, evidence-based decision support. UpToDate® has several different types of subscription packages available.

You can now access UpToDate® through HIN by simply clicking on the Links menu on the left then clicking on the UpToDate® icon.



Resetting Your Password

Forgot Your Password?

You can reset your password yourself. In order to enable this feature, you will need to set your secret question.

- If you have already set your secret question, please go to the next page for instructions on how to reset your password.

- If you have not yet set your secret question, please contact your organization's Help Desk to have your password reset. Once your password has been reset, go to the section below for instructions on how to set your secret question.

Set your Secret Question

1. Log in
2. Set your Secret Question:
 - a. Click on Common
 - b. Click on My Details
 - c. Click on Set next to "Set my secret question..."
 - d. Click on drop down arrow next to "Secret Question" and selection a question.
 - e. Type in Answer
 - f. Type in your password.
 - g. Click OK.

Resetting Your Password

1. Click on "Forgot your password?"
2. Enter your User ID and click Submit.
3. You will receive an email with a link to reset your password.
4. Click on the link in your email.
5. Enter the following:
 - a. User ID
 - b. Your secret question answer
 - c. New Password
 - d. Confirm Password
 - e. Click Change Password