Full Password and Answer Reset Flow



Start to finish guide on receiving a temporary password reset, with security answers cleared, and how to follow the process.

í	This is the full reset pro answers have been cle	ocess after a password ared.	d has been cleared and security
1	Enter username - Will l	ikely be the email add	ress associated with the Organization
Ŀ	Sign In Unervane * ocolealicate	•	
	Pascuurd *	٥	Greetings all Reliance Users! Welcome to the Reliance Community Health Record. Have you taken a look at our website,
l	SIGN IN	Forgot <u>password</u> ?	RelianceHIE.Org? • Newsletter Access: Stay abreast of developments, advancements, and industry best practices. Subscribe now for a seamless indusion of knowledge directly into your email. • Participants: Delve into our participanting organizations. This report details our technical collaborations and i full view of all organizations connected to you, through our CHB and beyond. • Bestaurze: Unleash the power of our resources the bub-guides to use the Community Health Record, benefits fc providers and payors, and user tips. These useful resources are designed to augment your proficiency and knowledge of our organization Thank you for entrusting your data and support of your patients to the Reliance team. To contact our Support Desk for account, login, or technical issues, please call 855-290-5443, or email Help Desk

In this example, the username is an old style - first initial last name - however yours will likely be the email address you use for your organization.

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2 Enter the temporary password given to you in the reset email. Use the eye icon to show it. You may copy from the email and paste into this window.

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		SIGN IN	Forgot <u>password</u> ?	Newsletter Access: Stay abreast of developments, advancements, and industry best practices. Subscribe now for a seamless infusion of knowledge directly into your email. Participants: Delve into our participating organizations. This report details our technical collaborations and a full view of all organizations connected to you, through our CHR and beyond. Resources: Unleash the power of our resource hub–guides to use the Community Health Record, benefits for providers and payors, and user tips. These useful resources are designed to augment your proficiency and knowledge of our organization Thank you for entrusting your data and support of your patients to the Reliance team. To contact our Support Desk for account, login, or technical issues, please call 855-290-5443, or email Help Desk

In these examples, a Keeper password manager icon shows the option to save these fields. Please do not use a password manager on a shared device.

Use the eye icon to verify consistency in text.

3 Click submit.

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	CHEALTH CO	JLLABORATIVE
Sign In		
Usemame * ocolealicare		
		Greetings all Reliance Users!
Password * h%3MVH95Lrh&	ø 🌒	Welcome to the Reliance Community Health Record. Have you taken a look at our website, RelianceHIE.Org?
SIGNIN	Forgot <u>password</u> ?	Nevaletter Access: Stay abreast of developments, advancements, and industry best practices. Subscribe now for a seamless influsion of knowledge directly into your email. Participants: Delve into our participating organizations. This report details our technical collaborations and a full view of all organizations connected to you, through our CHR and beyond. Existances: Unleast the power of our resource hub-guides to use the Community Health Record, benefits for providers and payors, and user they. These useful resources are designed to augment your porticients and a honowledge of our organization. Thank you for entrusting your data and support of your patients to the Reliance team. To contact our Support Desk for account, login, or technical issues, please call 855-290-5443, or email <u>Heig Desk</u>

Now you will be asked to set up security answers for future account verification, if you need to use the "Forgot Password" independently. These answers may be whatever you want, but they are Case Sensitive and Space Sensitive.

	eHEALTH COLLABORATIVE	
Answer New Security Questions		
Best friend's first name?	Answer 1*	These questions are either been cleared by your admin security questions.
Hospital born in?	Answer 2 * 🙋	
Favorite color?	Answer 3 * 🔌	
SUBMIT CANCEL		

5 Use the eye icon to verify you are entering in what you want. Click Submit.

	eHEALTH COLLABORATIVE	
Answer New Security Questions		
Best friend's first name?	Acceser 1 . Test 🖉	These questions are either previously unanswered or the answers have been cleared by your administrator. Please provide answers to the security questions.
Hospital born In?	Answer 2 · Contract C	
GUIDMIT CANCEL	Annun 3* Test	

At the end of this process, the 3 fields will flash red briefly. This is normal as the system loads, and it should only take a few seconds, before redirecting to login screen.

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6 Now you'll be guided to update your password.

You may not reuse old passwords.

The current password is the temporary password emailed to you previously.

	MEALTH COLLABORATIVE	
Password Expired: Reset Password		
Current * h%3MVH95Lrh&	Ø	The password must meet the following criteria:
Naur ⁴		 12 characters in length At least one uppercase At least one lowercase
RelianceisGreat1234?	3	 At least one numeric value At least one special character (@, \$, % etc
SUBMIT		