

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.

i This is the full reset process after a password has been cleared and security answers have been cleared.

1 Enter username - Will likely be the email address associated with the Organization

The screenshot shows the Reliance eHEALTH COLLABORATIVE Sign In page. The page has a white background with the Reliance logo at the top center. On the left side, there is a 'Sign In' section with a 'Username *' field containing 'ocoleallcare', a 'Password *' field, a 'SIGN IN' button, and a 'Forgot password?' link. On the right side, there is a 'Greetings all Reliance Users!' message with links for 'Newsletter Access', 'Participate', and 'Resource', and a 'Thank you for entrusting your data and support of your patients to the Reliance team.' message with a 'Help Desk' link.

i 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.

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.

Reliance
eHEALTH COLLABORATIVE

Sign In

Username *
ocoleallcare

Password *
.....

[SIGN IN](#)

[Forgot password?](#)

Greetings all Reliance Users!

Welcome to the Reliance Community Health Record. Have you taken a look at our website, [RelianceHIE.Org](#)?

- **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.

Reliance
eHEALTH COLLABORATIVE

Sign In

Username *
ocoleallcare

Password *
h%3MvH95Lrh&

[SIGN IN](#)

[Forgot password?](#)

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4

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.

Answer New Security Questions

Best friend's first name?

Hospital born in?

Favorite color?

These questions are either been cleared by your admini security questions.

5

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

Answer New Security Questions

Best friend's first name?

Hospital born in?

Favorite color?

These questions are either previously unanswered or the answers have been cleared by your administrator. Please provide answers to the security questions.



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.

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.

Kaiser Permanente
HEALTH COLLABORATIVE

Password Expired: Reset Password

Current *
h%3MVH9SLh&

New *
RelianceisGreat12347

Confirm *
RelianceisGreat12347

The password must meet the following criteria:

- 12 characters in length
- At least one uppercase
- At least one lowercase
- At least one numeric value
- At least one special character (@, \$, % etc.)

SUBMIT CANCEL