

Changing Your Password & Security Questions: HealthlinkNY Web Portal

8/4/2016

HealthlinkNY Web Portal Tip: *Change Your Password*

You will be prompted to change your password every 90 days. At initial login you were required to select and set answers to three security questions. Unless you want to change your security questions you are not required to complete the 'Update User Questions' page upon subsequent logins or password changes.



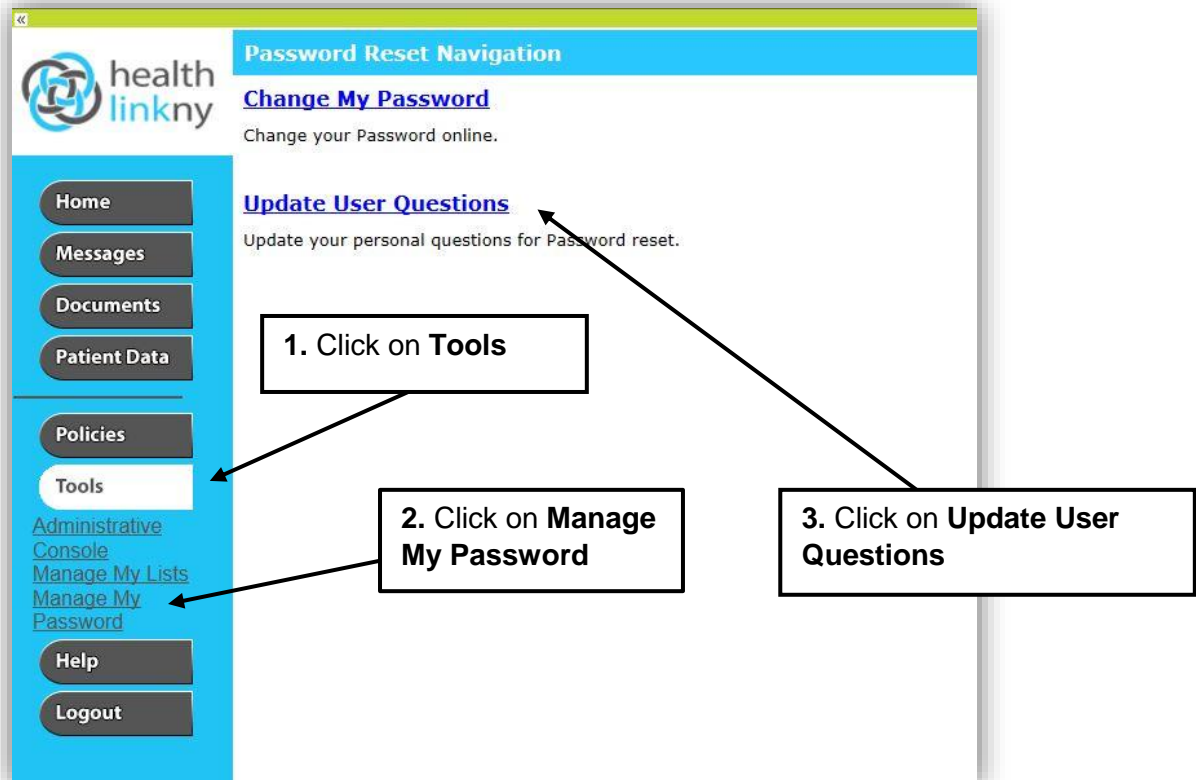
1. Select Manage My Password
beneath the **Tools**
button in the menu.

2. Select Change My Password

3. Follow the instructions on the screen, and then click the **Submit button.**

HealthlinkNY Web Portal Tip: *Reset Password*

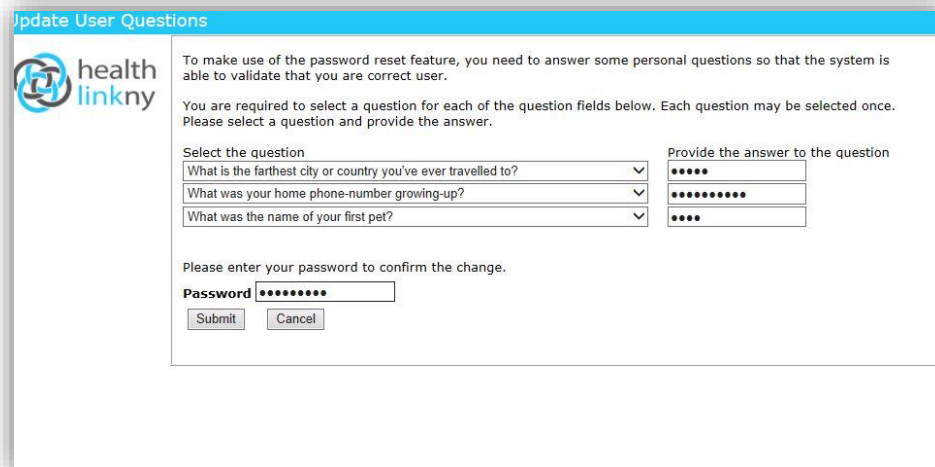
This is a very important step in setting up your account. If you happen to lose or forget your password you won't be able to use the "Forgot My Password" feature unless you set up these three security questions.



The screenshot shows the 'Password Reset Navigation' page. On the left is a navigation menu with buttons for Home, Messages, Documents, Patient Data, Policies, Tools, Administrative Console, Manage My Lists, Manage My Password, Help, and Logout. The 'Tools' button is highlighted. The main content area has a blue header and two links: 'Change My Password' and 'Update User Questions'. Three callout boxes with arrows point to the 'Tools' button, the 'Manage My Password' link, and the 'Update User Questions' link.

1. Click on **Tools**
2. Click on **Manage My Password**
3. Click on **Update User Questions**

You will then arrive at this screen. Answer the security questions and you will then be able to use the 'Forgot My Password' feature in the portal.



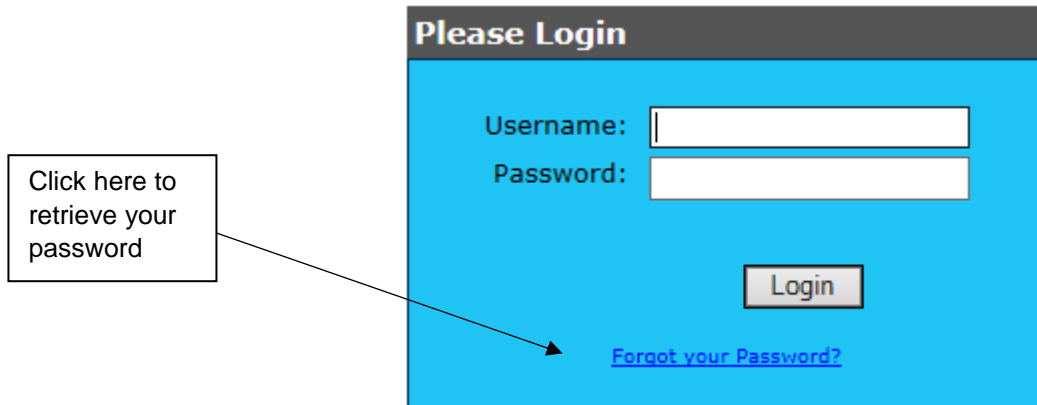
The 'Update User Questions' form contains the following elements:

- Header: healthlinkny logo and title 'Update User Questions'.
- Introductory text: "To make use of the password reset feature, you need to answer some personal questions so that the system is able to validate that you are correct user." and "You are required to select a question for each of the question fields below. Each question may be selected once. Please select a question and provide the answer."
- Form fields:

Select the question	Provide the answer to the question
What is the farthest city or country you've ever travelled to?
What was your home phone-number growing-up?
What was the name of your first pet?
- Confirmation text: "Please enter your password to confirm the change."
- Password field: "Password" with masked characters (.....).
- Buttons: "Submit" and "Cancel".

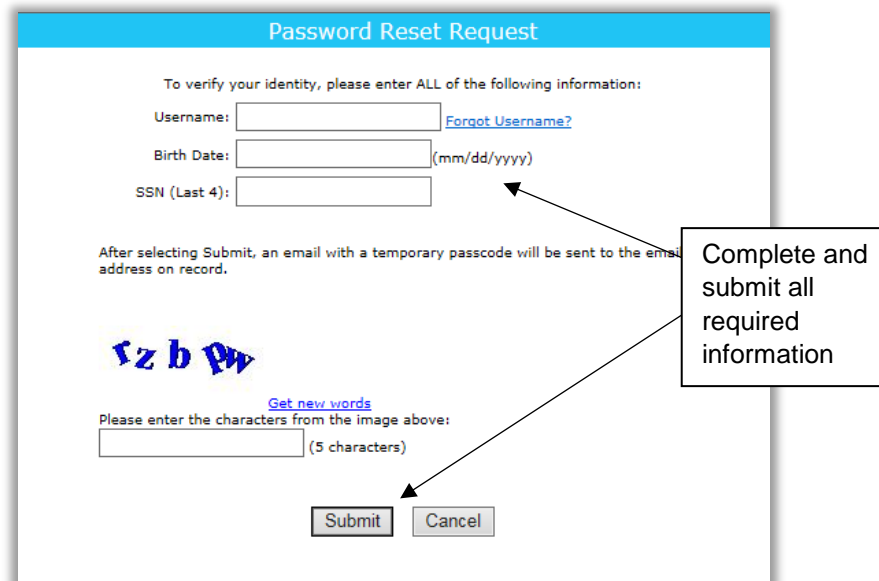
Forgot your Password Reset?

If you forget your password, you can click the “Forgot your Password” feature under the user sign on screen.



The screenshot shows a login form titled "Please Login" with a blue background. It contains two input fields: "Username:" and "Password:". Below these fields is a "Login" button and a blue link labeled "Forgot your Password?". A callout box on the left contains the text "Click here to retrieve your password" with an arrow pointing to the "Forgot your Password?" link.

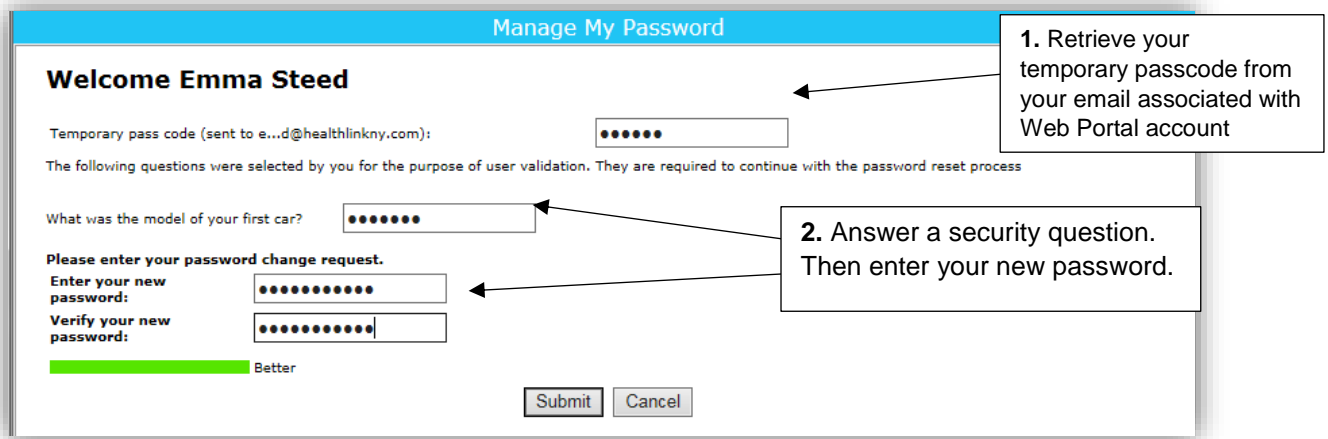
You will be required to verify your identity with the following information, Username, Birthdate and the last four digits of your Social Security Number. You will enter the characters within the provided box. If you require new words, you can click the “Get new words” box. If you forget your username, you will be able to click the “Forgot Username?”. A username request form will generate and you will be able to retrieve that information from your registered email. You will be required to answer the security question set in place on your account.



The screenshot shows a "Password Reset Request" form. It includes the following fields and elements:

- Instruction: "To verify your identity, please enter ALL of the following information:"
- Username: [Forgot Username?](#)
- Birth Date: (mm/dd/yyyy)
- SSN (Last 4):
- Text: "After selecting Submit, an email with a temporary passcode will be sent to the email address on record."
- Image: A blue graphic with the letters "r z b P w".
- Text: "Please enter the characters from the image above:"
- Input field: (5 characters)
- Buttons: "Submit" and "Cancel"

A callout box on the right contains the text "Complete and submit all required information" with an arrow pointing to the "Submit" button.



Manage My Password

Welcome Emma Steed

Temporary pass code (sent to e...d@healthlinkny.com):

The following questions were selected by you for the purpose of user validation. They are required to continue with the password reset process

What was the model of your first car?

Please enter your password change request.

Enter your new password:

Verify your new password:

Better

1. Retrieve your temporary passcode from your email associated with Web Portal account

2. Answer a security question. Then enter your new password.

Once you have answered the questions above, you will then receive a message that your password has been reset.

