



## Recovering a Username or Password

Use this guide if you have forgotten a username or password and need help remembering it.

### Process Steps

1. Access the site using the link provided to you via e-mail.
2. Click on **(Login)** at the top, right-hand side of the screen.
  - The **Returning to this web site? - Is this your first time here?** screen displays.
3. Click the **Forgotten your username or password?** link within **Returning to this website?**
  - You are prompted to search by username or email address.
4. Enter data in the field you would like to search by (username or email address).
5. Click **Search**.
  - A **Forgotten password** screen displays, informing you that instructions should have been sent to the email address you provided when you created your RI UHIP account.
6. Click **Continue**.
  - You are brought to the RI UHIP home screen and will be able to login again after completing Step 7.
7. Access the email account you provided when you created your RI UHIP account. Follow the instructions in the email from Admin User with the subject, "RI UHIP: Change password confirmation."
  - You will receive a warning message and will need to click **OK** to proceed.
  - Your Password will be automatically reset.
  - The **Forgotten password** page displays.
8. Click **Continue**.
  - The **Returning to this web site? - Is this your first time here?** screen displays.
9. Access the email account you provided when you created your RI UHIP account. Follow the instructions in the second message from Admin User. The subject will be "Rhode Island UHIP: changed password."
10. Return to the UHIP home page.
11. Enter the temporary Password received from Admin User in the email cited in Step 9 above.
12. Click **Login**.
  - The **Welcome** page displays.