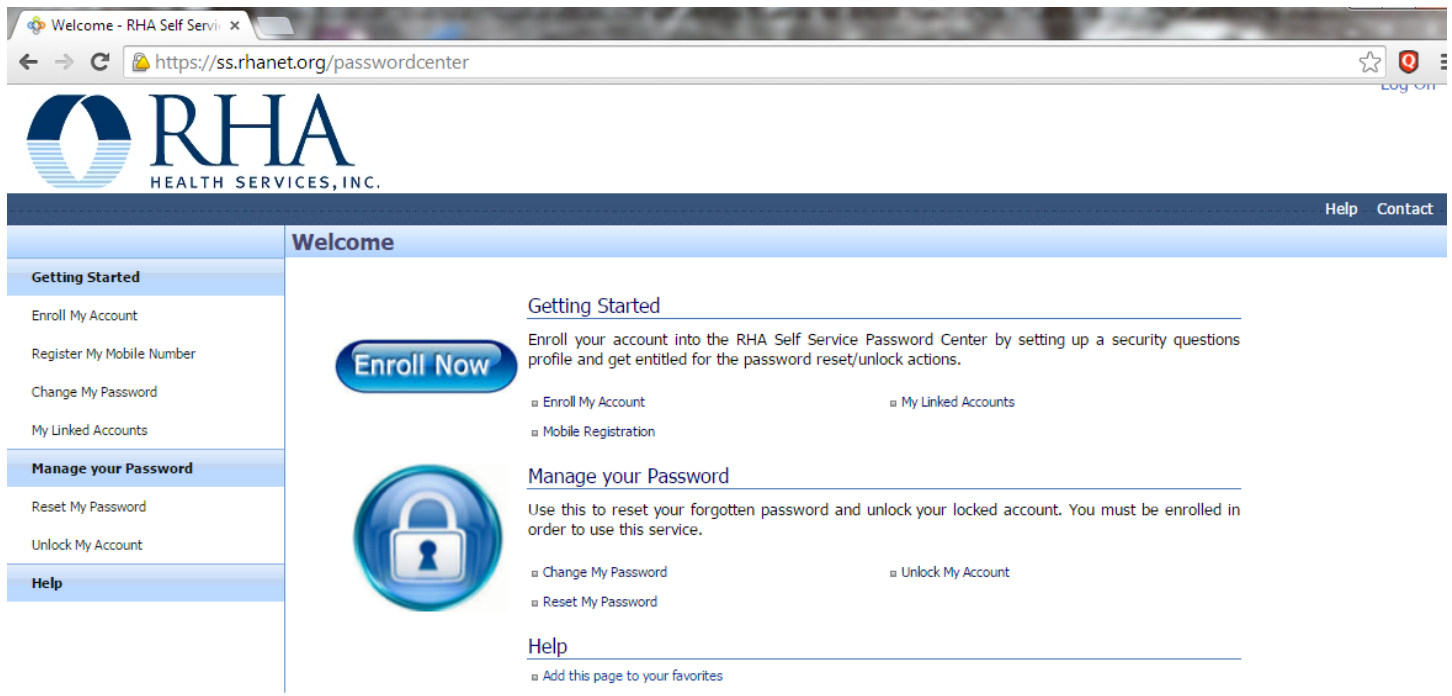


How to reset your Network password using the Self Service password reset utility:

Start by opening a browser and typing in: <https://ss.rhanet.org> in the address bar.

You will get the following page:



The screenshot shows the RHA Self Service Password Center website. The browser address bar displays <https://ss.rhanet.org/passwordcenter>. The RHA Health Services, Inc. logo is at the top left. A navigation menu on the left includes sections for 'Getting Started', 'Manage your Password', and 'Help'. The main content area is titled 'Welcome' and contains three sections: 'Getting Started' with an 'Enroll Now' button, 'Manage your Password' with a padlock icon, and 'Help'. Each section includes a brief description and a list of links.

Enroll My Account- In order for you to use the Self Service password reset utility, you must first enroll when your password is known. Click the Enroll My Account or Enroll Now link to login. Then select four (4) questions from the list to answer. Select questions that you can easily remember the answers to, but others can't guess or may know the answers to. Once you have completed, you are now enrolled and you will be able to reset your password the next time it is locked or forgotten. See Page 2 for illustrations of the enrollment process.

Register my Mobile Number-Currently unavailable feature, reserved for future use.

Change My Password-If you would like to just change your current password, click this link. Enter your username, and current password. Once logged in, you will see option to enter new password.

Reset My Password-If you have completely forgotten your password, click here. Enter your username, then you will be prompted to answer your four selected questions. Once answered correctly, you be prompted to enter new password. You will use the new password to login to RHA system.

Unlock My Account- If you know your password, but have inadvertently typed it incorrectly 5 times, your account gets locked for 15 minutes. Instead of waiting the 15 minutes for it to unlock, click this link. Enter your username, then you will be prompted to answer your four selected questions to unlock your account.

Login Screen:



Log On

Please enter your user name and password.

User Name:

Password:

Identity Store:

Remember my password



Getting Started


- Enroll My Account
- Register My Mobile Number
- Change My Password
- My Linked Accounts

Manage your Password

- Reset My Password
- Unlock My Account

Help

Once logged in, select four (4) questions to answer.



User: Lynn Lamenta Enrolled

Enroll My Account

Identity verification questions are used when you want to reset your password or unlock your account. Please follow these guidelines on picking reliable, guess-proof answer:


A good answer:
- Must not be obvious
- Should be preferably not known by any other parties
- Should be at least 3 characters long

Question 1:
Answer: Confirm answer:

Question 2:
Answer: Confirm answer:

Question 3:
Answer: Confirm answer:

Question 4:
Answer: Confirm answer:



Getting Started

- Enroll My Account
- Register My Mobile Number
- Change My Password
- My Linked Accounts

Manage your Password

- Unlock My Account

Help

Once you answer the questions, you will click “enroll” and you’re all done.