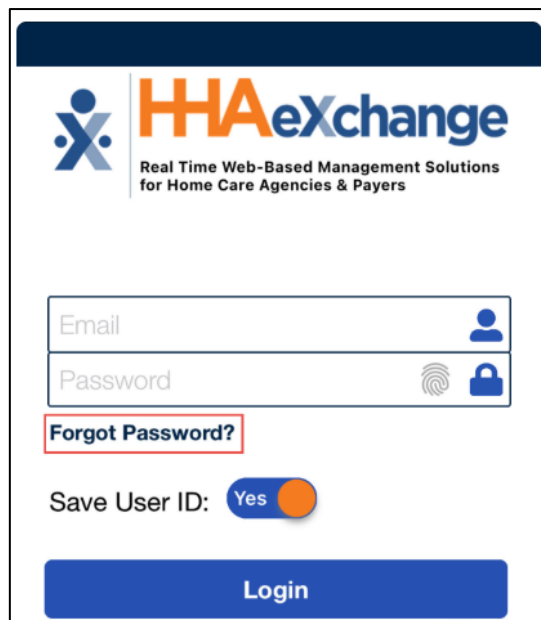


How to Reset your Password in the HHAeXchange IVR



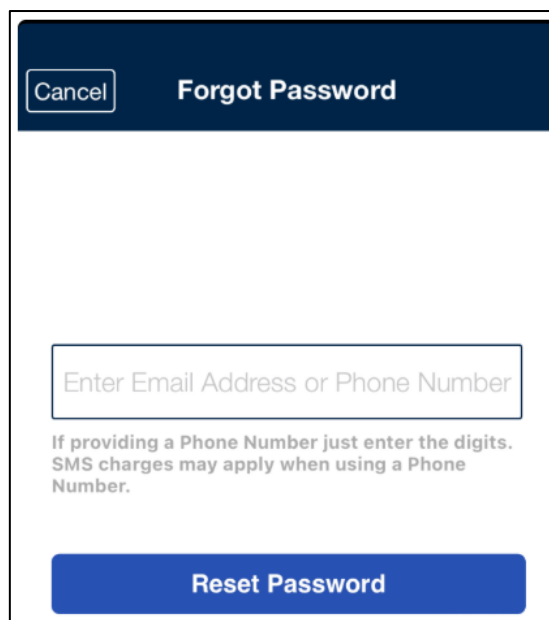
To reset your mobile app password in the HHAeXchange App:

1. Go to the **login** page.
2. Tap the **Forgot Password** link.



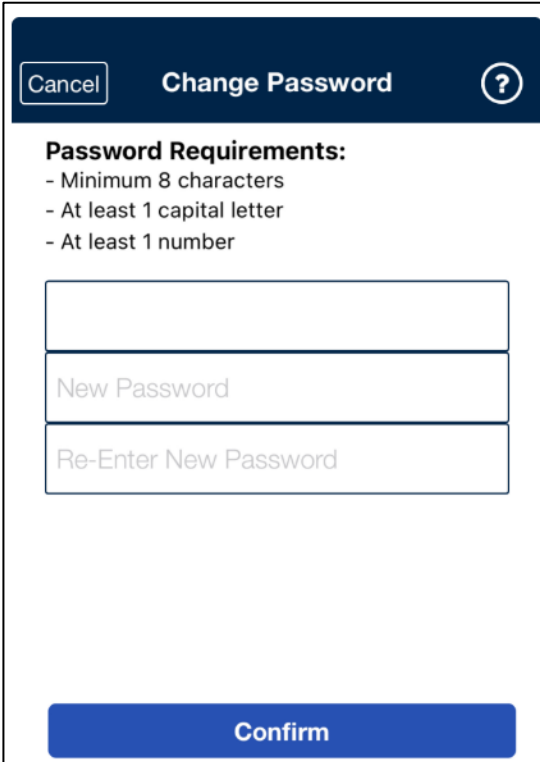
3. Enter the **Email** or **Phone Number** that matches the account, and then tap **Reset Password**.

You will receive a temporary password by email or text.



Continued on the next page

4. Enter the temporary password sent to you. Then enter your **New Password**, and **Re-Enter New Password**.
5. Tap **Confirm** to log in to the app.



The 'Change Password' screen features a dark blue header with a 'Cancel' button, the title 'Change Password', and a help icon. Below the header, 'Password Requirements' are listed: minimum 8 characters, at least 1 capital letter, and at least 1 number. There are three input fields: an empty one for the temporary password, and two others labeled 'New Password' and 'Re-Enter New Password'. A blue 'Confirm' button is at the bottom.

NOTE: After three failed login attempts, the system locks your account. If this happens, you will automatically get a temporary password in a text or email.

Retrieve the temporary password from text or email. Use this temporary password to log back into your account.



The login screen for HHAexchange shows the company logo and tagline. It has input fields for the email 'anjan223@ex.com' and a masked 'Password'. A 'Forgot Password?' link is present. A modal dialog box is displayed with the message: 'Account has been locked and a new temp Password was sent to you. For additional assistance please contact your Agency.' and an 'OK' button. A red text banner at the bottom repeats this message.