

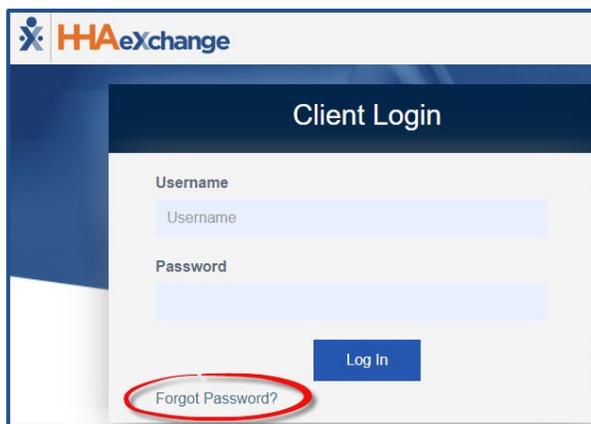
# Self-Service Password Reset Job Aid

Users can reset their password directly from the HHAExchange (HHAX) Login screen without having to contact support.

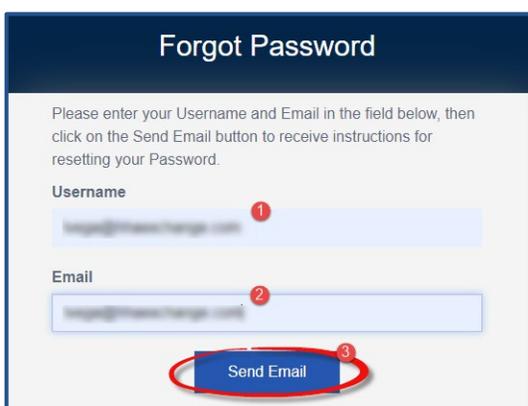
On the *Client Login* screen, click on the **Forgot Password?** link (as seen in the image to the right) to initiate a Reset Password.

Thereafter, the system prompts the user to enter their **Username** and **Email** address (as seen in the screen below, left). Click the **Send Email** button.

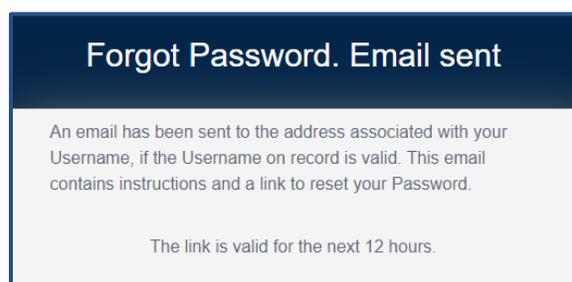
The system issues another message alerting that the email has been sent. The link sent is valid for the next 12 hours (as seen in the screen below, right).



**Forgot Password Link**

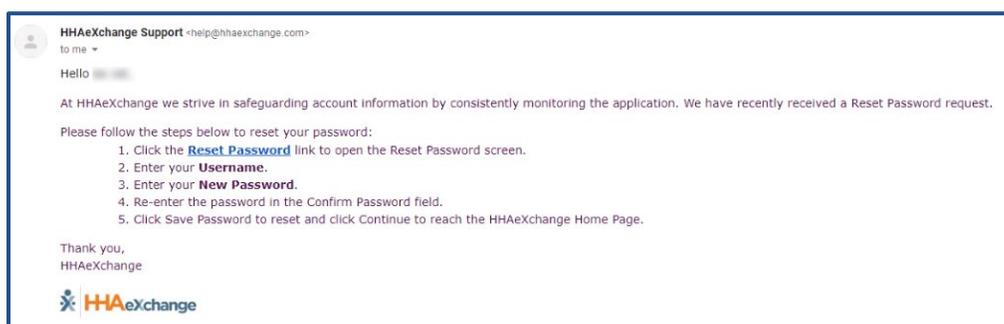


**Send Email Request**



**Email Sent**

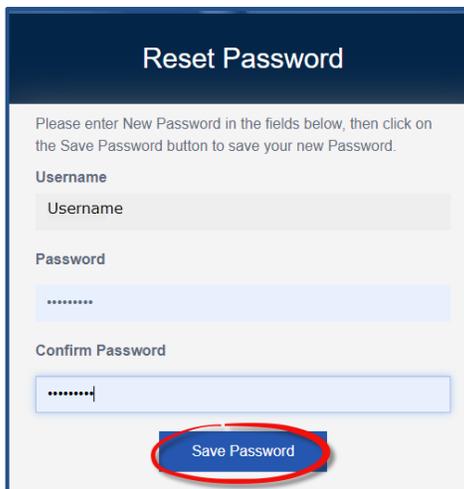
A system-generated email is sent to the email address associated to the user's registered email address. This email contains a link and instructions for a user to reset (change) their password in the system. Click the [Reset Password](#) link and follow the prompts.



**Reset Password Email**

On the *Reset Password* screen, the **Username** field is automatically filled in. Enter a new **Password**, and reenter the new password in the **Confirm Password** field. Click the **Save Password** button to continue.

The system indicates of a successful password reset. Click **Continue to Login** to route back to the Login screen.



**Reset Password**

Please enter New Password in the fields below, then click on the Save Password button to save your new Password.

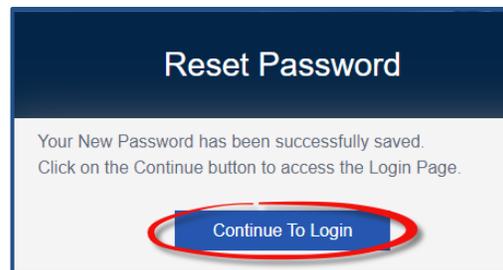
Username

Password

Confirm Password

**Save Password**

**Reset Password**



**Reset Password**

Your New Password has been successfully saved. Click on the Continue button to access the Login Page.

**Continue To Login**

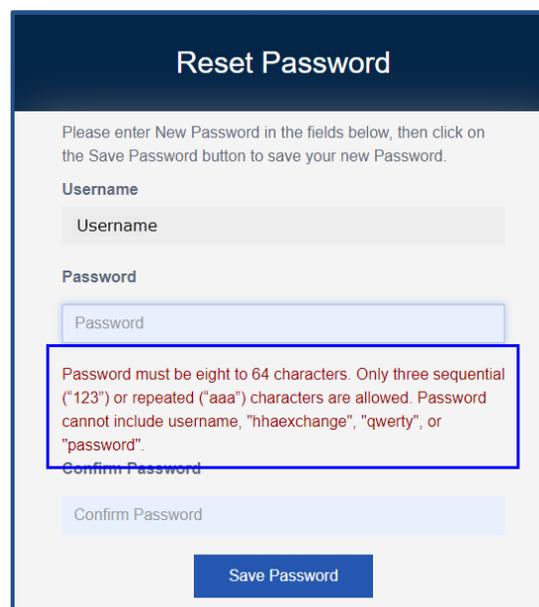
**Continue to Access HHAX Homepage**

## Password Requirements

Passwords requirements are as follows:

- Must be at least 8 characters long.
- A new password **cannot**:
  - Use *more than 3* sequential or repeated characters
    - *Valid*: 123, ABC, aaa, 111, 333
    - *Invalid*: 1234, ABCD, aaaa, 1111, 3333
  - Include the following words/characters: username/hhaexchange/qwerty/password.

**Note:** Password requirements are only enforced when a user modifies their password; existing passwords are not affected.



**Reset Password**

Please enter New Password in the fields below, then click on the Save Password button to save your new Password.

Username

Password

**Password must be eight to 64 characters. Only three sequential ("123") or repeated ("aaa") characters are allowed. Password cannot include username, "hhaexchange", "qwerty", or "password".**

Confirm Password

**Save Password**

**Invalid Password**

Refer to the [Password Reset by Agency Administrator Job Aid](#) which provides instructions for an Agency Administrator to reset a user password.