Need Help Retrieving your Personal Health Portal User Name and/or Password?

How to Retrieve your Personal Health Portal User Name

1. From the landing page of the Personal Health Portal, click “Forgot User Name”
2. Complete all required fields
3. Click “Continue”
4. Sign into your Personal Health Portal account

How to Create a New Personal Health Portal Password

1. From the landing page of the Personal Health Portal, click “Forgot Password”
2. Complete all required fields
3. Click “Continue”
4. Answer the Secret Question you selected when you registered for the Personal Health Portal
5. You will be asked to create a new password and then confirm it. Passwords must:
   - contain at least one uppercase letter, one lowercase letter, and one number
   - be between 6 and 20 characters with no spaces
   - be different from your User Name
   - not be the answer to your Secret Question
6. Click “Continue”
7. A password reset confirmation will display: “Your password has been successfully changed.”
8. Sign into your Personal Health Portal Account

How to Retrieve your Personal Health Portal User Name and Create a New Password

1. From the landing page, click “Retrieve User Name and Password”
2. Click “Forgot User Name”
3. Complete all required fields
4. Click “Continue”
5. Click “Forgot Password”
6. Complete all required fields
7. Click “Continue”
8. Answer the Secret Question you selected when you registered for the Personal Health Portal
9. You will be asked to create a new password and then confirm it. Passwords must:
   - contain at least one uppercase letter, one lowercase letter, and one number
   - be between 6 and 20 characters with no spaces
   - be different from your User Name
   - not be the answer to your Secret Question
10. Click “Continue”
11. A password reset confirmation will display: “Your password has been successfully changed.”
12. Sign into your Personal Health Portal Account