

## **Tech Tips**

Many password resets can be handled by the user without a call to DHIN's Service Desk. After three incorrect password entries, a user will be locked out of his or her DHIN account.

To reset a password, click on the link below the logon boxes and follow the prompts.

Username

Password

[Reset Password](#)

**LOGIN**

Password Reset

**1. Enter Username**

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**Can't remember your password?**

Follow the steps below to have your password reset.  
If you have not previously set up your personalized challenge questions,  
or cannot remember the answers to your challenge questions, please call the help desk.

Username

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(Note: Individual challenge questions may vary.)

Password Reset

**2. Answer the challenge questions.**

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**Answer the challenge questions.**  
If you have not previously set up your personalized challenge questions,  
or cannot remember the answers to your challenge questions, please call the help desk.

**What was the name of your first pet?**

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Password Reset

**2. Answer the challenge questions.**

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**Answer the challenge questions.**  
If you have not previously set up your personalized challenge questions,  
or cannot remember the answers to your challenge questions, please call the help desk.

**In what town did you spend most of your youth?**

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Password Reset

**1. Reset Password**

New Password

Confirm New Password

Enter the new password two times.  
Log on to the CHR with the new password.

*For answers to other commonly asked questions or technical problems, be sure to visit our [Tech Tips](#) page on the DHIN website, under Resources. Included are links to commonly viewed instructional videos, which may help you solve occasional Community Health Record challenges. As always, please feel free to call our Service Desk during business hours at (302) 480-1770.*