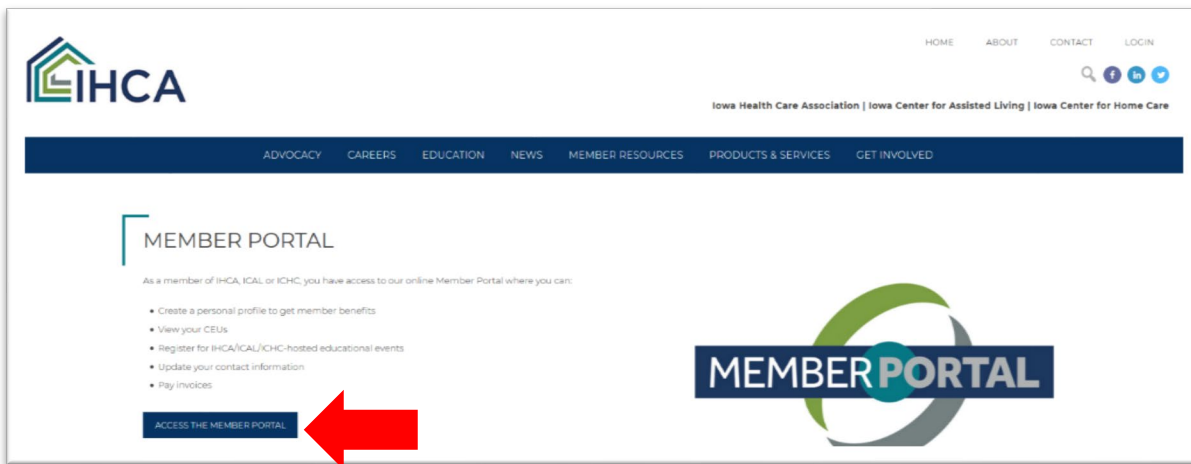


How to Set a New Password

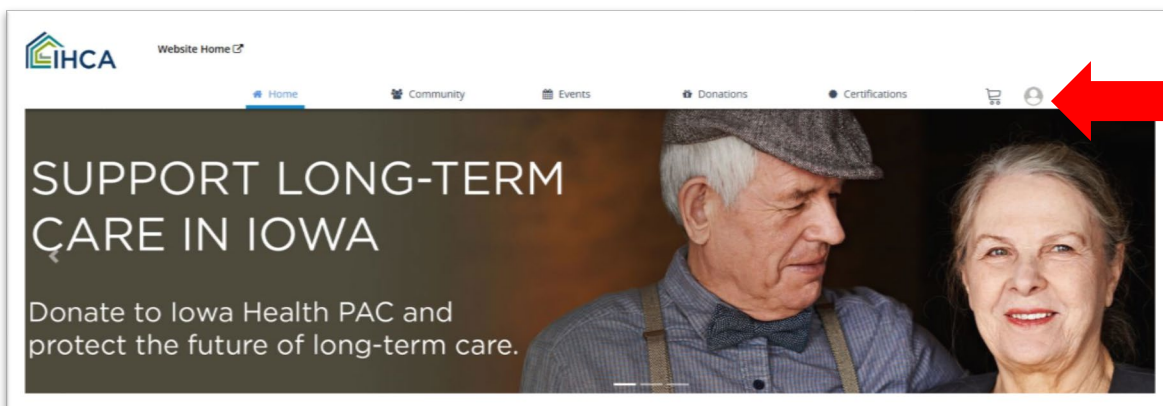
This training identifies how **an individual who already has an account*** can log in to the IHCA Member Portal to create a new password. This same training can be used by individuals who have forgotten their passwords.

**Note: Administrators, board and committee members of IHCA, ICAL or ICHC should already have an account in the system, and simply need to set their password using the instructions below. If you do not already have an IHCA Member Portal account, see instructions on How to Create an Individual Account.*

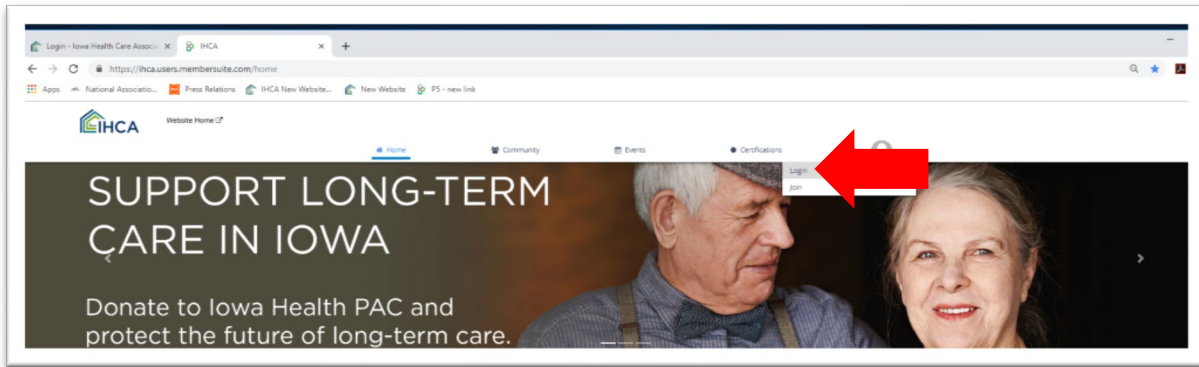
1. Access the Member Portal link from the IHCA website.
 - Select the **Member Portal logo** at the bottom left of the home page.
 - Select the **Access IHCA Member Portal** button.



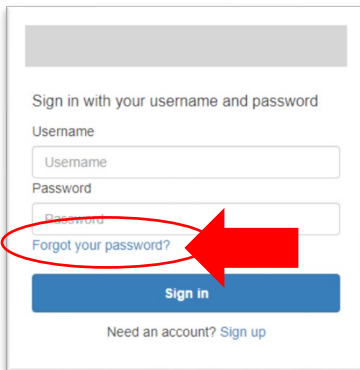
2. If you receive a pop-up box asking you to accept cookies, select OK to accept cookies and continue. (You must accept cookies before you can go forward).
3. Select the **Profile icon** (small gray circle with white head and shoulders) in the upper right of the window.



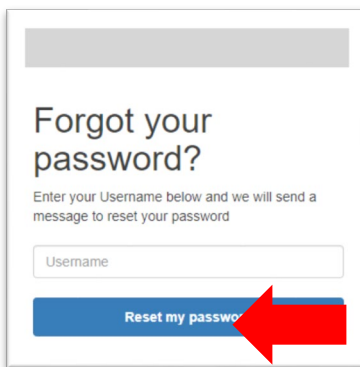
4. Select **Login** from the drop-down menu.



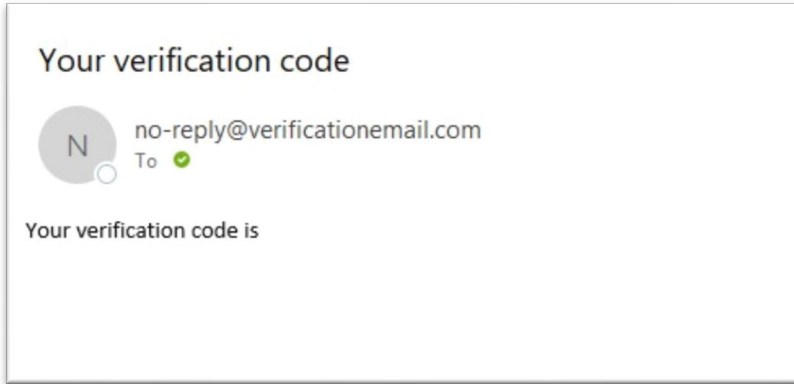
5. **Enter your email address in the Username field. Usernames must be lowercase.** Leave the password field **blank**. **Do not enter your old website password here.** Select **“Forgot your password?”** to set a password for the new site.



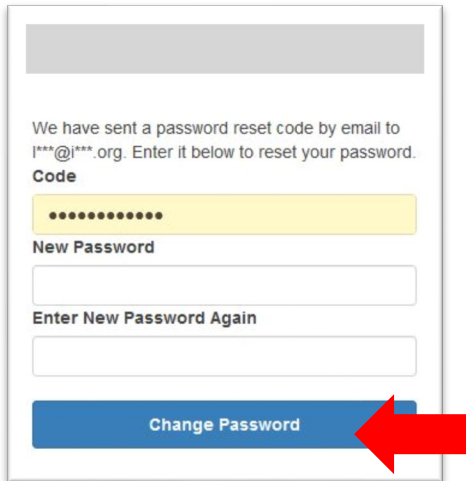
6. **On the next screen**, enter your email in the Username field again. Select **Reset my password**.



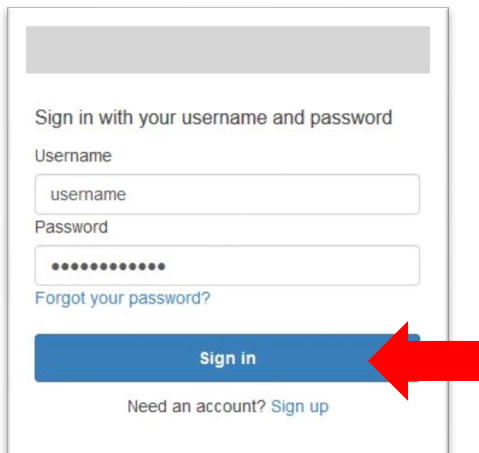
7. Go to your email to get the verification code. If you do not receive the verification code email, check your Junk or Spam folder. If you do not receive the verification code email, contact IHCA at 800-422-3106.



8. Return to your web browser and enter the code.
Enter a new password in the New Password and Enter New Password Again fields. Passwords must contain one lowercase letter, one uppercase letter, one special character and one number, and must be eight characters.
Select Change Password button.



9. Enter your username (email) and password, and select **Sign in**.



10. Congratulations! You are now in the Member Portal. Please take a moment to explore the features available.

