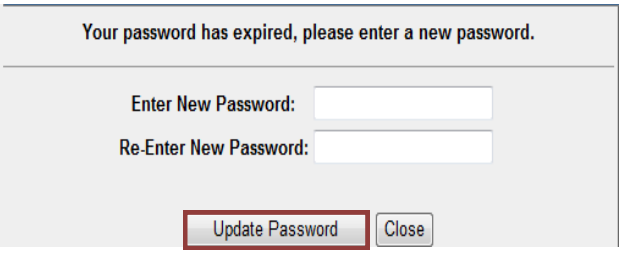
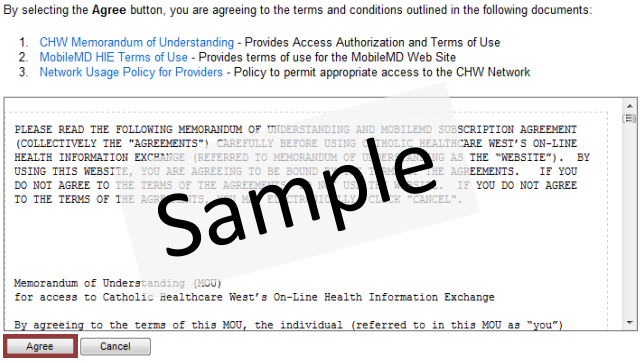
Getting Started

Initial Login and Password Reset

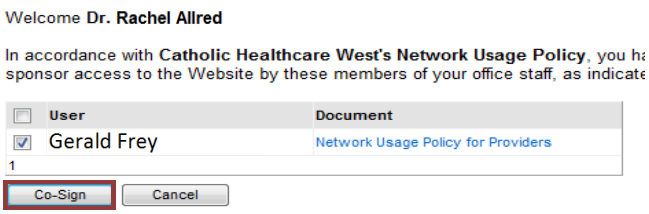
1. **Go To:** https://hie.dignityhealthmember.org
2. Select the **region website link**.
3. Enter your **username** and **temporary password**.
4. Select **Logon**.
5. You will be prompted to enter a new password.
6. Enter a **new password** and select **Update Password**.
   * Password must be at least 8 characters long and contain at least one uppercase letter, at least one lowercase letter, and at least one number or at least one special character (e.g., # * $ % ! @).



7. Select **OK** to continue.
8. Screen will default to the **Terms and Conditions Agreement**. Select **Agree** to continue.



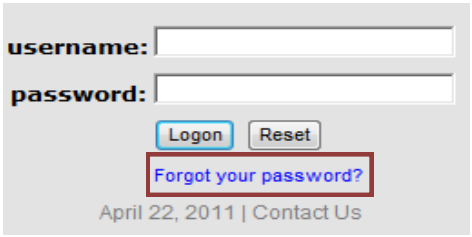
9. You will now be logged off of the system, pending co-sign by physician.
10. If not already completed, the physician will need to complete steps 1-8 and co-sign users.
11. At login, the physician is presented with a list of users requiring co-sign.
12. Check the box next to each user's name and click **Co-sign**.



13. After the physician has co-signed, proceed to the **Initial Logon screen**.
14. Answer the **Password Recovery Security Questions** and select **Save Answer**.
    * Answers are case sensitive.
15. Screen will default to a notification that the security questions have been completed successfully.
16. Select **Finish** to continue.

Password Recovery

1. If you forget your password, you can create a new password by entering your username and selecting **Forgot Your Password** from the login screen.

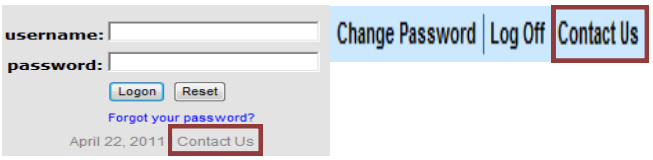


2. You will be prompted to answer the security questions completed during the initial login setup.
3. Create a **new password**.
   * Password must be at least 8 characters long and contain at least one uppercase letter, at least one lowercase letter, and at least one number or at least one special character (e.g., # * $ % ! @).
4. Select **Update Password**. Screen defaults to Logon page.
5. Enter user **name and password**.
6. Select **Logon**.

Help and Support

Contact the help desk for technical difficulties, new user accounts, terminations, etc.

1. Operations Support can be reached by clicking **Contact Us** on the login page or from the top of the application menu bar.



2. An office manager or physician can contact the operations desk to request **New User Accounts** or **Remove Existing Accounts** for departed staff.

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