

Resetting EZNET Password – Forgot Password

Background: EZNet users who have forgotten their password will now be able to reset their own password using the following steps. You will not be able to reset your password if

- 1.) Your account is locked
 - a. This will require you to follow standard EZNet Support / Client Management Process
- 2.) Your account has been terminated
 - a. This will require you to follow standard EZNet Support / Client Management Process
- 3.) You do not have an account
 - a. This will require you to follow standard EZNet Support / Client Management Process

Resetting your Password in EZNet:

Step 1: Open EZNET

- Click the link provided (above) to launch EZNET in **Microsoft Edge**.



Step 2: Begin Password Reset

- On the EZNET login page, click the **“Forgot Username/Password”** link below the login box.

Step 3: Enter Your Username

- In the **Username** field, enter your current EZNET username.
 - If you don't know your username, contact your **Client Services Representative**.

Step 4: Enter Your Email

- In the **Email Address** field, enter your **organization-provided email address**.
 - Your email address must match the email address that is listed in your account.

Step 5: Complete CAPTCHA

- In the CAPTCHA field, type the characters shown in the image.
 -  If the characters are hard to read, click the image to refresh it.

Step 6: Submit

- Click **Next**.
- You should now see a confirmation message: **“Email has been successfully sent...”**

Step 7: Check Your Email

- Look for an email in your inbox with the subject line: EZNet UserID Created for [User Name]
 - Please Note: You *may* have to check your Junk/Spam Folder if email does not go to your inbox.
 - Open the email and click the **“Reset Your Password”** link.

- Please Note: If you receive a QR code, scanning it with your phone will not work, you must click the **“Reset Your Password”** link.



- **Note:** If you do not receive an email to reset your password **after 5 minutes** of receiving the “Email has been successfully sent” from step 6 then reach out to EZNet Support (eznet@innovista-health.com).
 - Provide the following details in the request:
 - User Name
 - Email Address
 - Date/Time “Email has been successfully sent” was received

Step 8: Create a New Password

- On the password creation page:
 - Enter your **new password** (twice).
 - Your password must meet the following criteria:
 - ✓ At least **12 characters**
 - ✓ At least **1 uppercase letter**
 - ✓ At least **1 lowercase letter**
 - ✓ At least **1 number**
 - ✓ At least **1 special character** (e.g., !, @, #)

Step 9: Confirm Password Reset

- Once your password meets all requirements and is entered correctly twice, click **Reset Password**.

Step 10: Return to Login

- Click the **“Return to EZ-NET Login”** link.

Step 11: Log In

- On the login screen, enter:
 - **Username** (from Step 3)
 - **New password** (created in Step 8)
 - **Hint:** Click on the Eyelash icon to view password before hitting submit to ensure password matches newly created password!

- Click **Login** to access your EZNET account.