

Forgotten HEAplus Username or Password

If the user name and/or password for the HEAplus account have been forgotten the following steps can be taken:

User Name Retrieval

If the User Name has been forgotten it can be retrieved by selecting the 'click here' link on the User Log In screen (accessible after selecting "Returning User Log In").

The screenshot shows a 'User Log In' form with a light blue header and background. The text 'Please Log In using the user name and password.' is centered. Below this are two input fields: 'User Name' and 'Password'. A blue 'Log In' button is positioned below the password field. At the bottom of the form, there are two lines of text: 'If you forget your User Name [Click here](#).' and 'If you have forgotten your password, please type in your User Name and then [Click here](#).'. A red arrow points to the 'Click here' link in the first line, and a red box highlights the 'Click here' link in the second line.

On the Forgot User Name screen the user will need to provide requested information to locate the account.

Forgot User Name	
First Name	<input type="text"/>
Last Name	<input type="text"/>
E-mail	<input type="text"/>
Cell Phone	<input type="text"/>
Home Phone	<input type="text"/>
Work Phone	<input type="text"/> x <input type="text"/>
Message/Emergency Phone	<input type="text"/> x <input type="text"/>
ZIP Code	<input type="text"/> <input type="text"/>
Address 1	<input type="text" value="Street Address"/>
Address 2	<input type="text" value="Apt/Unit/Suite#"/>
City	<input type="text"/>
State	<input type="text" value="--Select One--"/>
*Red fields are required	

The user will then be directed to answer the secret questions that were selected during the last account creation set up. The questions below are examples. The questions that are presented will reflect the ones that were selected by the user.

You can reactivate your account by answering your secret question correctly. The answer should be entered exactly the same as you entered it when you set up your account.

User Name

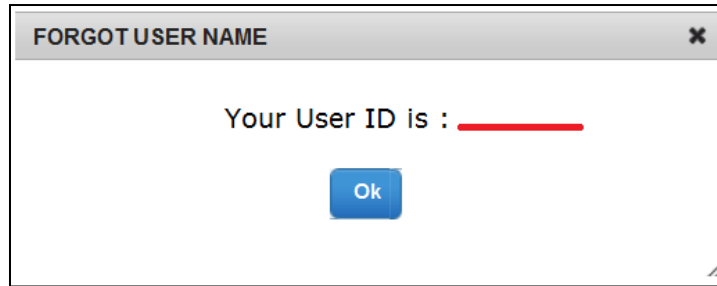
What is your favorite pet's name?

Who is your favorite celebrity?

What is your last name?

[Next](#) ➔

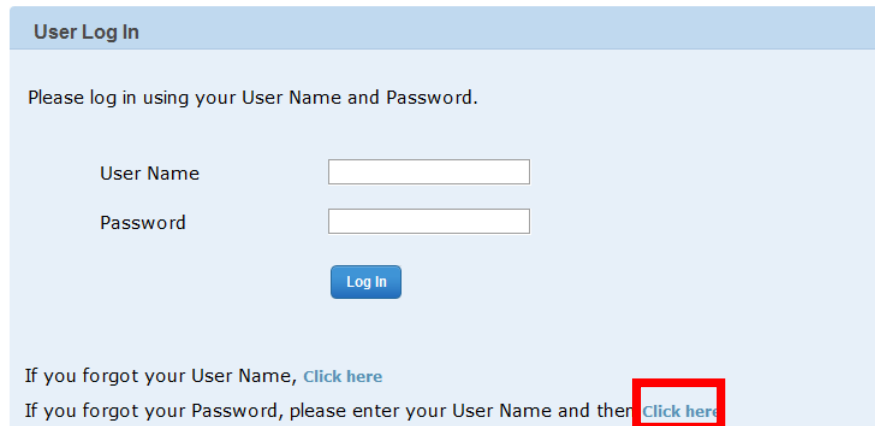
Assuming the user enters answers that match the ones provided during the account set up the User ID is re-populated



User can now return to the User Log in Screen and proceed with the login process to access account.

Password Reset

If the user has forgotten their password it can be reset by providing the user name and selecting the Click Here link.



The user will then be directed to answer the secret questions that were selected during the last account creation set up. The questions below are examples. The questions that are presented will reflect the ones that were selected by the user.

Password Reset

You can reactivate your account by answering your secret question correctly. The answer should be entered exactly the same as you entered it when you set up your account.

User Name

What is your favorite pet's name?

Who is your favorite celebrity?

What is your last name?

Next →

User will need to create a new password which passes all security requirements and confirm.

Password Reset

Please create a password with the following characteristics:

- Must be at least 8 characters in length
- Must contain at least one number
- Must contain at least one special character (such as !, @, #, \$, %, ^, *, (, .))
- Must be a combination of upper and lower case characters
- No blank spaces

Example: Bulldog\$20

Old password:

New password:

Confirm new password:

Next →



Tips

- Double check the information entered (credentials) are accurate and case specific.
- Be careful ... Entering an incorrect user name or password too many times will lead to the account to be disabled

- Set a password you will not forget.
- Select secret questions and answer you will not forget and be able to answer.
- If assistance is needed and/or if the account is disabled:
 - Customers should contact the HEAplus Customer Service Center at 1-855-HEA-PLUS (1-855-432-7587)
 - State Workers, Community Based Organizations (Assistors) and Customer Service Representatives should contact their system administrators.