

Resetting an Expired Password

XchangER passwords will expire every 90 days. When a user's password has expired, that user will receive a "Warning: Your password has expired" message on the login window. Click the "Please go to [HealthEMS](#) to change your password" link.



Warning: Your password has expired.

Username:

Password:

Please go to [HealthEMS](#) to change your password.

The user will then be redirected to <https://healthems.com> where they will be able to log in with their existing credentials.



HealthEMS
powered by Sansio



Log In to HealthEMS®

Username:

Password:

Did you forget your password?



NEMSIS
Compliant
Software

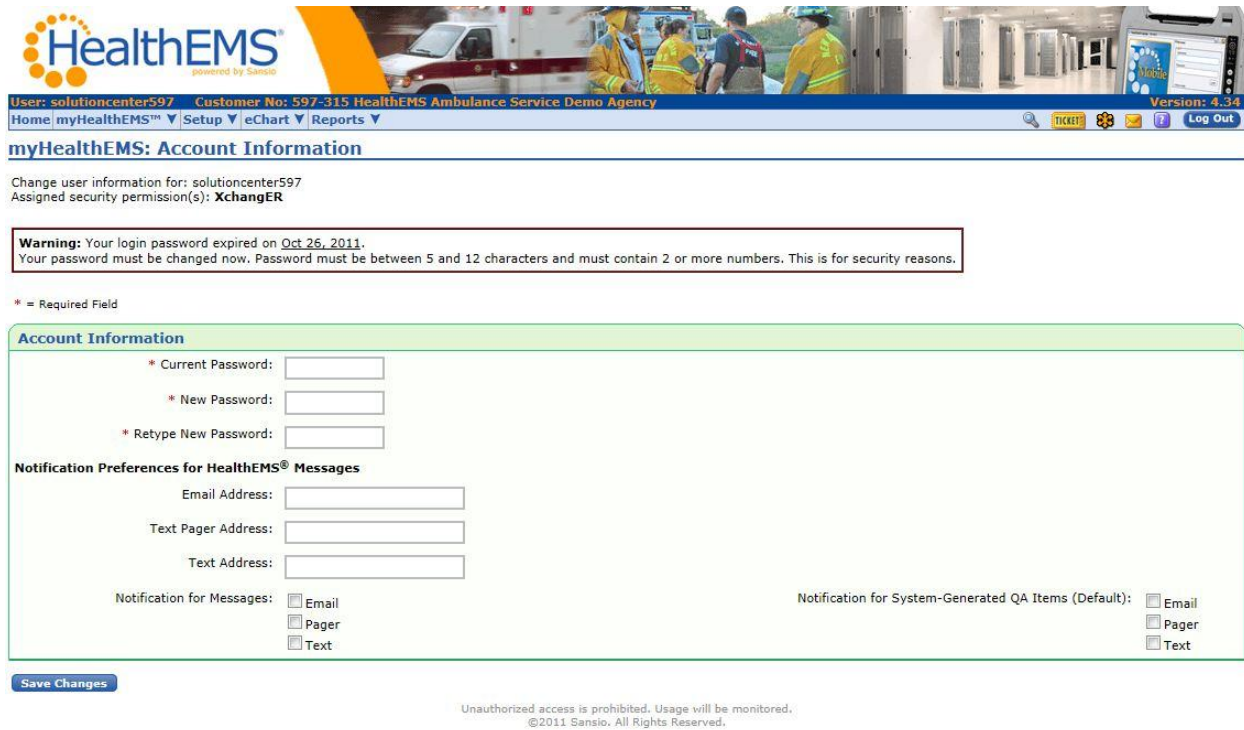
NEMSIS Gold
Compliant Software

Welcome to HealthEMS®

Access to HealthEMS® is for Sansio customers only. To access this site you must have session cookies enabled.

Sansio serves as a Business Associate to organizations and uses stringent administrative, physical and technical safeguards to protect the confidentiality, integrity and availability of ePHI in accordance with the HIPAA Security Rule. [HERE](#) are the key customer responsibilities for User Based Access Control.

Upon logging in the user will be directed to a page where they will be required to enter the Current Password, New Password, and Retype New Password. Next, click the Save Changes button.



User: solutioncenter597 Customer No: 597-315 HealthEMS Ambulance Service Demo Agency

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myHealthEMS: Account Information

Change user information for: solutioncenter597
Assigned security permission(s): XchangER

Warning: Your login password expired on Oct 25, 2011.
Your password must be changed now. Password must be between 5 and 12 characters and must contain 2 or more numbers. This is for security reasons.

* = Required Field

Account Information

* Current Password:

* New Password:

* Retype New Password:

Notification Preferences for HealthEMS® Messages

Email Address:

Text Pager Address:

Text Address:

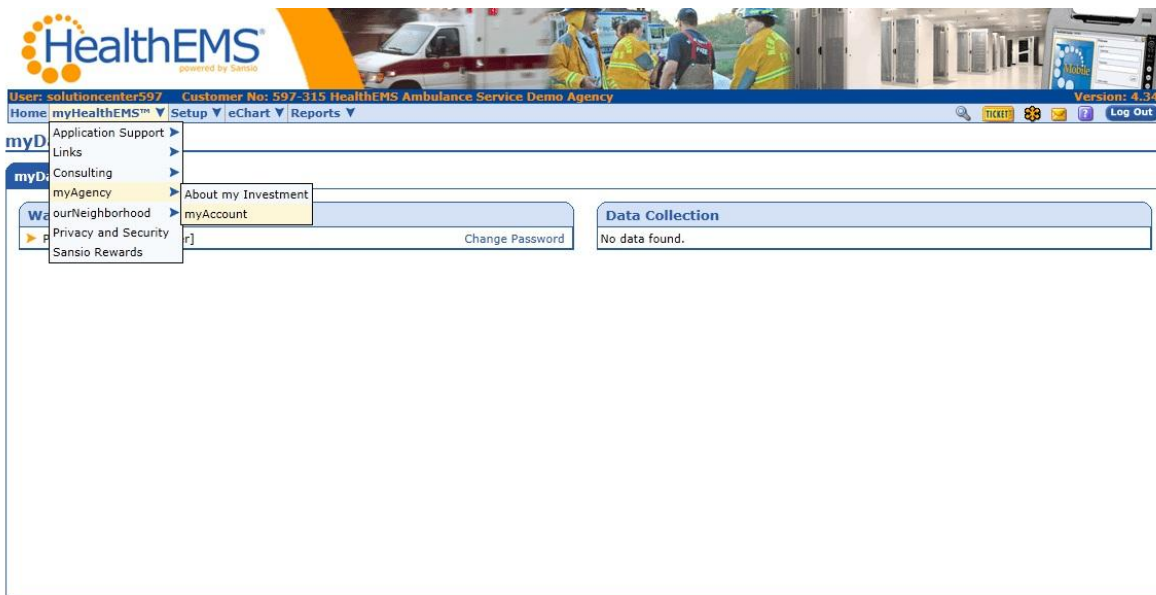
Notification for Messages: Email
 Pager
 Text

Notification for System-Generated QA Items (Default): Email
 Pager
 Text

[Save Changes](#)

Unauthorized access is prohibited. Usage will be monitored.
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Users can reset their password at any time by logging in to <https://healthems.com>. Then, navigating to myHealthEMS -> myAgency -> myAccount.



User: solutioncenter597 Customer No: 597-315 HealthEMS Ambulance Service Demo Agency

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myAccount

[Change Password](#)

Data Collection

No data found.

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On the myHealthEMS: Account Information page, a user can edit their own information including their Password, Password Question, and Password Answer. Once the changes are completed, click the **Save Changes** button.

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User: solutioncenter597 Customer No: 597-315 HealthEMS Ambulance Service Demo Agency Version: 4.34
Home | myHealthEMS™ | Setup | eChart | Reports

myHealthEMS: Account Information

Change user information for: solutioncenter597
Assigned security permission(s): XchangER

* = Required Field

Account Information

| | |
|--|---|
| * First Name: <input type="text" value="Sansio"/> | * Last Name: <input type="text" value="Solution Center"/> |
| * Contact Type: <input type="text" value="Consultant"/> | Title: <input type="text"/> |
| * Email: <input type="text" value="support@sansio.com"/> | Ext: <input type="text"/> |
| Phone: <input type="text" value="2186257000"/> | |
| Fax: <input type="text"/> | |
| Password Question: <input type="text" value="enter"/> | Password Answer: <input type="text" value="answer"/> |

Change Password
For security reasons, passwords must be between 5 and 12 characters and must contain 2 or more numbers.
(Leave all three fields blank to keep existing password.)
Password Expires: No Expiration

| |
|---|
| * Current Password: <input type="text"/> |
| * New Password: <input type="text"/> |
| * Retype New Password: <input type="text"/> |

Notification Preferences for HealthEMS® Messages

| | |
|--|--|
| Email Address: <input type="text"/> | |
| Text Pager Address: <input type="text"/> | |
| Text Address: <input type="text"/> | |

| | |
|---|--|
| Notification for Messages: <input type="checkbox"/> Email | Notification for System-Generated QA Items (Default): <input type="checkbox"/> Email |
| <input type="checkbox"/> Pager | <input type="checkbox"/> Pager |
| <input type="checkbox"/> Text | <input type="checkbox"/> Text |

[Save Changes](#)

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