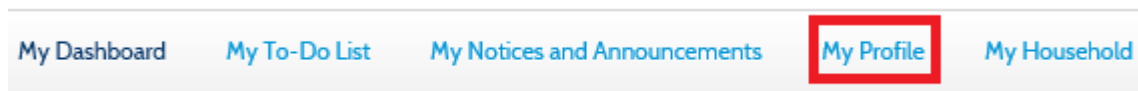


[Help with your password and username](#)

How Do I Change My Password?

1. Login to [your account](#) (if you're locked out of your account, you can use our web chat service to unlock it)
2. Click on **My Profile** at the top of your main dashboard. Then, select **Change Password** towards the top left of the My Profile page.



My Profile

This is your profile information. Please keep it up to date.

Account Information

User Name 

Password ●●●●●●●●  [Change Password](#) 

3. Enter a new password. Make sure it:
 - Has between 8 and 15 characters long
 - Has at least one number
 - Has at least one special character from the following list: !@#\$_ =
 - Has at least one uppercase and at least one lowercase letter
 - Does not repeat characters more than two times (example: 'Passsword' is not allowed)
 - Doesn't include your username
4. Then, click on **Submit** to save your new password

Account Information

User Name

Password

**Current Password*

**Enter new password*

**Retype password*

 [Cancel editing](#) 

What do I do if I forgot my username or password?

1. Go to HealthSourceRI.com
2. Click on **Account Sign-in** on the top right of the page.

Account Sign-in

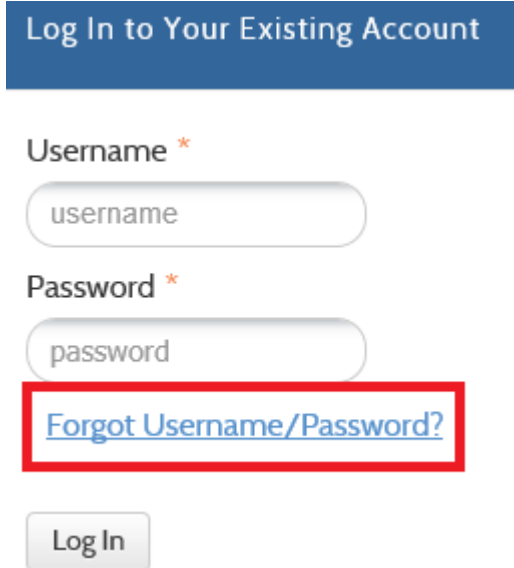
Español

Individuals & Families

Employers & Employees

3. Select **Forgot Username/Password?** Below **Log In to Your Existing Account**.



Log In to Your Existing Account

Username *

username

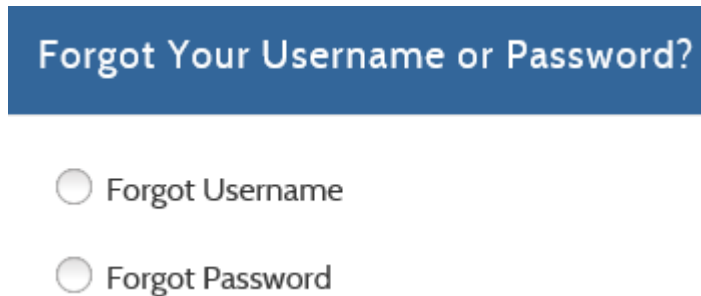
Password *

password

[Forgot Username/Password?](#)

Log In

4. Select either **Forgot Username** or **Forgot Password**.



Forgot Your Username or Password?

Forgot Username

Forgot Password

5. Complete details for your selected option and then **Next**.

*Tip: Remember to check your Spam folder for emails if you select the **Recover username using email** option.*

Forgot Username

First Name *

first name

Last Name *

last name

Date of Birth *

MM/DD/YYYY



Social Security Number *

123-45-6789



- Recover username using email
- Recover username by answering security questions
- Recover username by providing case number
- I don't know my email, answers to security questions, or case number

-OR-

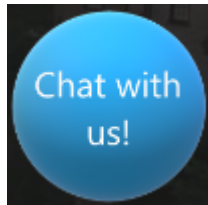
Forgot Password


Username *


Username

- Recover password using email
- Recover password by answering security questions
- Recover password by providing case number
- I don't know my email, answers to security questions, or case number

6. If you do not remember your **email, answers to security questions, or case number**, use our *Chat function at HealthSourceRI.com* for help.






Chat With Us! 

First Name *

Last Name *

How can we help you today?

 [START CHAT!](#)