

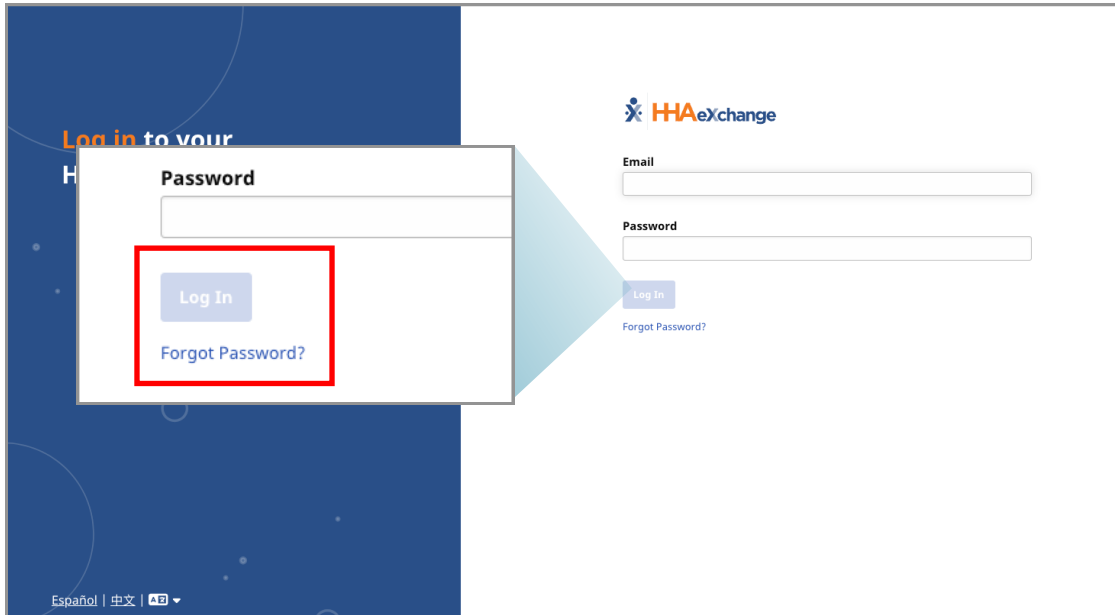
# Quick Start Guide

## For Changing Your Password in the EVV Portal

To change your password in the EVV Portal, please follow these steps:

### 1 Step 1 - Click Forgot Password

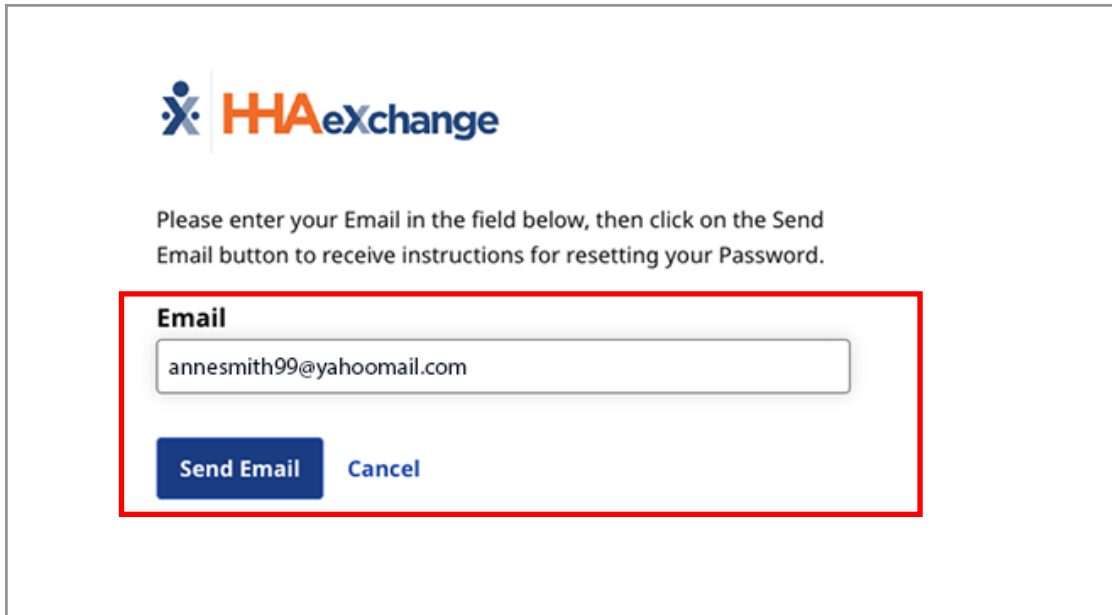
Go to the EVV Portal Login screen at <https://ucp.hhaexchange.com/login>. Click on **Forgot Password** under the login button.



## 2

### Step 2 - Send Reset Password Email

Type your email address into Email. Click the **Send Email** button.

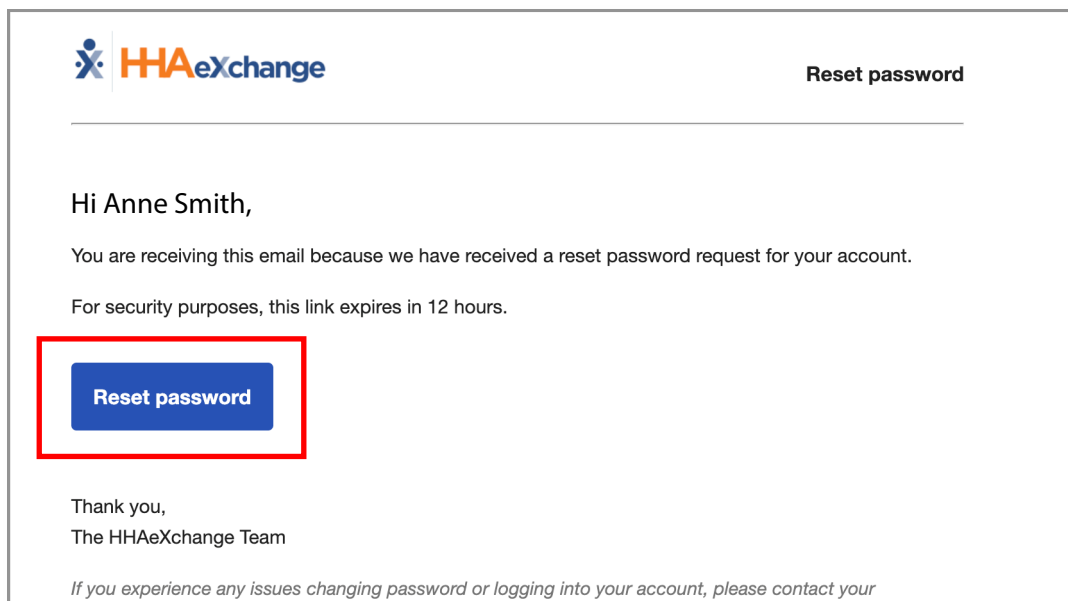


The screenshot shows the HHAeXchange logo at the top left. Below it, the text reads: "Please enter your Email in the field below, then click on the Send Email button to receive instructions for resetting your Password." A red rectangular box highlights the "Email" input field containing "annesmith99@yahoo.com" and the "Send Email" and "Cancel" buttons below it.

## 3

### Step 3 - Click Reset Password

A Reset password email will be sent to your email address. Open this email and click the **Reset Password** button.



The screenshot shows the HHAeXchange logo at the top left and the text "Reset password" at the top right. Below a horizontal line, the email content reads: "Hi Anne Smith, You are receiving this email because we have received a reset password request for your account. For security purposes, this link expires in 12 hours." A red rectangular box highlights a blue button labeled "Reset password". At the bottom, it says "Thank you, The HHAeXchange Team" and "If you experience any issues changing password or logging into your account, please contact your".

## 4 Step 4 - Set New Password

The Set Password window will appear. Type your new password in the **New Password** and **Confirm Password** boxes. Click **Save Password**.

Your password has been changed!

**Note:** PCAs will use this same new password in the App.

**Set Password of your HHAeXchange account.**

**HHAeXchange**

**Set Password**

Welcome to HHAeXchange! Please create your new password below.

**Email**  
annesmith99@yahoo.com

**New Password**  
\*\*\*\*\*

**Confirm Password**  
\*\*\*\*\*

**Your password:**

- Can contain all ASCII/Unicode characters including emojis and spaces
- Must be 8 - 64 characters in length
- Must not contain your username
- Must not contain more than 4 repeated or sequential characters
- Must not contain any of the following words: hhaexchange, qwerty, password

**Save Password**

Español | 中文 |

© 2023 HHAeXchange  
[Privacy Policy](#) [Terms of Use](#)

**You can now change your password in the EVV Portal.**