

Quick Start Guide

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 Log in screen at <https://ucp.hhaexchange.com/login>.
Click on **Forgot password** above the Log in button.

Welcome to the new HHAeXchange login page. Please bookmark this page for future logins

HHAeXchange

Email / Username

Password

Forgot password?

Log In

Español | 中文 | 繁體中文

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Step 2 - Send Reset Password Email

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

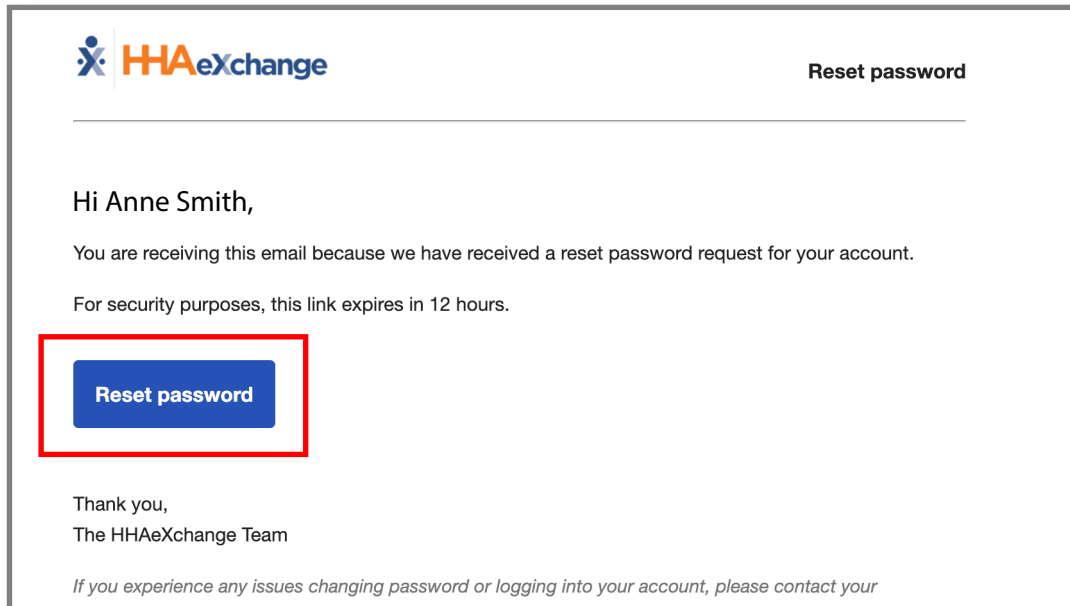
The screenshot shows a web interface for the 'Forgot Password' process. On the left is a dark blue sidebar with the text 'Forgot Password' in white. The main content area is white and features the HHAExchange logo at the top. Below the logo is the heading 'Forgot Password' and a paragraph of instructions: 'Please enter the email linked to your agency's account to receive a password reset email. If that email is shared by multiple users you will be asked to provide your username below'. There is an input field labeled 'Email * Required'. Below the input field are two buttons: 'Send Email' and 'Cancel'. At the bottom of the page, there is a language selector showing 'Español | 中文 | 中文' with a dropdown arrow, links for 'Privacy policy | Terms of use | System status' with a green checkmark, a system information string 'MS-Edge-Chromium 143.0.0.0 12/05/2025 03:39 PM EST', and a copyright notice '© 2025 HHAExchange. All rights reserved'.

The **Email Sent** screen will appear.

The screenshot shows the 'Email Sent' confirmation screen. It has the same layout as the previous screen, with a dark blue sidebar containing 'Forgot Password'. The main content area is white and features the HHAExchange logo. Below the logo is the heading 'Email Sent' and a paragraph: 'If this email or username is linked to an account you will receive a reset link with instructions'. Below this is another paragraph: 'The link is valid for 12 hours'. There is a blue link with a left-pointing arrow labeled 'Back to login'. At the bottom of the page, there is a language selector showing 'Español | 中文 | 中文' with a dropdown arrow, links for 'Privacy policy | Terms of use | System status' with a green checkmark, a system information string 'MS-Edge-Chromium 143.0.0.0 12/05/2025 03:39 PM EST', and a copyright notice '© 2025 HHAExchange. All rights reserved'.

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.



4 Step 4 - Set New Password

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

Your password has been changed!

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

Reset Password

HHAeXchange

Reset Password

All fields are required..

Username
anne.smith0099@gmail.com

Password

Your password must:

- Contain 8 - 64 characters in length.
- Not contain your username
- Not contain more than 3 repeated or sequential characters
- Not contain any of the following words: hhaexchange, qwerty, password.

Confirm password

Reset Password

Español | 中文 | ▼

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You can now change your password in the EVV Portal.