

# How to Use the Forgot Password Feature on the HealthQuest Wellness Portal Updated 12/9/11

If you already have an account on the wellness portal at [www.KansasHealthQuest.com](http://www.KansasHealthQuest.com) can't remember your password, click blue link that says "Forgot your password?" at the bottom of the "Sign In" column.

The screenshot shows the HealthQuest Wellness Portal interface. At the top left is the Kansas Department of Health and Environment logo. To the right are three images: people cycling, a couple eating, and a variety of fresh fruits. The main content area is divided into three columns. The left column is titled 'Sign In' and contains a form with fields for 'Email' and 'Password', a 'Remember Me' checkbox, a 'Forgot your password?' link, and a 'Sign-in' button. A large red arrow points to the 'Forgot your password?' link. The middle column is titled 'Register' and contains a dropdown menu, a 'Register' button, and contact information. The right column is titled 'Why Register?' and lists several benefits.

**Sign In**  
Already registered? Enter your username and password here.

**Email**

**Password**

Remember Me  
[Forgot your password?](#)

**Sign-in**

**Register**  
First time here? You'll need an employee ID to get started.

**You are registering**

Select   
[What does this mean?](#)

**Register**

**We're here to assist you**

For technical assistance, please call 1-888-275-1205 (option 9) or TTY 1-888-277-1543, from 8:00 a.m.-10:00 p.m. CST, seven days per week, excluding nationally observed holidays.

**Why Register?**

- Schedule a health screening
- Take a health assessment
- Join statewide health challenges
- Set and achieve goals to improve your health!

On the next screen, enter the email address that you used when you set up the account and click the "Continue" button.

The screenshot shows the 'Forgot Password?' page. At the top left is the Kansas Department of Health and Environment logo. To the right are three images: people cycling, a couple eating, and a variety of fresh fruits. The main content area is titled 'Forgot Password?' and contains the text 'Please enter your email address to retrieve your password.' Below this is a form with the label 'Enter Email:' and an empty text box. At the bottom right is a 'Continue' button.

**Forgot Password?**

Please enter your email address to retrieve your password.

Enter Email:

**Continue**

On the next screen, provide the answer(s) to security question(s) you set up when you created the account. It is case sensitive so be sure to enter it the same way you did the first time. Then click the “Validate” button.



## Security Question 1

Please answer the following security question so we can confirm your identity.

**What is your city of birth?**

[Return to Login](#) [Validate](#)

Once your answer is validated, you can create a new password and click the “Save Changes” button.



## Reset Password

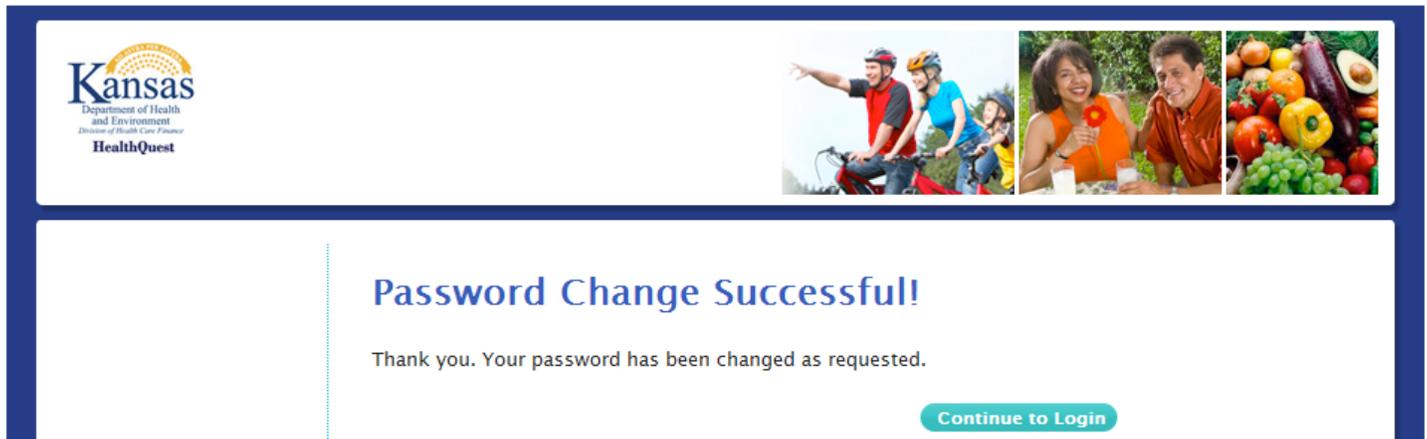
**New password**

**Confirm new password**

Password must be 8-14 characters, contain at least one upper-case letter and one digit (0-9).  
You may use characters such as: !, #, &.

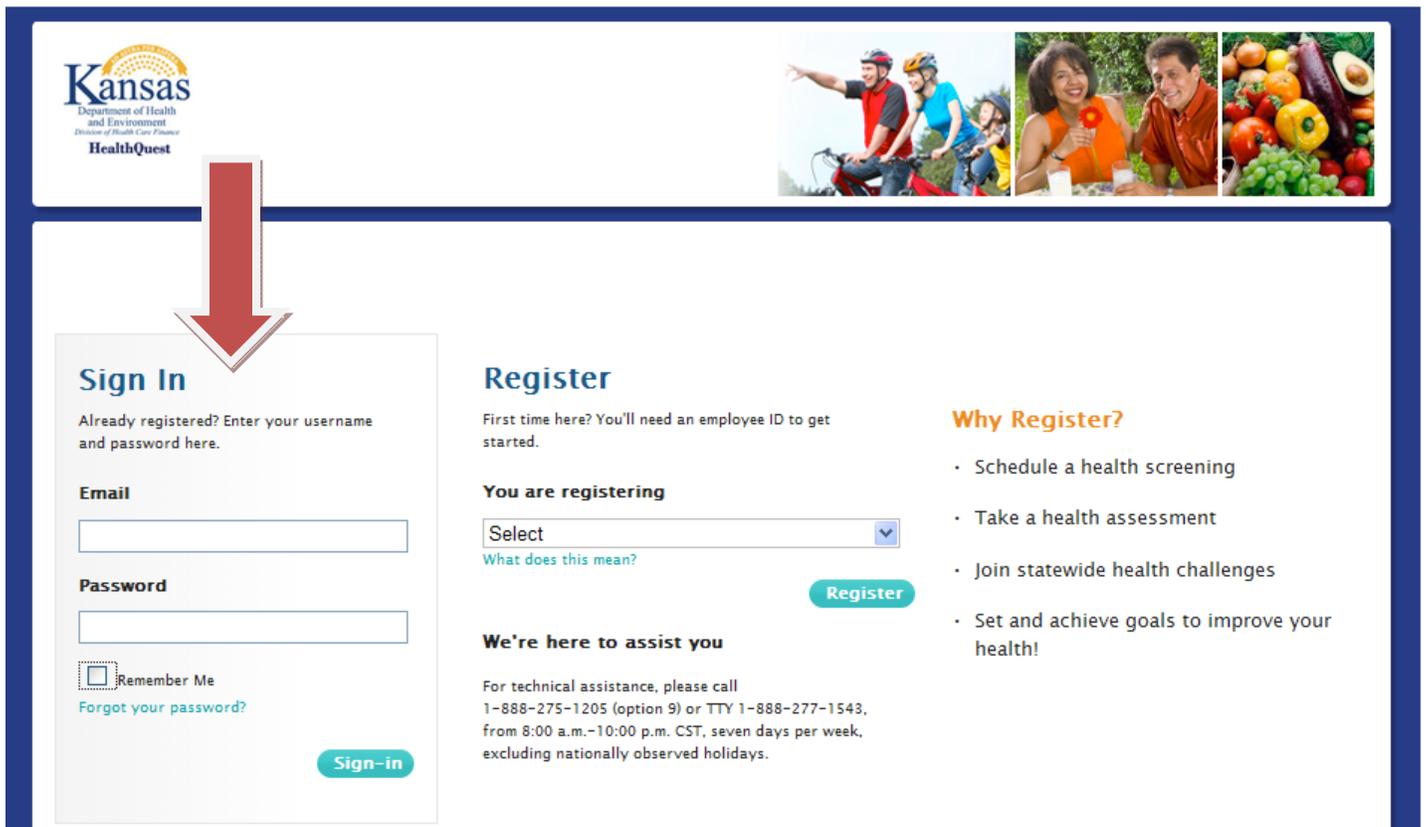
[Save Changes](#)

The next screen confirms that your password reset was successful. Click on the “Continue to Login” button.



The screenshot shows the top header with the Kansas Department of Health and Environment logo and three images: a group of cyclists, a couple eating, and a basket of fresh produce. The main content area features the heading "Password Change Successful!" followed by the message "Thank you. Your password has been changed as requested." and a teal "Continue to Login" button.

In the “Sign In” Column, enter your email address and password and click on the “Sign-in” button.



The screenshot displays the "Sign In" and "Register" sections. A large red arrow points to the "Sign In" form. The "Sign In" section includes a "Sign In" heading, a prompt to enter username and password, and input fields for "Email" and "Password". It also features a "Remember Me" checkbox, a "Forgot your password?" link, and a "Sign-in" button. The "Register" section has a "Register" heading, a prompt for new users, a "You are registering" dropdown menu, a "Register" button, and a "We're here to assist you" section with contact information. To the right, a "Why Register?" section lists benefits like scheduling health screenings and taking assessments.

After successfully logging in, you will be taken to the home page and can begin earning credits toward your 2013 HealthQuest Rewards Premium Discount program by selecting activities and programs. Click on “Credits Program” for more information.

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