ReportLink Guide

Self-Service Password Reset

Last Updated: 9/16/2020

IMPORTANT

After Sunday September 27th, 2020, ALL EXTERNAL USERS WILL BE REQUIRED TO SET A NEW PASSWORD. PLEASE FOLLOW THESE INSTRUCTIONS.

Summary

Please follow these instructions to use the new 'Forgot Password' feature for ReportLink. This will allow you to change your password at any time. If you are a new or returning user, you will be required to follow these steps to set a first password. You will see that our Login page has changed slightly. There will be new pages for you to enter your user ID and password.

FAQ section provided at the end of the document for additional help with potential issues.

Forgot Password Steps

1. Click the 'Log In' button to start the log in process for ReportLink.

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	Application gives access to individually identifiable health information which is considered private, privileged and confidential. Such information is deemed to be Covered Information for purposes of the Health Insurance Fortability and Accountability Act of 1996 (IPMA), PL, 101-191. End uses are required to maintain the private, privaleged and confidential status of the Covered Information. Any disclosure of Covered Information to a business partner pursuant to a written contract, the written contract shall meet the requirements of INFAM.
	NOTICES
	09/27/2020 - IMPORTANT - REPORTLINK'S LOGIN FUNCTIONALITY HAS CHANGED
	- IF YOU ARE A NEDICAL MUTUAL ENROYEE, YOU WILL CONTINUE USING YOUR EXISTING CREDENTIALS TO LOGIN AND CAN DISREGARD THE REST OF THIS MESSAGE.
	- IF YOU ARE NOT A MEDICAL INJURAL EMPLOYEE THEN PLEASE CONTINUE READING. IF YOU ARE VISITING REPORTLINK FOR THE FIRST TIME AFTER SUNDAY SEPTEMBER 27TH 2020 THEN YOU ARE REQUIRED TO CHANGE YOUR ASSWORD, YOU WILL CONTINUE USING YOUR EXISTING USER ID. USE THE GUIDE IN THE LINK BECUNT OR RESET YOUR ASSWORD, YOU WINY OF OLDER YOUR MILL CONTINUE USING YOUR EXISTING USER ID. USE THE GUIDE IN THE LINK BECUNT OR RESET YOUR ASSWORD, YOU WINY OF OLDER YOU AND INCOMPLICING.
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	00/00/2019 - Contractly, the only liveneer that Reportance is a compatible with its Internet Explorer versions 9 or higher: Use of any other bronser with recoil in an underlined user are not Withden 50, you must gene Reportant through Internet Explorer versions 9 or unstance of Internet Explorer or, if a using Edge, gening the mean in the top right hand conter of the Edge browser window and clicking the OPEN IN INTERNET EXPLORER edgets.
	Log In
	For fuchsical issues, contact Help Deck at 1 600-218-2205 For access and savigation questions, contact your Hedical Hutual Chief Manager or Hedical Matual Sales Representative.

2. You should be directed to this page. To start the password reset process, click on the 'External User – Forgot Password?' link. You will be re-directed to the 'Recover Password' screen.

SIGN IN	
Username	
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r usanou u	
SIGN IN	
External Users - Forget Password 7	
Internal MMO Users - Forgot Password ?	

3. On the 'Recover Password' screen, enter your ReportLink user ID. Make sure that 'Recover with Mail' is checked then click the 'SUBMIT' button.

Enter below details to receiver your personners
Enter below details to recover your password
RLUSER
Recover with Mail
SUBMIT CANCEL

You should receive a pop-up like this. However, it will have the user ID you just entered in place of 'USER ID' in the screen shot. Click the 'Close' button to close this popup.

Information	×
Password recovery information has been sent to the email registered with the a	ccount user id
	Close

4. An email will be sent to the email address we have on file with ReportLink. This email will come from <u>sso-support@medmutual.com</u>.

If you do not receive this email, then please check the FAQ section at the end of this document.

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5. Click the 'Reset Password' button in the email.

	Password Reset
Hi John,	
We received address. If you made	d a request to reset the password for the testuser99 account that is associated with this email this request, please click the button below to securely reset your password.
Rese	t Password
If clicking th https://sso-c	he button doesn't seem to work, you can copy and paste the following link into your browser. as medmutual.com/accountrecoveryendpoint/confirmrecovery.do?confirmation=c41fb074-aad9-
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If at any tim the MEDICA will contact	ne, you are unable to login or your username / password has been compromised, please contact LL MUTUAL Helpdesk at 1-800-218-2205. They will open a Service Call to Application Support, who you back.
This messag	ze was sent to you by:
Medical Mu	itual
2060 East N Cleveland, C	linth Street OH - 44115

6. This will open a browser window to the 'RESET PASSWORD' webpage.

RESET PASSWORD	
Enter New Password *	
Confirm password *	
SUBMIT	

7. Enter a new password in both the 'Enter New Password' and 'Confirm Password' text boxes. The password entered in both text boxes MUST MATCH EXACTLY. Once entered, click the 'SUBMIT' button.

Your password must contain a minimum of 1 character of each of the following:

- Must be at least 10 characters or more.
- 1 upper case letter
- 1 lower case letter
- 1 number
- 1 special character (see below for those available)

- \$ (Dollar Sign)
- _ (Underscore)
- ! (Exclamation Point)
- (Minus Sign)
- # (Hash Mark or Pound Sign)
- * (Asterisk)
- : (Colon)

Medical Mutual of Ohio		
	RESET PASSWORD	
	Enter New Password * Confirm password *	
	SUBMIT	
49-9090 Medical Haust of Ohio		

If successful, you'll receive a pop-up confirmation. Click 'Close' to close out of this pop-up

Information	×
Updated the password successfully	
	Close

8. In addition to the pop-up you will receive another email confirming successful password reset of your account.



9. You may now login to ReportLink. Open an Internet Explorer browser and navigate to <u>https://reportlink.mmoh.com</u>

FAQ / Issues

- Do I have to change my user ID?
 - Any external user that had ReportLink access prior to Sunday September 27th, 2020 will continue using their same user ID. We are only requiring that ALL EXTERNAL USERS set a new password after Sunday September 27th, 2020.
- How do I know what email address is tied to my ReportLink account?
 - The email address tied to your ReportLink account should have been provided in the signed addendum prior to ReportLink registration. If you still have questions about the email address, please contact your Medical Mutual Sales Representative.
- The email address tied to my ReportLink account is no longer valid, or I don't have access to that email address anymore?
 - Please contact your Medical Mutual Sales Representative for assistance. In the event that the email address tied to your ReportLink account is no longer valid, you may need to re-register and sign a new addendum.
- What kind of password am I allowed to use?
 - Please refer to step #7 in the instructions above.
- Am I allowed to enter the password I used prior to Sunday September 27th, 2020?
 - Yes, you will be allowed to set the same password you used prior to Sunday September 27th, 2020.
 Please note that the new system will follow the previous password expiration of 42 days before a password reset is required.
- Will my new password sync up with ClaimsLink?
 - No. After Sunday September 27th, 2020, your will need to consider you ReportLink and ClaimsLink user ID and password as separate sets of credentials. Resetting your password in ReportLink WILL NOT SYNC with your ClaimsLink credentials and vice versa.
- I've reset my password but still cannot login to ReportLink.
 - Please contact your Medical Mutual Sales Representative. It is possible that your profile has not been setup properly causing a log in issue.
- I have not received the 'Password Reset' email.
 - 1. Please make sure that the email from 'sso-support@medmutual.com' has not gone into a spam or any other folder.
 - 2. Contact your company's IT support to make sure that the email is not blocked by your company's firewall.
 - 3. If you still haven't received the email, please contact your Medical Mutual Sales Representative to confirm the email address tied to your account. Make sure to provide your representative your ReportLink User ID along with your company name and email address.

- I clicked the 'Reset Password' button from the 'Password Reset' email but cannot get to the 'Password Reset' site.
 - In addition to the 'Reset Password' button, in that same email, there is another link that you may use.
 You can try either clicking that link or copy and pasting that into any browser.
- I tried using both the 'Reset Password' button and link in the 'Password Reset' email but still cannot get to the 'Password Reset' page.
 - Please attempt the password reset instructions again. It is possible that the link and/or token provided in the email is broken. Generating a new 'Password Reset' email will provide a new link that may work.
 - If you are still having issues, please contact Medical Mutual's Help Desk at 1-800-218-2205. They will open a service call to application support, who will contact you back.
- I tried clicking the 'Password Reset' button from the 'Password Reset' email but receive an 'Invalid Code' error message.
 - The link and/or token tied to the 'Password Reset' email is only valid for 3 days after the initial password change request. Please attempt the password reset instructions again to generate a new email with a new token.