

ReportLink Guide

Self-Service Password Reset

IMPORTANT

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

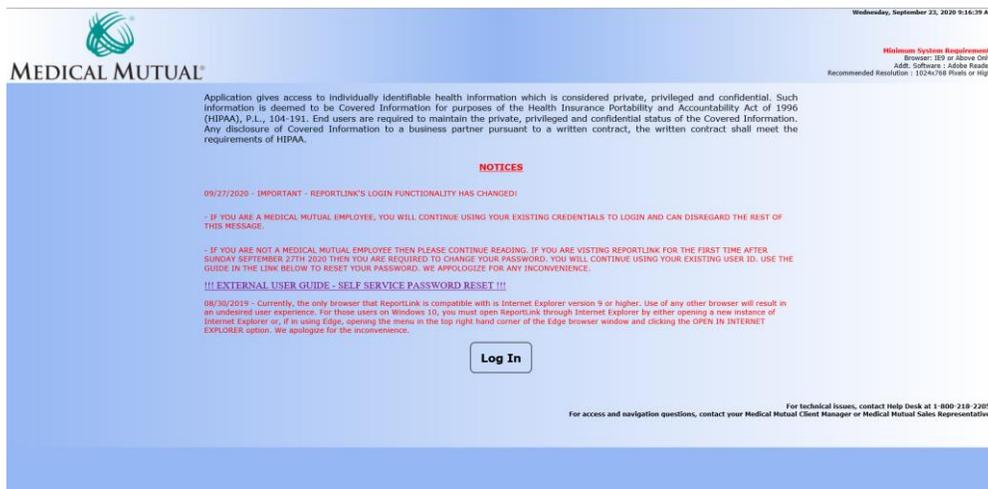
Summary

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.

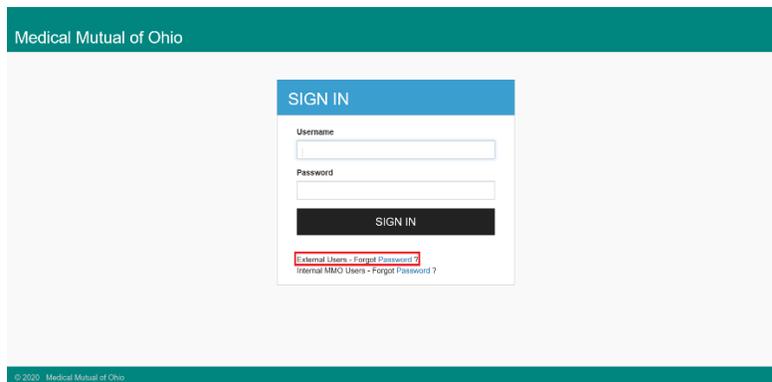
FAQ section provided at the end of the document for additional help with potential issues.

Forgot Password Steps

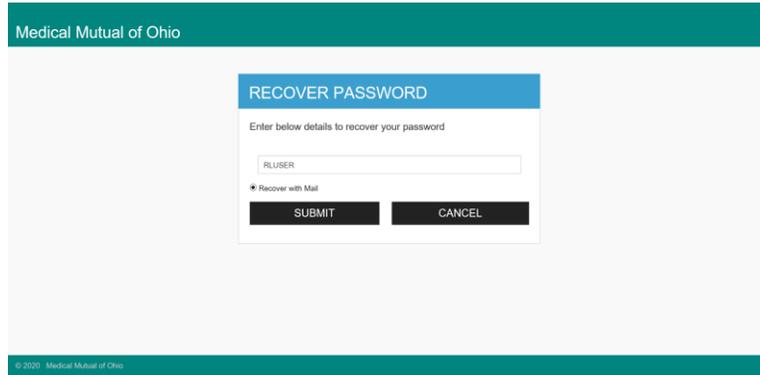
1. Click the ‘Log In’ button to start the log in process for ReportLink.



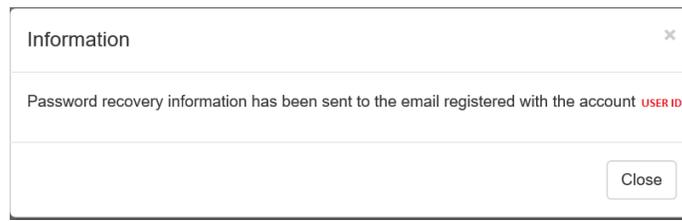
2. You should be directed to this page. To start the password reset process, click on the ‘External User – Forgot Password?’ link. You will be re-directed to the ‘Recover Password’ screen.



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

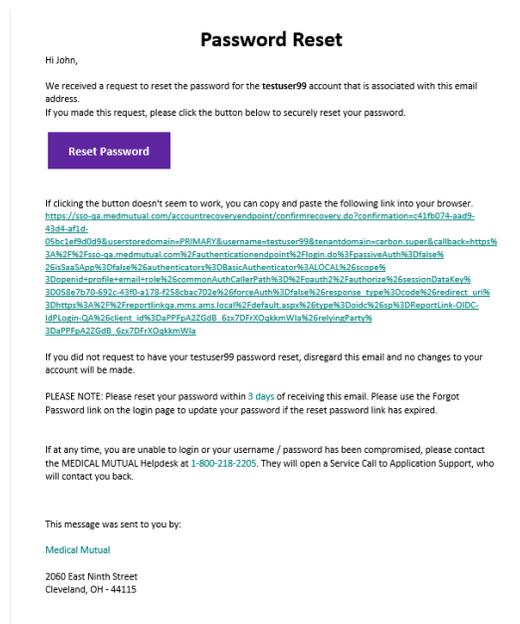


You should receive a pop-up like this. However, it will have the user ID you just entered in place of 'USER ID' in the screen shot. Click the 'Close' button to close this popup.

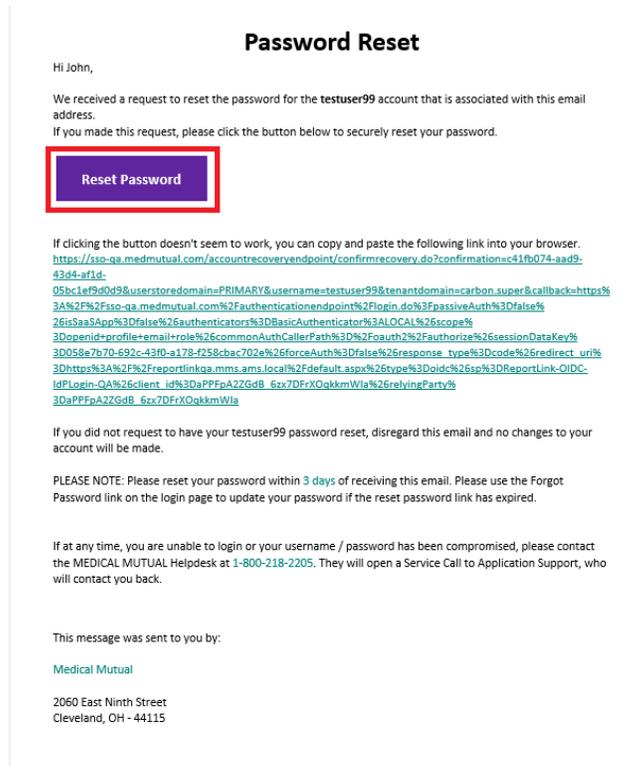


- An email will be sent to the email address we have on file with ReportLink. This email will come from sso-support@medmutual.com.

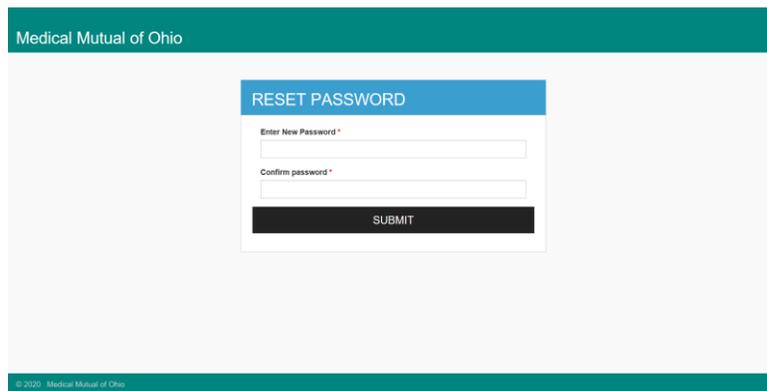
If you do not receive this email, then please check the FAQ section at the end of this document.



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



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

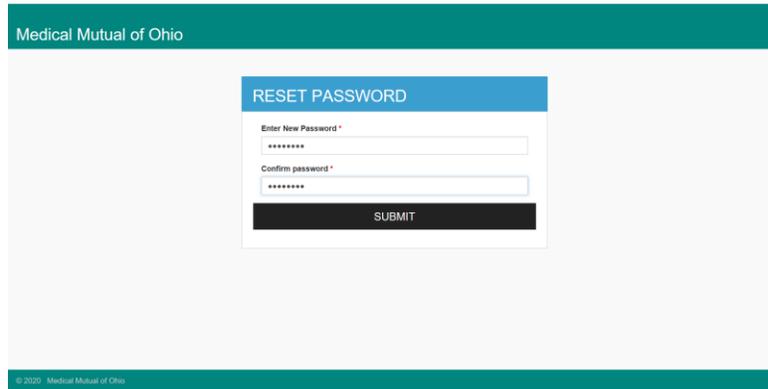


7. Enter a new password in both the 'Enter New Password' and 'Confirm Password' text boxes. The password entered in both text boxes MUST MATCH EXACTLY. Once entered, click the 'SUBMIT' button.

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)

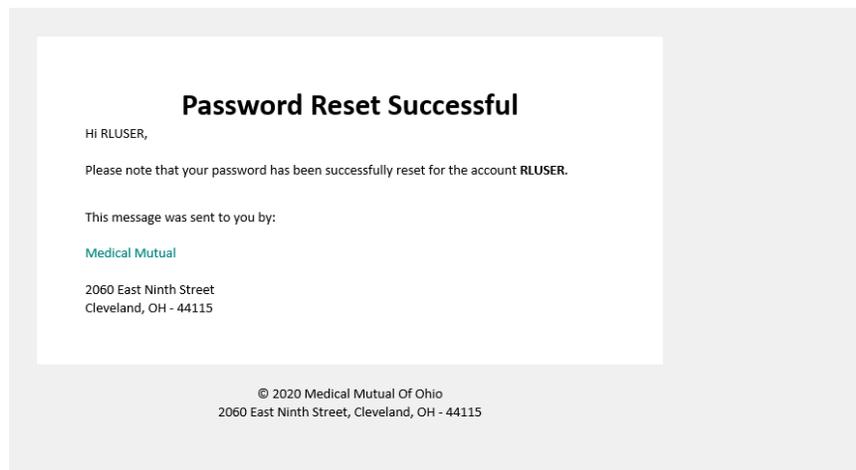
- \$ (Dollar Sign)
- _ (Underscore)
- ! (Exclamation Point)
- (Minus Sign)
- # (Hash Mark or Pound Sign)
- * (Asterisk)
- :



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



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 <https://reportlink.mmoh.com>

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, you will need to consider your 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.