

## Steps for logging into VIPR for the FIRST TIME

Once the new username and temporary password are received from Great Lakes Health Connect (GLHC):

- Navigate to the VIPR log-in page (The URL will be provided by your manager or by email)
- Save this URL in your favorites
- Enter your USERNAME in the username box
- Enter the TEMPORARY PASSWORD in the password box
- Click GO. (DO NOT click **Reset your password** yet. Your first log-in can only be done successfully by entering the USERNAME and TEMPORARY PASSWORD)
- Accept the Terms of Agreement
- Pick and answer three security questions (Do not skip this step)
- Set new password (hover over the ? icon for password requirements)
- Click on **GLHC VIPR** to enter the application

## Steps for Resetting Your Password BEFORE locking your user account

Once you have successfully logged-in to VIPR and completed the steps listed above, you may successfully reset your password **BEFORE** getting locked out. VIPR allows TWO incorrect password attempts. On the THIRD incorrect attempt, the account is locked. To avoid being locked out, do the following after the SECOND incorrect attempt:

- Enter your username, leave the password box BLANK, and click on **Reset your password?**
- Follow prompts to enter username again. Answer your three security questions you selected during your initial account set-up
- Create a new password (hover over the ? icon for password requirements)
- Return to the log-in page to begin using the application

## Steps for Resetting your password AFTER user account is locked

Locked user accounts require a phone call to GLHC support. The user will be asked their full name, username and to answer their three security questions. Once the account is unlocked, the user will then follow steps listed above under: **Steps to reset your password BEFORE locking your user account**

To reach GLHC Support, please dial 1-844-454-2443 - Option 2