

YHI Portal Locked Accounts

Why is my account locked?

Your YHI account can become locked for multiple reasons. The resolutions depends on the cause.

Most common causes of locked accounts:

1. Multiple failed login attempts
 - Using incorrect password or username 3 times in a row
2. Dormant Account due to inactivity
 - When you have not logged into your account in the past 60 days
3. Accumulation of unnecessary browsing data
 - When your browser has stored too much information over time

Password/Username Reset

Cause: Multiple failed login attempts

- The system allows 3 login attempts.
- After 3 attempts, the system will automatically lock your account.
- Account will automatically unlock after 20 minutes.

Resolution:

1. Wait 20 minutes from your most recent login attempt.
2. Reset your username or password, if you do not remember your credentials.
 - Click Forgot Password or Forgot Username to reset your credentials.
 - These features will not work during the 20 minutes that your account is locked.
3. Follow the prompts.
4. A reset email will be sent to you. Be sure to check your spam folder.

Dormant Account

Cause: Account inactivity for 60 days

- System automatically locks account if it is not accessed within 60 days
- Account security protocol

Resolution:

1. Contact YHI
 - Call Support: 1-855-944-3246
 - -OR-
 - Email Connectors: Connectors@yourhealthidaho.org
2. YHI will re-activate your account
3. Must log into your account within 12 hours of re-activation
 - Forgot password/username features will not work while your account is locked.

Browsing Data Accumulation

Cause: Using internet browsers without clearing stored data regularly

- Browsers tends to hold onto information or data
- Over time causes issues with logging in or bringing up websites

Resolution:

1. Clear browser cache and cookies
2. Clearing browsing history alone will not help
 - Instructions on how to clear cache and cookies and browser history are available on the [Partner Tools webpage](#).

Questions?

Contact Us!

Connectors

Email: Connectors@yourhealthidaho.org

Support

Submit a [Support Request Ticket](#)

Email: Support@yourhealthidaho.org

Phone: 1-855-944-3246



Bones break.
So do bank accounts.

