

## LAUNCHING SOON! *New and Improved HV CoiIN Website*

### Frequently Asked Questions (FAQs)

**When?** Afternoon of Friday, December 1, 2023

**Why?** Thanks to your feedback, significant improvements have been made to improve user experience and accessibility.

**Where?** Same place! <https://hv-coiin.edc.org/>

**Is there anything I have to do?** Reset your password any time after 12/4! Instructions below:

1. Go to <https://hv-coiin.edc.org/password-reset/>
2. You'll be taken to a "Password Reset" screen
  - o Enter your username, which is: *Yourfirstname Yourlastname* (e.g., Mary Mackrain)
  - o Click "Reset password"

**\*NOTE: if your account was created before December 2020, there likely will not be a space between your first and last name in your username (e.g., MaryMackrain).**
3. Check your e-mail for a message with the subject line "Reset your password"
  - o The sender is [hvcoiin@edc.org](mailto:hvcoiin@edc.org)
  - o Click the "Reset your password" button in that e-mail message
4. This will take you back to the new HV CoiIN website to a screen where you are prompted to type in your new password and confirm it.
5. Type in your username and your new password to log in to the site.

### Accessing the Dashboard

**I am part of Staff Recruitment & Retention. How do I access the dashboard?** You will be able to access the dashboard after you reset your password. Once that is done, sign into the dashboard using the same credentials. You can access the dashboard directly from the HV CoiIN website by going to *Topic Areas > General* in the main menu.

### Miscellaneous

**I am not sure what my existing credentials are. How do I reset my password?** Email [hvcoiin@edc.org](mailto:hvcoiin@edc.org) to let us know that you are unsure, and someone from our team will reach out to support you with the password-reset process.

**Are there other resources?** Yes! We invite you to watch a [video tutorial](#) and/or review our [step-by-step guide with screenshots](#).

**Technical difficulties? Questions?** Email [hvcoiin@edc.org](mailto:hvcoiin@edc.org) or your improvement advisor with any and all questions and/or technical difficulties! Throughout this process, we will be doing our best to respond to your email within 48 hours of receiving it.