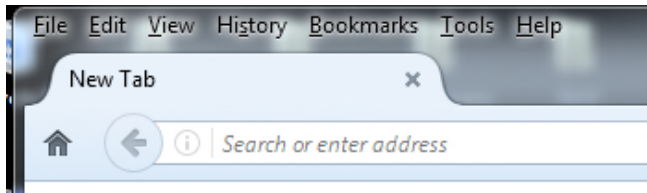


Things to Remember When Logging into HMIS

When logging into HMIS there are a few things to remember.

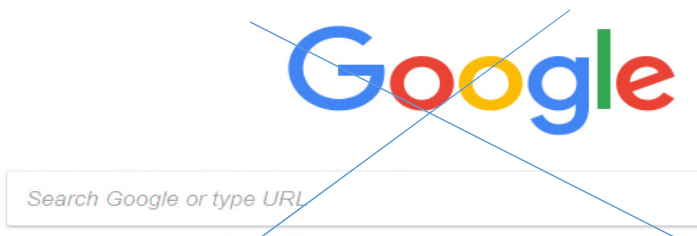
Always use the official website address. Do not use any search engine, i.e. google



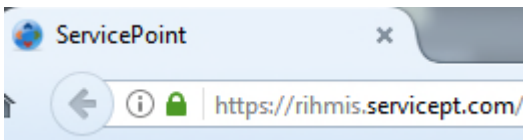
Live site: <https://rihmis.servicept.com/> Trainings site: https://sp5.servicept.com/rihmis_training/

Never use real information in the training site always put in made up information

You cannot use the Google Search to find the site because it is blocked.



Here is the correct address for our site.



When you get to the login page it may be necessary to clear the cache in your browser. You do this by holding down the F5 key for a second or two. Do it when you see this prompt.

A screenshot of the ServicePoint login page. At the top is the ServicePoint logo with the tagline 'Connecting your community.' Below this is the title 'Rhode Island Homeless Management Information System'. There are two input fields: 'User Name' and 'Password'. Below the 'Password' field is a 'Login' button. At the bottom, there is a link for 'Forgot your username or password? Contact your agency administrator', a note about system use requiring compliance with terms and conditions, and a copyright notice: '©1999-2018 Bowman Systems L.L.C. All Rights Reserved'.

Things to Remember When Logging into HMIS

Here is the F5 Function key



Now when you see this message it is important to read through the entire message. This is not asking for your user name or telling you that you cannot log in, it is asking for a new password and that the same new password is put in twice.

A screenshot of the ServicePoint Training Site login page. The page has a white background with an orange header and footer. The header contains the ServicePoint logo and the tagline 'Connecting your community.' The main content area has a red warning icon and text stating 'Password has expired! Please enter a new password in both spaces with at least 8 characters and a minimum of two numbers or symbols.' Below this text are two password input fields, each labeled 'Password'. A 'Login' button is positioned below the second field. At the bottom of the main content area, there is a link for 'Forgot your username or password?' and a link to 'terms and conditions'. The footer contains the copyright notice '©1999-2018 Bowman Systems L.L.C. All Rights Reserved' and the text 'Training Site' in a large, bold, orange font. A blue arrow points from the text 'Please enter a new password in both spaces with at least 8 characters and a minimum of two numbers or symbols.' to the first password input field.

The change of password happens every 45 days per HUD requirements and will happen each time a new user logs in for the first time.