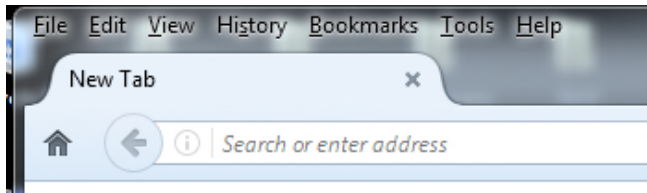# Things to Remember When Logging into HMIS

When logging into HMIS there are a few things to remember.
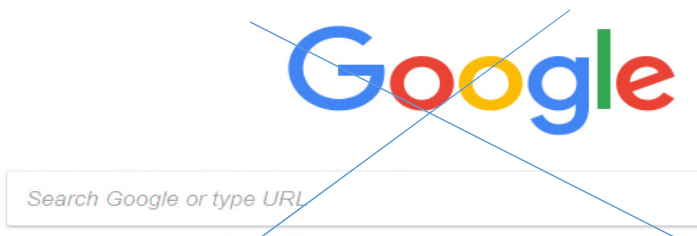Always use the official website address. Do not use any search engine, i.e. google
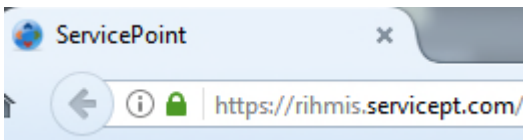

Live site: https://rihmis.servicept.com/ Trainings site: https://sp5.servicept.com/rihmis_training/
Never use real information in the training site always put in <u>made up</u> information

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.

1/8/2018

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.

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.

1/8/2018