

Virtual Integrated Patient Record (VIPR) First Time Log In, Password Reset, Locked Account Instructions

First Time Log In

Your VIPR username and temporary password will be sent from your manager or directly from Great Lakes Health Connect (GLHC).

1. Navigate to the VIPR log-in page - The URL will be provided by your manager or by email - GLHC recommends that you Save/Bookmark/Favorite this URL
2. Enter your username and temporary password in the appropriate boxes
3. Click "Go" - Do not click "Reset your password?"
4. Read and accept the User Terms of Agreement
5. Follow the prompts to select and answer three challenge/security questions
 - o Choose answers that are simple, consistent, and that you will remember
 - o These answers are used to validate your identify if you are locked out
6. Set and confirm a new password, then click "Continue" to save
7. Click on GLHC VIPR to enter the application

Password Reset

Once you have access to VIPR you may reset your password at any time (unless you are locked out). VIPR allows FOUR incorrect password attempts. On the FIFTH incorrect attempt, the account becomes locked. To avoid being locked out, reset your password after the FOURTH incorrect attempt.

1. Navigate to the VIPR log-in page
2. Enter your username, leave the password box blank, and click "Reset your password?"
3. Enter username again, click "Continue"
4. Answer the challenge/security questions (these are created during initial account set-up)
5. Set a new password, click "Continue"
6. After the password saves, click "Login Page" to return to the log-in page and use your newly created password to access VIPR

Locked Account

Users that are locked out of VIPR need to call GLHC Support at (844) 454-2443, Option 2.

The user will be asked for their full name, VIPR username, and for the answers to challenge/security questions. Once the account is unlocked by GLHC Support, the user will need to reset their password.