**Resetting Passwords in Hearing Link:**

1. **(Preferred)** If you need a new password, the easiest thing to do is email the Hearing Link account ***or*** Morgan Moore. This account is checked multiple times Monday-Friday and at least once on the weekend.

[Hearing.link@dhhs.nc.gov](mailto:Hearing.link@dhhs.nc.gov)

[Morgan.Moore@dhhs.nc.gov](mailto:Morgan.Moore@dhhs.nc.gov)

1. You can also call Morgan Moore at (828) 478-2879. She is in the office most days from 7-3 Monday-Friday.
2. Using the “My Password is Forgotten or Expired” function on the log-in screen:\*\*

* **The account must not be blocked or expired due to non-use.**

Blocked: incorrect password has been attempted 3x

Expired: account has not been accessed in >30 days.

* The email account listed for the user must be correct in Hearing Link. This can be updated under the “Preferences” tab
* If your account is blocked or expired, THIS OPTION WILL NOT WORK.

1. As a last resort, you may call 1-866-431-7434. This is a toll-free helpline used for additional CYSHCN services and the voicemail box tends to fill up quickly.

\*\*This function is automated and no live staff member sees these requests. If your account meets the criteria above, the Hearing Link system will send you an email with a new password to the account on file in the system, but if not, you will not receive a notification. Be aware that sometimes the messages sent by the Hearing Link system will get caught in firewalls. These are the reasons it is much easier to use options 1 or 2.

**Please choose one of the options above.**