

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
Morgan.Moore@dhhs.nc.gov
- 2) You can also call Morgan Moore at (828) 478-2879. She is in the office most days from 7-3 Monday-Friday.
- 3) 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.
- 4) 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.