



South Dakota Health Alert Network

SDHAN: PORTAL SYSTEM

A Step-By-Step Instructional Guide

FORGOT YOUR PASSWORD?

If you forgot your password, you will be required to reset your password by following these directions.

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In order to reset your password, you **MUST HAVE** created a security question in the initial setup in order to reset your password. If a security question was not created or updated, then attempt to find the email sent from SDHAN. This particular email welcomed you to the system with your initial username and password.

If you are unable to find the email, please send an e-mail to DOHHealthAlert@state.sd.us or call **1-877-333-5404**. Here are the directions to reset your password.

- 1 Open web browser (preferably Internet Explorer or Firefox).
- 2 Type in <https://sdhan.sd.gov> in the browser’s address bar.
- 3 Once the page refreshes, locate the **SDHAN Sign In:** box. Just below this box is a link titled, “Forgot Password”. Click this link.
- 4 The page will refresh and ask that you enter your User ID.
- 5 Click the **Submit** button and the page will ask you a specific security question – answer this.
- 6 Click **Submit** again and the page will reload notifying you that an email with a new password has been sent (from alerts@sdhan.sd.gov).
- 7 Check your email for the password.
- 8 You are now ready to log in to the SDHAN system with your current username and new password.

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The new password will be a series of letters, numbers, and characters and maybe difficult to remember. It is recommended to change your password after logging into the system – or store this password in a location that you can quickly and securely access.

FORGOT YOUR USERNAME?

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If you forgot your username, first attempt to find the email you received from alerts@sdhan.sd.gov when originally signed up for the system. If you are unable to find the email, please send an e-mail to DOHHealthAlert@state.sd.us or call **1-877-333-5404**.

To watch the video tutorial for this task, or any task related to the SDHAN Portal System, go to <https://sdhan.sd.gov/> and look for the tutorials button under the **QUICK LINKS** section (*on the left side of the page*)