

Setting up Hlway 2.0 Access

1

Log into the [Communicate Account Management Portal](#) to create a permanent password

This link is primarily used for setting up an account for the first time, setting up challenge questions, and for future password resets. **If you ever receive a password reset, please log in at this account management link first with your new password before using the regular login link.**

2

After creating a password, you can now log in to Hlway 2.0 using [Communicate Webmail](#).

Tip: save this link to the "favorites" section on your internet browser in place of the older Hlway 1.0 link

3

Setting up challenge questions for future password resets:

From the [Communicate Account Management Portal](#) menu (accessible after log in) select:

Orion Health

Welcome [redacted] Logout

English

My Info Self-service Center Communicate Webmail

Self-service Center Communicate Webmail

Change Password

Challenge Response

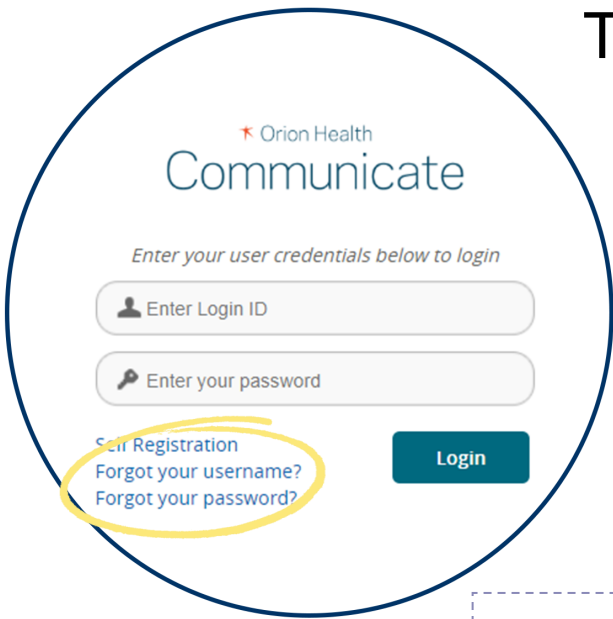
Edit Your Profile

After selecting 'Challenge Response', you will be prompted to enter answers for 3 challenge questions. Click **Save** and the following message is displayed:

Responses successfully saved

After this is done, you can use the "Forgot Password" link on the login screen on the [Communicate Account Management Portal](#) if you ever forget your password.

Tips to keep in mind...

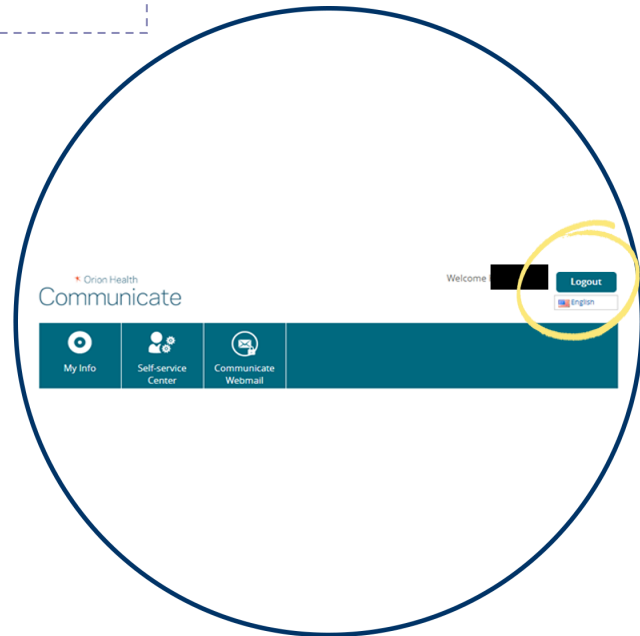


Use the [Communicate Account Management Portal](#) **the first time** you log in. Once you create an account, you can then use [Communicate Webmail](#) to log in.

Always use the [Communicate Account Management Portal](#) to reset your password.

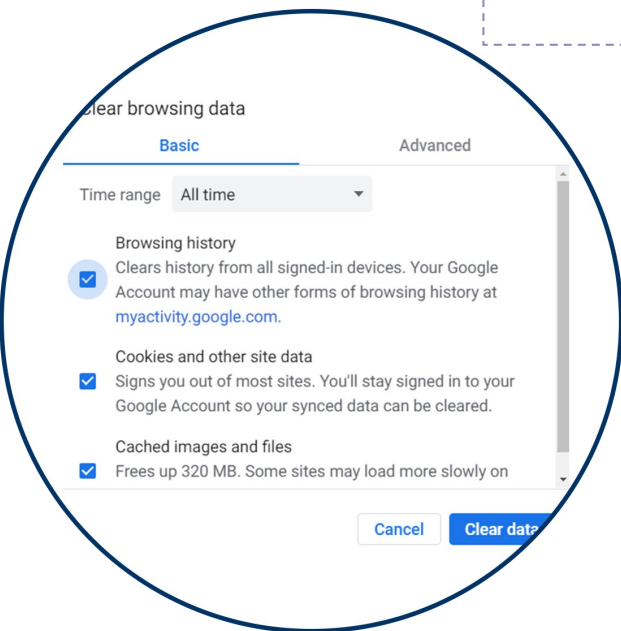
When resetting a password, copy/paste the temporary password rather than manually type it in to avoid typos. Make sure the empty space at the front and end of the randomly generated temporary password is **not highlighted**.

If you are getting an error message when copy/pasting, try typing the password manually, **making sure** that you accurately type each character in your temporary password.



Always **click the log out** button when finished using Webmail especially when using shared workstations. If the browser is closed before logging out, other users may have trouble logging in.

If you are having problems logging in (especially on shared workstations): try **clearing the browser** (cache, history, cookies).



Have questions or need more support? Contact the Mass HIway for more assistance.



masshiwaysupport@state.ma.us



1-855-MA-HIway Option #2