

RHAindustry Login Tips

This document contains the most common problems users have when trying to login to RHAindustry. If you have thoroughly read and performed these tips and still cannot login, please contact IT Support for help.

Quick Links

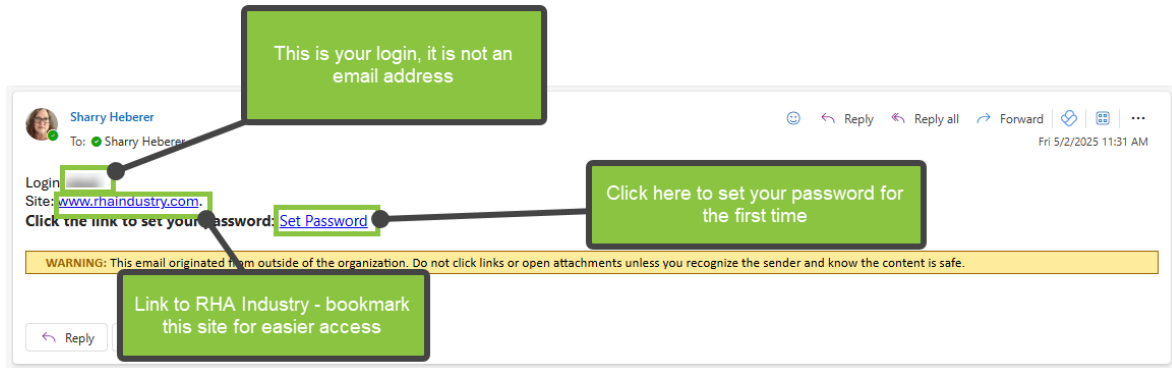
[Your First Login](#)

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Your First Login

When your RHA Industry account is created by a member of the IS Team, you will receive an email from **RHAindustry** (admin@rhaindustry.com) with the subject line of **“Your Site Account”** with the following information:



Follow these steps to get your account fully set up:

1. Create a password
 - a. Click on the “Set Password” link in the email you received. You will see the page below:

The image shows the "Create a New Password" page with the RHA industry logo at the top. The page includes the following elements and annotations:

- A green box pointing to the password requirements text says: "Notice the password requirements".
- A green box pointing to the "Password" and "Confirm Password" fields says: "Enter and Confirm your NEW password here - do not enter your old password in either box".

The page text includes: "Create a New Password", "PASSWORDS MUST BE AT LEAST 8 CHARACTERS LONG AND HAVE 1 CAPITAL AND 1 NUMBER", "Password", "Confirm Password", and a "Reset" button.

- b. Alternatively, if you did not receive the email above, go to [Resetting Your Password](#) below and follow those steps – this will also get your account setup finished.
2. Login for the first time! Now you should communicate with your Program’s staff to understand how your program works in RHAindustry and to get properly trained on using it.

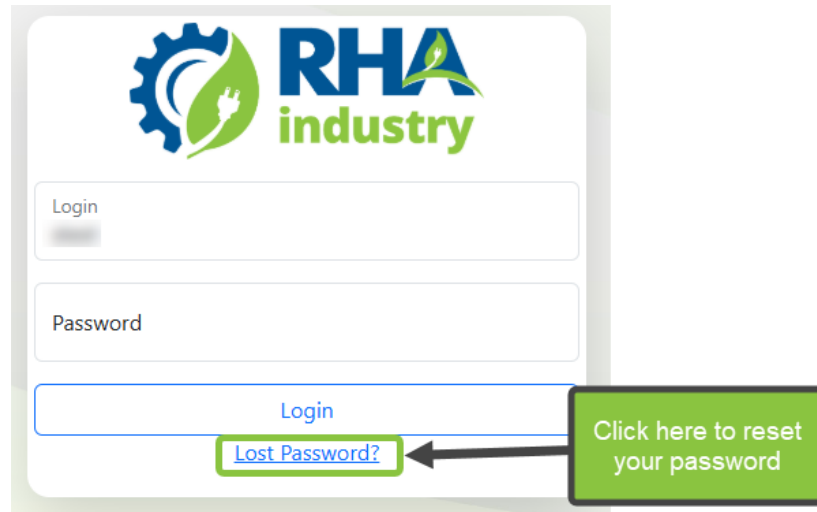
Helpful Tips:

- Make sure to **click the link to set your password when you receive this email**, even if you aren’t going to use the site immediately.
- **Take note of your login name** – it will not be an email address. It is usually some combination of your first name and last name (first initial+last name, first name+ last name, etc., and for RHA employees, may not be the same as your RHA login).
- **Bookmark www.rhaindustry.com** in your browser, for easier access later.

Resetting Your Password

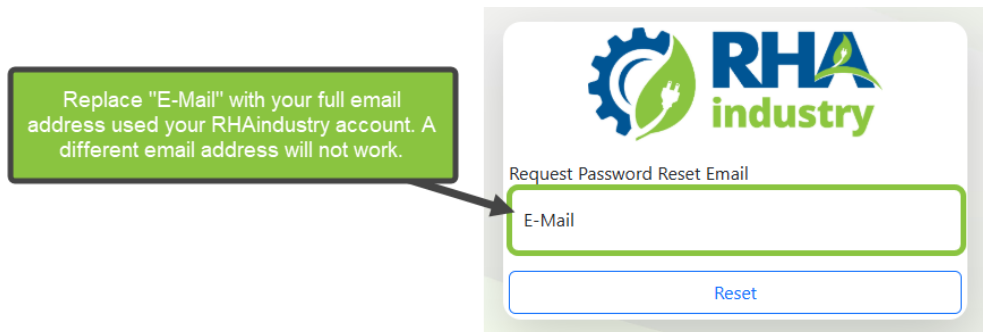
If you've forgotten your password, or are otherwise having login issues, resetting your password can sometimes help. Please follow these instructions to reset your password:

1. Go to www.rhaindustry.com. If you are not logged in, you are presented with the following:



The image shows the RHA industry login page. At the top is the RHA industry logo, which consists of a blue gear with a green leaf inside, followed by the text 'RHA industry' in blue and green. Below the logo are two input fields: 'Login' and 'Password'. Below these fields is a blue 'Login' button. To the right of the 'Login' button is a green box with the text 'Click here to reset your password' and an arrow pointing to a link labeled 'Lost Password?' which is highlighted with a green border.

2. Click the "Lost Password?" link. You will see this box:



The image shows a 'Request Password Reset Email' form. At the top is the RHA industry logo. Below the logo is the text 'Request Password Reset Email'. Below this text is an input field labeled 'E-Mail'. Below the 'E-Mail' field is a blue 'Reset' button. To the left of the 'E-Mail' field is a green box with the text 'Replace "E-Mail" with your full email address used your RHAindustry account. A different email address will not work.' and an arrow pointing to the 'E-Mail' field.

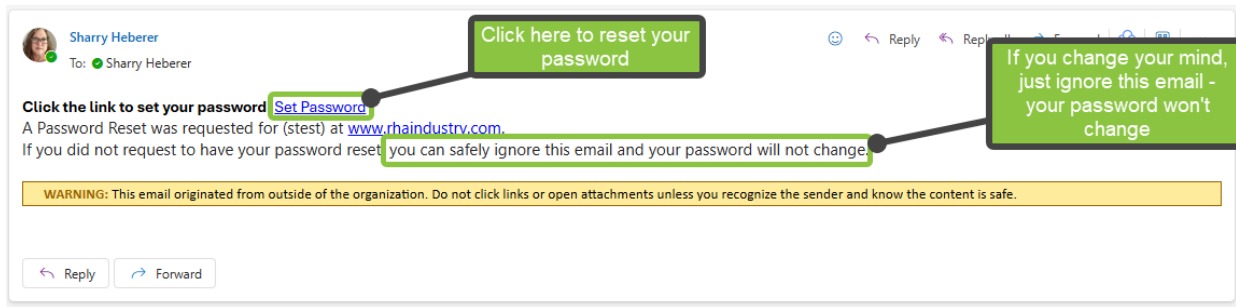
3. Enter your email address, and click "Reset." You will then see the box below.

Do not do anything in this box – go to your email inbox for next steps!



The image shows the login page after a password reset request. At the top is the RHA industry logo. Below the logo is a message: 'A Password Reset Email Has Been Sent to: [redacted]@gmail.com'. Below this message are the 'Login' and 'Password' input fields and the 'Login' button. A large red 'X' is overlaid on the entire login section. To the right of the login section is a green box with the text 'DO NOT DO ANYTHING IN THIS BOX YET - go to your email inbox and find the Password Reset Email, as indicated in the directions here.' and an arrow pointing to the email address in the message.

And you will receive this email:



4. Click the “Set Password” link in the email above, after which you are presented with this page on RHAindustry:

The image shows the RHAindustry password reset page with the following elements and annotations:

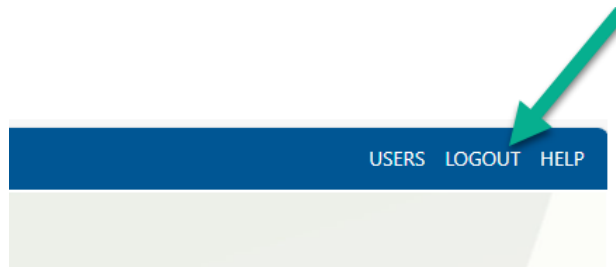
- Header:** RHAindustry logo.
- Section:** "Create a New Password".
- Text:** "PASSWORDS MUST BE AT LEAST 8 CHARACTERS LONG AND HAVE 1 CAPITAL AND 1 NUMBER" with a green box around the text and an arrow pointing to a green callout box that says "Notice the password requirements".
- Form:** Two input fields labeled "Password" and "Confirm Password".
- Text:** "Enter and Confirm your NEW password here - do not enter your old password in either box" with a green box around the text and arrows pointing to both input fields.
- Button:** "Reset" button.

5. After entering a new password in both boxes, click Reset. At this point, your password is now changed.

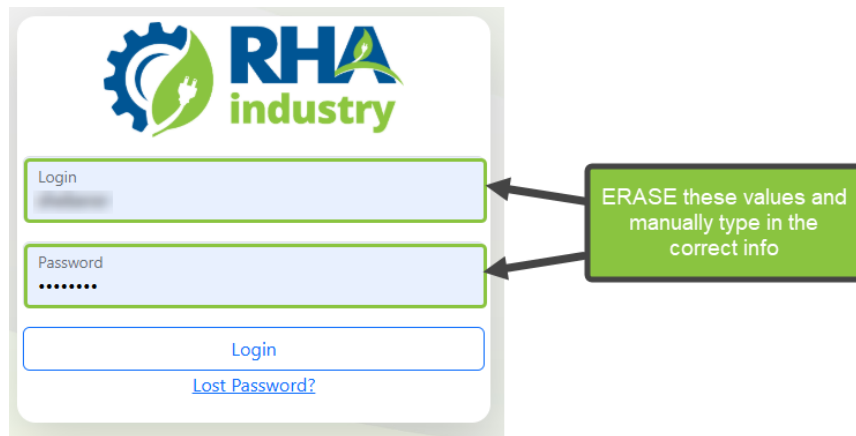
If you have stored your credentials in your browser, follow the instructions in the next section to correctly change your stored credentials, if you are still having problems logging in after resetting your password.

Correcting Stored Credentials after a Password Reset

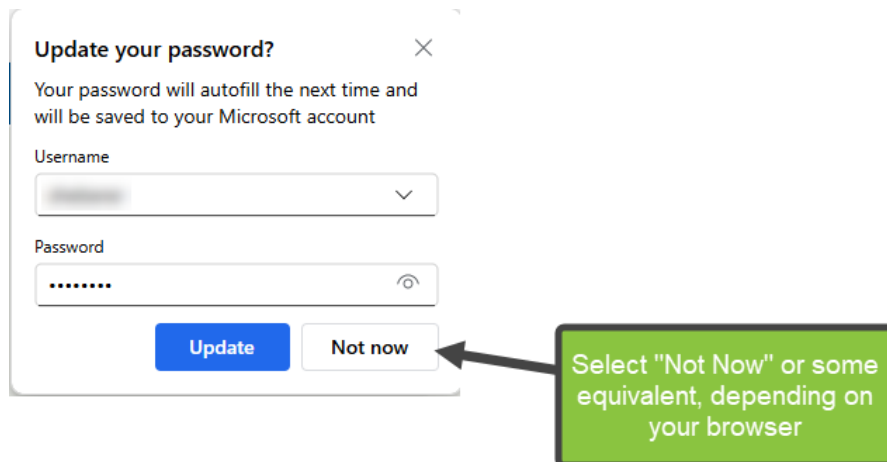
1. Go to www.rhaindustry.com. If you are already logged in, click the “LOGOUT” link in the top right corner of the page, if it is there. If you are not logged in, you will not see this link.



2. In the login box, manually **type over any pre-filled username and/or password** - do not use the pre-populated information that the browser automatically fills in.



3. Click the Login button, but **do not let the browser save the credentials**. Select “Not Now” or “Later” or some equivalent, depending on your browser, when you are presented with a box similar to this in your browser:



NOTE: If you are not successfully logged into RHAindustry at this point, something is wrong and you should reset your password and start over, following each instruction very carefully. **Do not continue here if you are not successfully logged in.**

4. **Now we repeat this process.** Start by clicking the “LOGOUT” link in RHAindustry as in step 1 above.
5. In the login box (shown in step 2 above), manually **type over any pre-filled username and/or password** - do not use the pre-populated information that the browser automatically fills in.
6. **If login is successful at this point** (if you are not successfully logged in at this point, do not continue), you can click “Update” to save the new credentials in the browser if that is what you choose to do (it is not mandatory, and is actually more secure if you do not store – or write down – your credentials).

