

# WellSky- Community Services Password Resets

Hello HMIS End Users,

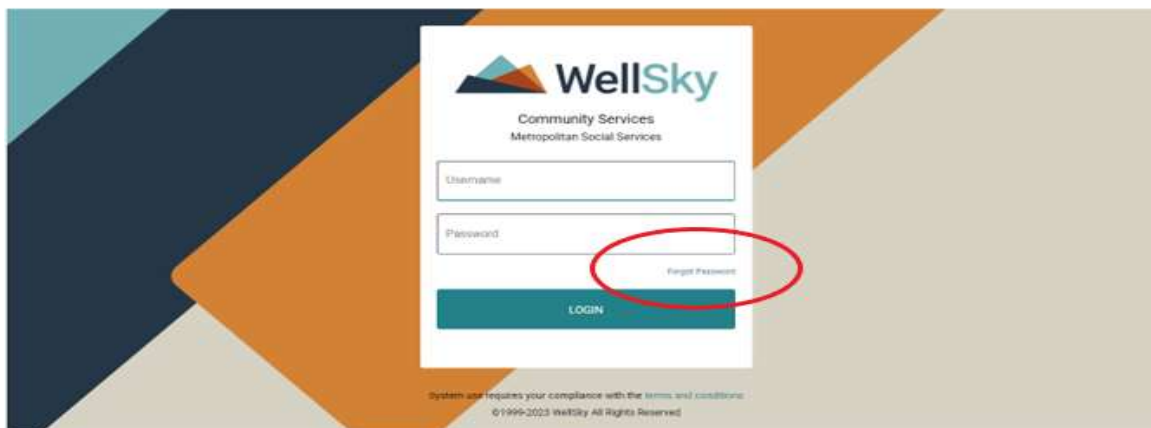
The HMIS Help Desk receives several requests each week regarding the resetting of passwords. We would like to proactively give our end users some troubleshooting tips for when this happens before contacting the help desk for support. Below is an outline on how to utilize the “Forgot Password” feature on the main WellSky Community Services (Service Point) page. Please also keep in mind, your System Administrator within your agency can reset passwords as well.

## **Troubleshooting Items to Consider:**

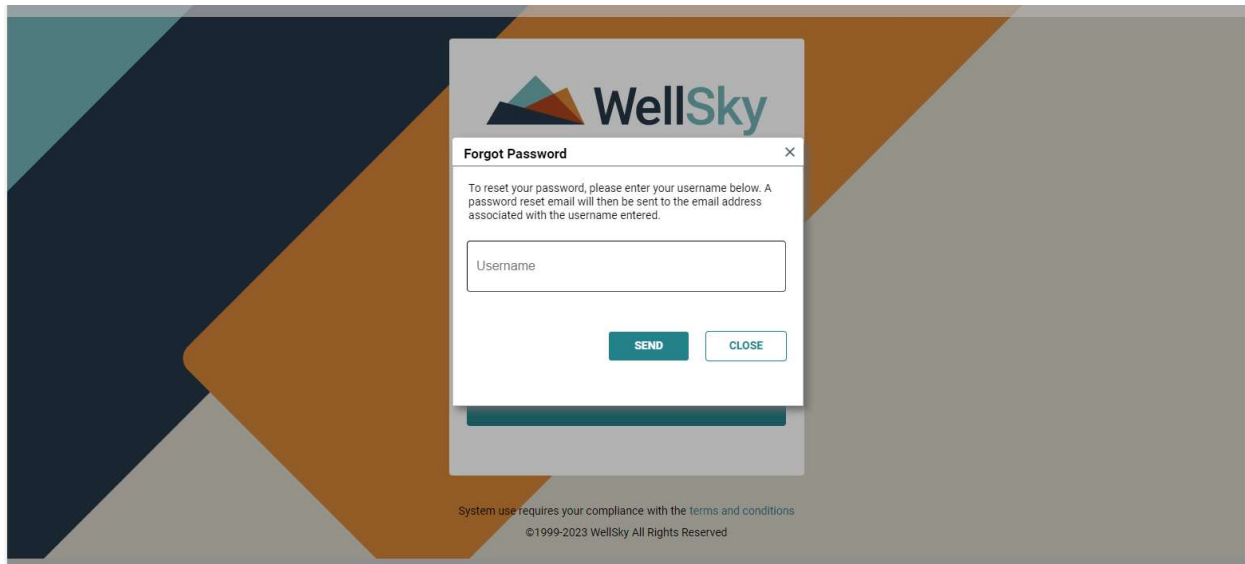
- You may have to try a different browser depending on your computer settings. (i.e. Google Chrome, Explorer, Microsoft Edge)
- Always check your Spam or Junk folders for incoming emails.
- Check the URL to ensure you are using the appropriate login page for WellSky Community Services (Service Point/HMIS).
  - [Community Services \(wellsky.com\)](https://wellsky.com)

If the problem persists after attempting the password reset instructions below **AND** your agency administrator is unable to process the password reset, please reach out to the Help Desk for further assistance. [hmishelp@nashville.gov](mailto:hmishelp@nashville.gov)

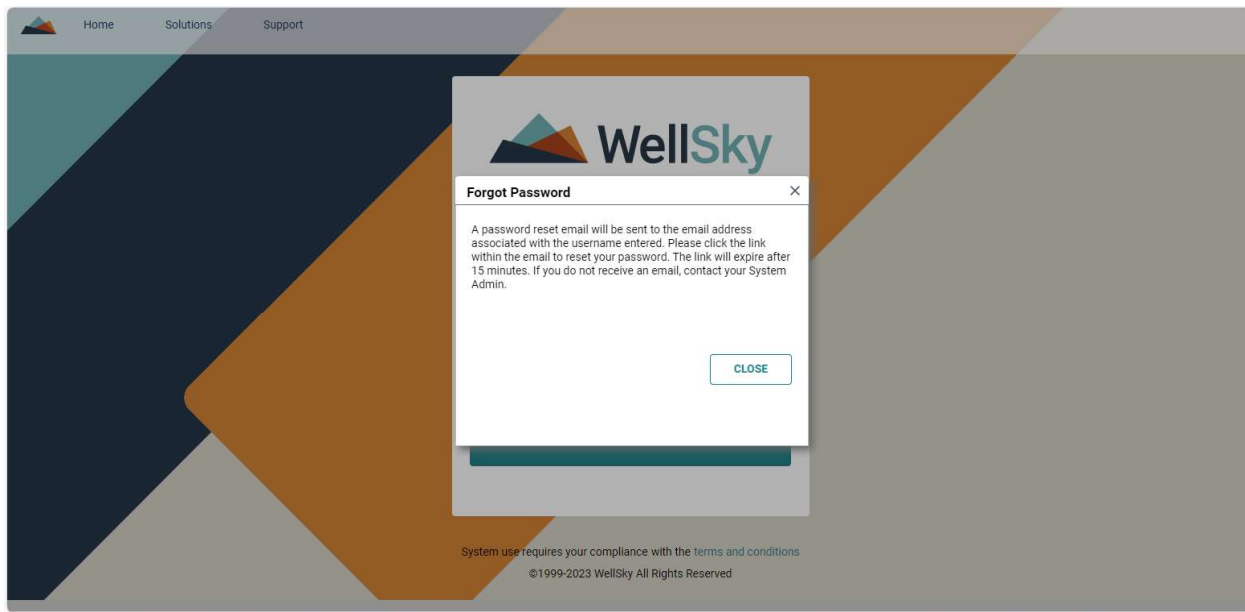
First: Please utilize the “Forgot Password” feature located under the password text box on the login page.



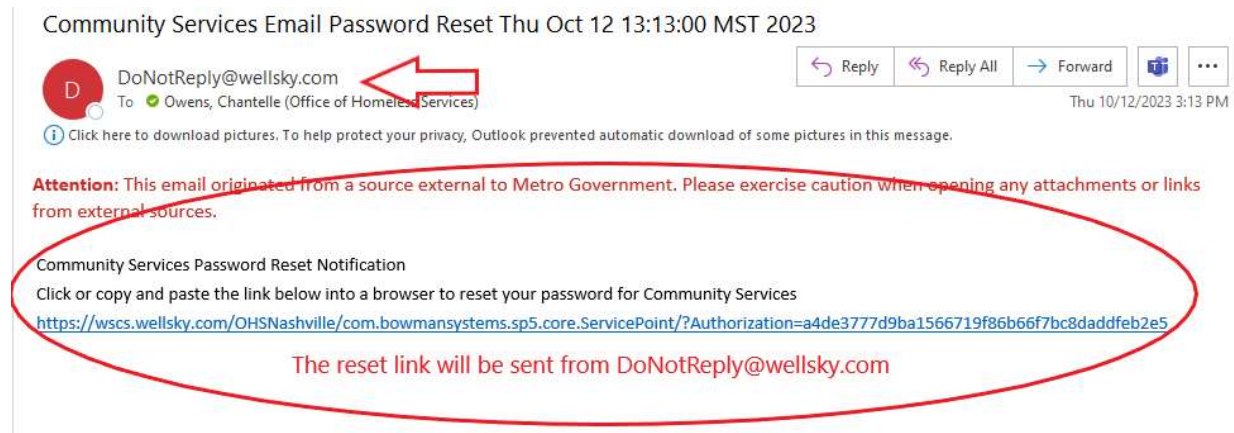
After clicking the “Forgot Password” button, a new box will appear. You will enter your username in this box, then click “SEND”.



Once you click “SEND”, a new box will appear letting you know that you have successfully requested a password reset email.



Below is an example of the password reset email you will receive. Please note, the email will be sent from "[DoNotReply@wellsky.com](mailto:DoNotReply@wellsky.com)." If you do not receive the email within a few minutes, please check your spam/junk folder.



Within the password reset email will be a hyperlink to reset your password. Click the link to be sent to the password reset page on the WellSky Community Services site.

Once here, you will be prompted to reset your password by entering a new password. Please type in your new password 2x and click Save. (See example below).

WellSky

Community Services  
Metropolitan Social Services

Please enter a new password in both spaces with at least one uppercase letter, one lowercase letter, one number, and one symbol.

Password 1x

Password 2x

Save

System use requires your compliance with the terms and conditions  
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Once the information has been entered, you will automatically be logged in. For future logins, use your new password.