


Password Reset Instructions


- 1. Go to the **HealthLogic** Login Page
- 2. Select **Log-in Assistance**

Log-in Assistance 

Forgot My User ID >

Forgot My Password >

Reset My Password >

 View Password Reset Instructions


Have a different issue?

Contact Support >

- 3. Select **Reset My Password**
- 4. Enter your credentials
- 5. Select **Continue**

- 6. Within a few moments, you should receive a **temporary password** via secure email from the HealthLogic Customer Support email address (HealthLogicServicing@bofa.com) with subject line **SecMail:Notification of Reset Password**

*Note: Emails are automated from Bank of America and may take some time to route through servers. Please allow up to 10 minutes before contacting HealthLogic to report a missing email. Some email servers may flag the email as spam: please check any spam, junk, or quarantine folders.



HealthLogicServicing

SecMail:Notification of Reset Password

To

Dear <First Name Last Name>,

Your password for the HealthLogic secure website has been reset to <Temporary Password>.The temporary Password will expire in 24 hours. Please login to the application and change your password. If you have any questions or concerns, please contact us immediately at 1.888.877.0658.

Thank you,
HealthLogic Customer Service

This is a system generated e-mail. Please do not reply to this e-mail.

- 7. Return to the **HealthLogic** Login page
- 8. Enter your **User ID** and the **temporary password** you received
- 9. Set a **new password** when prompted, and **submit**
- 10. You will then be prompted to enter the temporary password again along with a password of your own choosing. This new password must have at least eight characters and include at least one number.