

AMIE Viewer User Password Reset Instructions

1. On the AMIE Viewer User Login page, you will see an option listed **Are you locked out? Are you a first time AMIE User? Has your account expired?**
[Click here](#) to verify your account and gain access to the AMIE Viewer".

Select [click here](#) to begin the process

The screenshot shows the 'USER LOGIN' section with two input fields: 'User Name:' and 'Password:', followed by a 'Login' button. To the right, there is a list of options with an arrow pointing to the third option.

- **Change your password?**
If you wish to change your password, CLICK [Change Password](#)
- **Would you like to become a registered AMIE User?**
Call the Operations Support team 602-708-2681 or [Contact Us Now](#)
- **Are you locked out? Are you a first time AMIE User? Has your account expired?**
[Click here](#) to verify your account and gain access to the AMIE Viewer.
- **Would you like to provide feedback regarding your experience on AMIE?**
We need your feedback to help us assess Viewer impact and function. Please select "Send your Feedback" to begin. [Send your Feedback](#)

2. AMIE will now prompt you to enter your Email Address on file with the Arizona Medical Information Exchange. Please note: this is the email address you documented on your Viewer Account Management form during AMIE Training. This may be your personal email address or your place of employment address.

Example of full email address: a.ball@123.gov

→ Select **Submit** once your email address has been entered into the required field.

The screenshot shows a form with the heading 'Please enter the email address on file with the Arizona Medical Information Exchange (AMIE)'. Below the heading is an 'Email Address' label and a text input field. A 'Submit' button is located below the input field, with an arrow pointing to it.

3. AMIE will now welcome you to the AMIE Account Verification Screen. You will be asked to verify your **AMIE Account using Email or Phone number on file with AMIE.**

Welcome to AMIE Account Verification. Would you like to verify your AMIE account using the email or phone number on file with AMIE? Please Note: When selecting phone, please ensure your phone is accessible.

Email Address

Are you ALAN BALL?
[This is not me.](#)

Email

Phone

If you have selected **Email**, a notification will appear requesting you to verify your identity, you will need to prove that you can receive an email at one of your known email addresses.

Please ensure that you are near a PC to retrieve this email.

→ Select send email to xxxx.xxxx@xxxxx.xx

0.9.0, Build 1183

Email Confirmation

To verify your identity, you need to prove that you can receive an email at one of your known email addresses.

AMIE will now present an Email Confirmation screen.

→ You will need to check your email account on file with the AMIE Exchange.

→ You will need to obtain the Authentication Code from your password reset email confirmation (as listed below) and place into box located directly under Authentication Code.

Dear AMIE Viewer User,

This is a Trust Network Email Confirmation to verify you can receive email at a.ball@123.gov in regards to your Arizona Medical Information Exchange (AMIE) User Account.

Please type the **EmailAuthentication Code** shown below into the **Email Confirmation control** in your browser, after verifying that the **Request Code** in this email matches the one in your browser.

Request Code: REQ-9285

Email Authentication Code: 953782

0.9.0 Build 1234

Email Confirmation

An email has been sent to gina.carifo@azahcccs.gov, which includes the request code REQ-4879

Please enter the **Authentication Code** from the email here:

confirm **cancel**

→ Select confirm

If you have selected **Phone**, you will need to ensure you are near the phone# in which you listed as a primary contact number for AMIE because the system will call you at this number.

→ Select Call Business Phone (xxx-xxx-xxxx)



→ *Authenticate Phone Confirmation will appear as the phone call is being placed to your primary phone number on file with the AMIE Exchange.*



→ *Upon answering your phone and receiving the Authenticate Greeting, you will be asked to:*

→ *Press the # key on your phone keypad*

→ *Speak or dial confirmation number given: XXXX*

→ *Stay on the phone until the system has confirmed your confirmation code. Your computer will automatically change screens and prompt you to authenticate your security questions on file with the AMIE Exchange.*

4. AMIE will now take you to the Security Questions Verification Screen. If you are a **New User and you have just received your AMIE Viewer User Name, you will need to set up your security questions.** You will need to select the drop down menu for each question and select a question of choice. Questions 1-3 must be different and question 4 must be unique just to you.

Select Submit when completed.

Security Questions:

Q1. What was your childhood nickname?

Q2. In what city did you meet your spouse/significant other?

Q3. What is the name of your favorite childhood friend?

Q4. What street did you live on in third grade?

If you are an **existing AMIE Viewer User**, you will be prompted to correctly answer all of your security questions on file with the exchange. Should you not remember these questions, please contact the AMIE Business Operations Team at 602-708-2681 for further assistance.

Example of Security question:

Q1. What was your childhood nickname?

Answer: Ellie

5. Congratulations! You have now successfully reset your password and/or have completed your security account setup and initial AMIE Viewer Login. AMIE will now prompt you to continue to Viewer to begin conducting patient search and Viewer access.

Viewer Login

- [Click here to go to Viewer](#)