



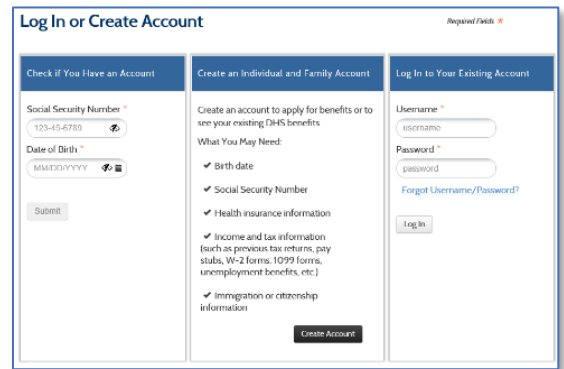
# Updating Contact Information through the Customer Portal

It is important for the Rhode Island Department of Human Services (DHS) to have your current contact information in order to get important notices and other communication to you. You can update your mailing address, phone number and email address through the customer portal. It will be updated immediately and does not require you to call or send any more information.

Go to [healthyrhode.ri.gov](http://healthyrhode.ri.gov). In addition to applying for health coverage with HealthSource RI, this page is also the DHS Customer Portal where you can get some case information from any computer with internet access.

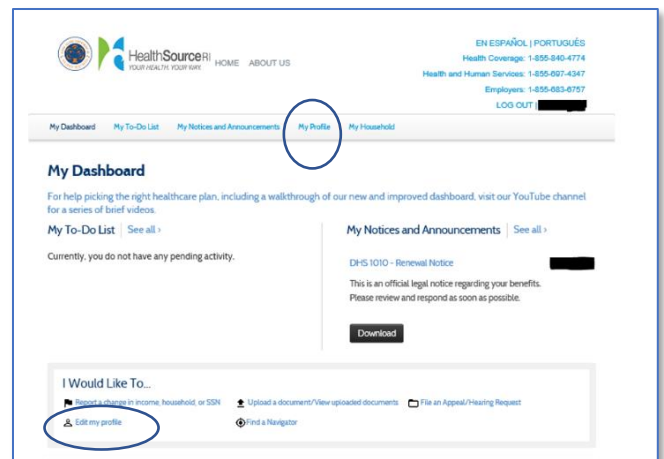


Under “Log in to Your Existing Account” enter your Username and Password to log in.



You will now be at your Customer Portal “dashboard.”

Click either “My Profile” on the top toolbar or “Edit Profile” in the “I Would Like To:” box to be brought to your My Profile page.



On the “My Profile” page customers can update:

- Update your password  
Change your mailing address
- Update your security questions
- Update your phone number, email address, or communication preference

The screenshot shows the 'My Profile' page on the HealthSource RI portal. The page header includes the HealthSource RI logo, navigation links (FAQ, POLICIES, GET ASSISTANCE), and contact information for Health Coverage, Health and Human Services, and Employees. A 'LOG OUT' button and an 'Important Announcements' banner are also visible. The main content area is titled 'My Profile' and contains several sections: 'Account Information' (User Name, Password, Change Password), 'My Mailing Address' (Address, Change address), 'Security Questions' (Three questions with masked answers, Change Security Questions and Answers), 'My Contact Information' (Primary and Secondary phone numbers, Email, Contact me by paper mail, Language, Change contact information), and 'Go Greener' (Get notified electronically). A 'Need Help?' section provides links for in-person help and a 'Find a caregiver' button. A 'Return to Dashboard' link is at the bottom. Three callout boxes with arrows point to specific features: one to the 'Change Password' and 'Change address' links, one to the 'Change Security Questions and Answers' link, and one to the 'Get notified electronically' checkbox.