

IU Participant Login Info

1. What is my initial Username and Password on both the Web Site and the Mobile App?

Web Site – iu.nyhart.com

Username: 10-digit Employee ID number

Password: Last 4 digits of SSN

Mobile App

Username: 10-digit Employee ID number

Password: 10-digit Employee ID number and last 4 digits of SSN with no spaces or dashes

2. What happens when I log in for the first time on the Web Site and the Mobile App?

Web Site – iu.nyhart.com

You will be required to change your Password before proceeding and answer Security Questions if not already completed via the Mobile App.

Due to minimum security requirements, your current password must be updated. Complete the form below to change your password.

Current Password:
.....

Password must:

- ✔ Contain at least 8 characters
- ✔ Contain at least one letter and one number
- ✔ Contain at least one uppercase and one lowercase letter
- ✔ Contain at least one of the following special characters: !@#%&^*+.-~
- ✔ Not be identical to your current password.

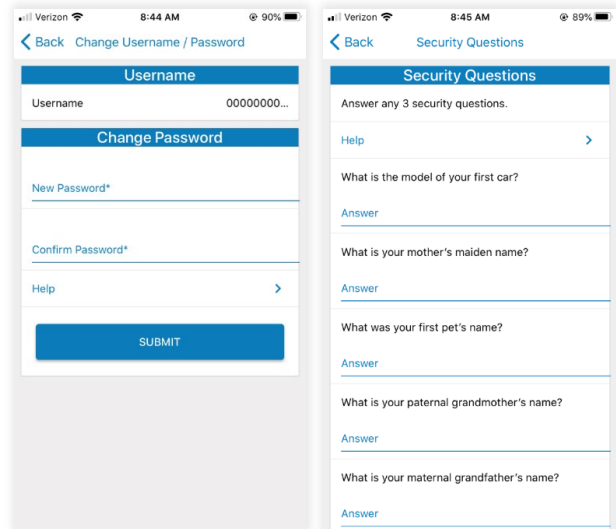
New Password:
.....

Reenter New Password:
.....

Change Password

Mobile App

You will be required to change your Password before proceeding and answer Security Questions if not already completed via the Web Site.

Verizon 8:44 AM 90%

Back Change Username / Password

Username

Username 00000000...

Change Password

New Password*

Confirm Password*

Help >

SUBMIT

Verizon 8:45 AM 89%

Back Security Questions

Security Questions

Answer any 3 security questions.

Help >

What is the model of your first car?

Answer

What is your mother's maiden name?

Answer

What was your first pet's name?

Answer

What is your paternal grandmother's name?

Answer

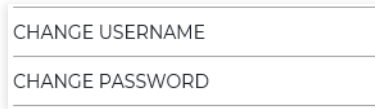
What is your maternal grandfather's name?

Answer

3. How do I change my Username and Password on both the Web Site and the Mobile App?

Web Site – iu.nyhart.com

Once logged in, you will see “Change Username” and “Change Password” in the left hand column. Select either of these options and follow the prompts.



Mobile App

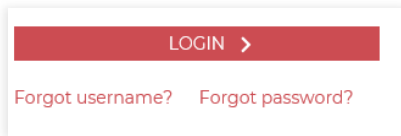
You are not able to change your Username on the Mobile App. To change the Password, you can select “FORGOT USERNAME OR PASSWORD?” at the bottom of the login page and follow the prompts to change the Password.

If you receive an error that Username or Password is incorrect, you will need to contact Nyhart Customer Service at support@nyhart.com or 1-800-284-8412.

4. What happens if I forget my Username or Password?

Web Site – iu.nyhart.com

Navigate to the Web Site, select either “Forgot username?” or “Forgot password?”, and follow the prompts.



Mobile App

Open the app, select “FORGOT USERNAME OR PASSWORD?” at the bottom of the login page, and follow the prompts.



If you need any assistance, our call center is available Monday through Friday, from 7:30 a.m. to 5:00 p.m. ET, at support@nyhart.com or 800-284-8412.