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.

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

   | CHANGE USERNAME | CHANGE PASSWORD |

   **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.

   ![Login Page with Forgot Options]

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

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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.