

Recovering or resetting your SEK

If your clinic needs to recover and/or reset their Secure Encryption Key (SEK), DHI suggests the following steps:

Step 1: Review this article for more information on [Recovering a Lost / Forgotten Shared Encryption Key](#)

Step 2: If you need assistance with recovering your SEK, submit a ticket through the [DHI Support Portal](#)

Recover

1. Review these self-help steps from Ocean on how to recover your SEK.
2. Alternatively, a customer can login to the DHI Support Portal and request assistance from Support.
 - o Please select the **Help me retrieve my SEK** option in the dropdown menu.
3. Email [DHI support](#) or call support (1-833-297-8107) for assistance in helping recover your SEK.

Reset

If the SEK cannot be recovered, then it may need to be reset. Resetting an SEK will result in lost access to past referral data and should be considered as a last resort. CHS Support will work with Ocean to deliver the customer a reset code to reset the SEK.