

Username and Password Reset Guide

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Username and Password Reset Guide

Forgotten Usernames and Passwords

Usernames and passwords can be retrieved and reset from the *Provider Login* screen or by calling the Help Desk toll free at (877) 814-9909.

Forgotten Usernames

1. From the *Provider Login* screen, click **Forgot your username?** to proceed to the *Forgot Username* screen.
2. Enter your **First Name**, **Last Name**, and **E-mail Address** and click **Recover Username**.

Figure 10: Forgot Username Screen

Forgot Username

Enter your information below

First Name *

Last Name *

Email Address *

This email should be the one associated with your account.

Recover Username

Your username will be sent to your email account. If you don't receive an email, contact the Help Desk toll free at (877) 814-9909.

Figure 11: Forgotten Username Email Notification

Forgot Username

Your user name has been sent to your email account

If you do not receive an email within the next 5 minutes please do the following:

- Refresh your email account
- Check your spam folder
- Ensure that your first and last name entered match the information you provided when registering for your account

If you still have not received an email, please contact the help desk at (877)-814-9909 to receive further assistance.

Forgotten Passwords

1. From the *Provider Login* screen, click **Forgot your Password?** to proceed to the *Forgot Password* screen.
2. Enter your **Username** and click **Reset Password**.

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Figure 12: Forgot Password Screen

Forgot Password

Enter your username *

Reset Password

Forgot your User ID? Retrieve your User ID [here](#)

Note: If you don't receive an email, contact the Help Desk toll free at (877) 814-9909.

Figure 14: Forgotten Password Instructions

Forgot Password

Instructions to change your password have been sent to your email account

If you do not receive an email within the next 5 minutes please do the following:

- Refresh your email account
- Check your spam folder
- Ensure that the user ID you entered is correct

If you still have not received an email, please contact the help desk at (877)-814-9909 to receive further assistance.

Instructions on how to change your password will be sent via email.

Unlocking an Account

To unlock an account, contact the Help Desk toll free at (877) 814-9909.