Username and Password Reset Guide

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Forgot Username and Password

Usernames and passwords can be retrieved and reset from the *Provider Login* screen through the self-service recovery option.

Forgot Username

1. From the *Provider Login* screen, click **Forgot username?** to proceed to the *Forgot Username* screen.

2. Enter your **First Name**, **Last Name**, and **E-mail Address** and click **Submit**

Figure 1: Forgot Username Screen

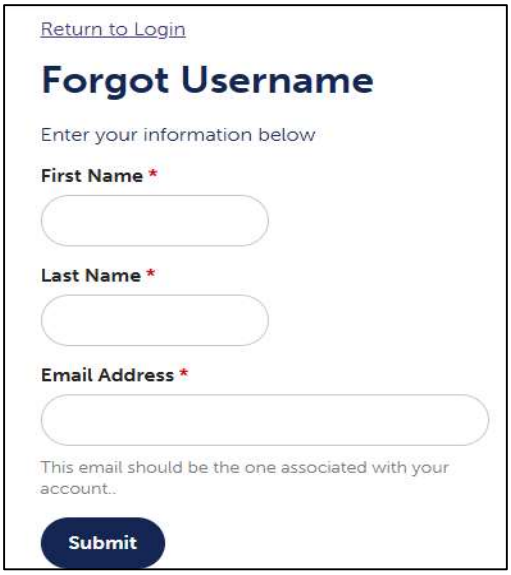
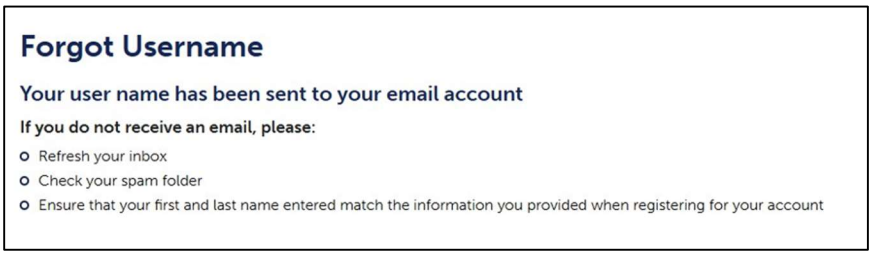


Figure 2: Forgotten Username Email Notification



Forgot Password and Unlocking Account

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**.

Figure 3: Forgot Password Screen

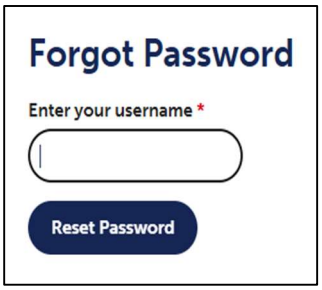


Figure 4: Forgotten Password Instructions

