eMedNY

How to Reset a Forgotten Password in the Web Portal

Forgot Password Link on Login Page

If a user forgets his/her password, click on the Forgot Password link to reset it.

Identification Information

Once the link is clicked, this screen will appear. Enter the provider's NPI. If the provider is atypical, click on the 'I do not have NPI' box and a field for the MMIS ID will appear, then enter the MMIS ID. Enter your User ID and complete the CAPTCHA. Then, click on 'Continue'. 'Clear' will clear all fields.
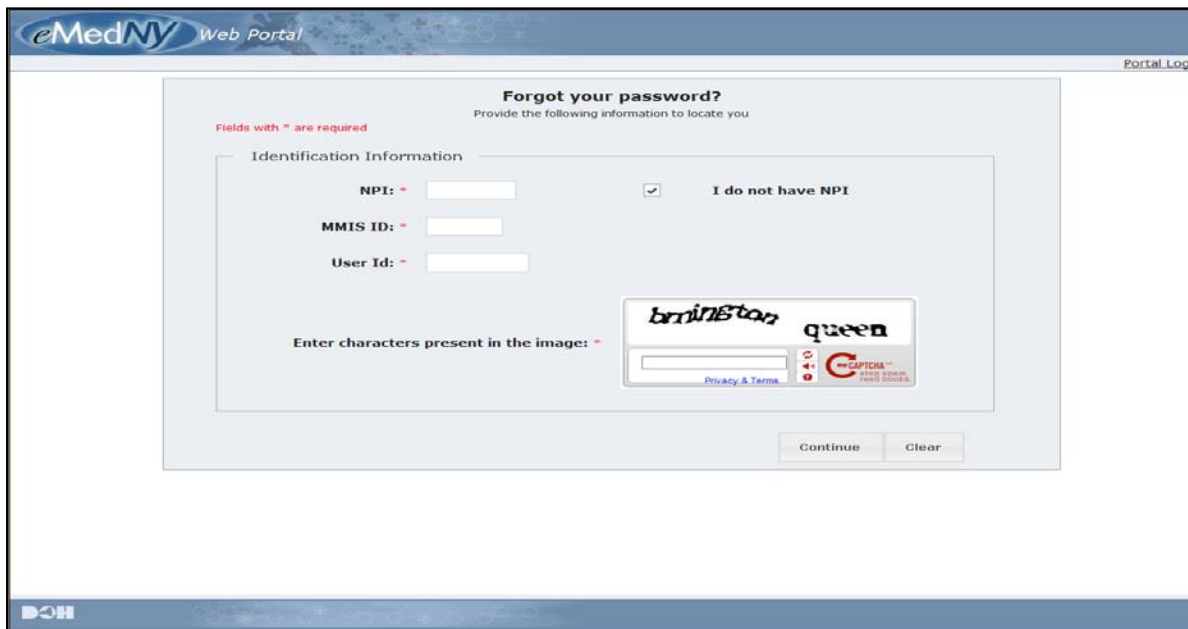
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Security

This next screen displays the user's secret question. Respond with the secret answer you indicated during enrollment into Web Portal. Click on, 'Submit'.

I do not remember my Secret Answer: If you do not remember what your secret answer is, place a check mark in the small box and click 'Submit'.

Reset: This link will bring you back to the previous screen. Click if you entered the wrong information. This will generate an email to the email address used during enrollment. Click on the link in the email to get to the next change password screen.

NOTE: The link in the email is only active for 24 hours. If the link is not clicked within 24 hours, you will have to go back to the Forgot Password link on the log on screen and start the process again to have a new email sent to your email address. Use the link in the newly generated email to continue the process.

Choose New Password

Once you hit submit or click on the link from your email, this screen will appear. The user can enter a new password, and confirm that new password in the next field. The password must be HIPAA-compliant and contain: at least 8 characters, at least one number, at least one upper case letter, at least one lower case

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letter and a special character. Then, click 'Submit'. 'Clear' will clear all fields entered. Submitting will change your password and bring you into the Web Portal.