



How to Reset a Forgotten Password in the Web Portal

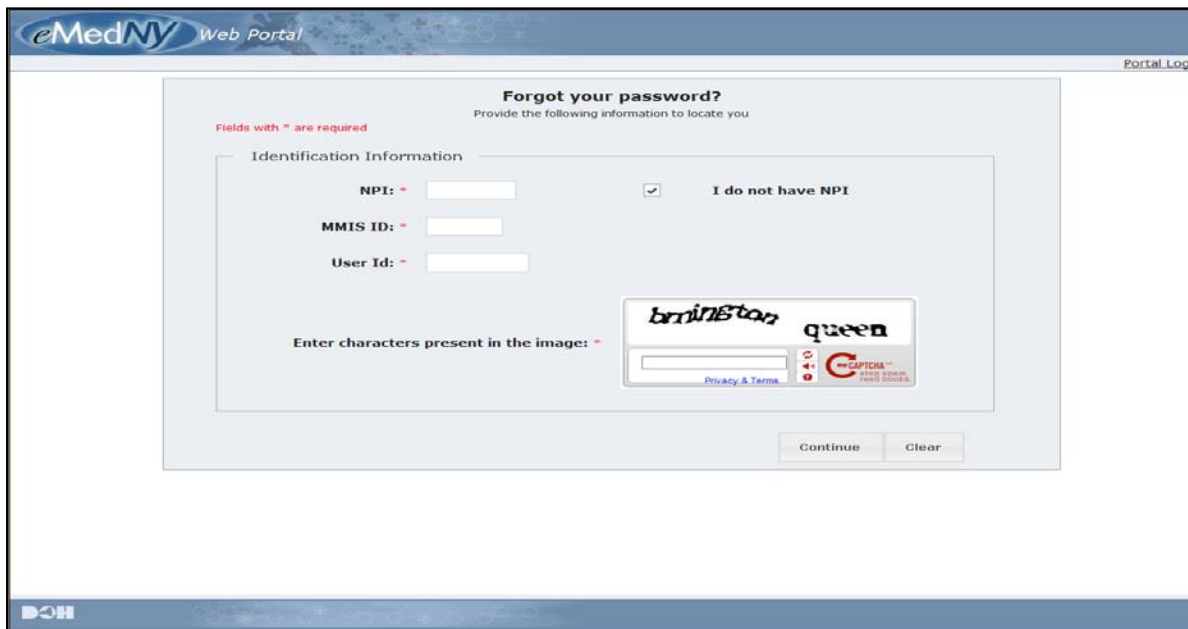
Forgot Password Link on Login Page

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'.

The screenshot shows the 'Forgot your password?' page in the eMedNY Web Portal. It includes a header with the eMedNY logo and 'Web Portal'. Below the header, there is a form titled 'Forgot your password?' with the instruction 'Provide the following information to locate you'. A red note says 'Fields with * are required'. The form has a 'Security' section with a 'Secret Question' (example: favorite color) and a 'Secret Answer' field with an asterisk. There is a checkbox for 'I do not remember my Secret Answer'. At the bottom of the form are 'Submit' and 'Reset' buttons.

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.

The screenshot shows an email titled 'Forgot Password' from the 'portal' to a 'Provider'. The email is dated 11/25/2013 01:51 PM and has a 'Show Details' link. The main body of the email states: 'A request to reset the password for the Provider Portal for eMedNY has been submitted. To initiate the password reset process please click the following link:'. Below this is a long URL: http://enysvzalb024.csc-us-rsr-m001.com:9080/providerportal/portal/fromEmail?viewId=PRTL_FG_PASS&providerPin=6us&erId=MYTEST33&token=19c08521b1354a9cbcd6044b5fb3ebc. Below the URL, it says: 'If clicking the link above doesn't work, please copy and paste the URL into a new browser window instead.' A note follows: 'Note: This email address cannot accept replies.' The email ends with 'Sincerely, NY eMedNY Web Portal.'

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.

The screenshot shows the 'Choose New Password' page in the eMedNY Web Portal. The page has a blue header with the eMedNY logo and 'Web Portal' text. The main content area is light blue and contains a form titled 'Choose New Password'. Inside the form, there is a section for 'Identification Information' which includes the following fields:

- NPI: 9999999999
- Portal User Id: userid
- Choose Password: * (text input field)
- Confirm Password: * (text input field)

At the bottom right of the form, there are two buttons: 'Submit' and 'Clear'.