Solving Password & Log In Issues

The “Solving Password & Login Issues” How To provides instructions on:

- Log In Issues
  - ◊ Incorrect Domain or Username
  - ◊ Incorrect Password
  - ◊ “Locked Out” or Forgot Password
  - ◊ Resetting Expired Password
  - ◊ Changing Your Password

Incorrect Domain or User Name

If you enter an incorrect domain or username, ProviderOne will show an error message above the domain. The steps for incorrect domain and user name are the same.

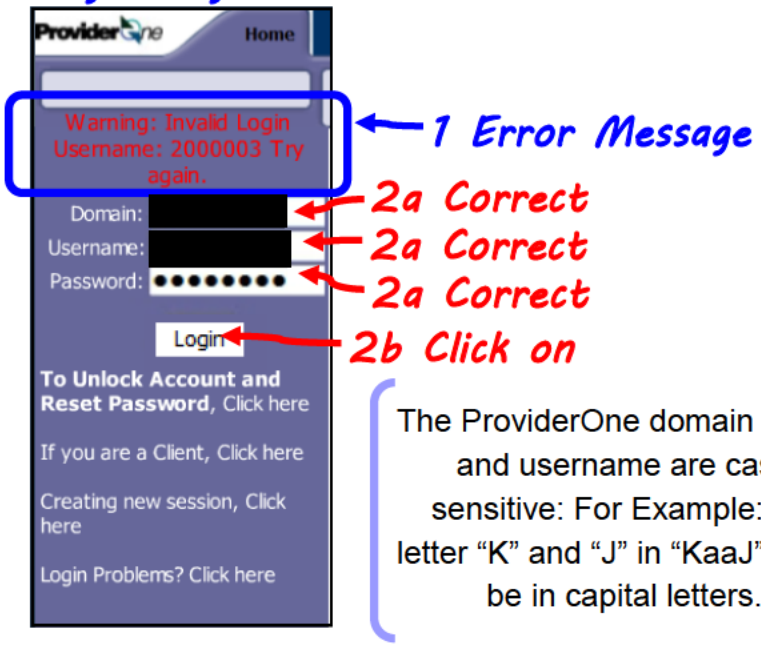
1. After entering an incorrect domain or username, an error message appears

2. Correct the error
   a. Correct entry
   b. Click on log in

3. After 3 incorrect attempts, the ProviderOne Log Out Page appears showing an error message

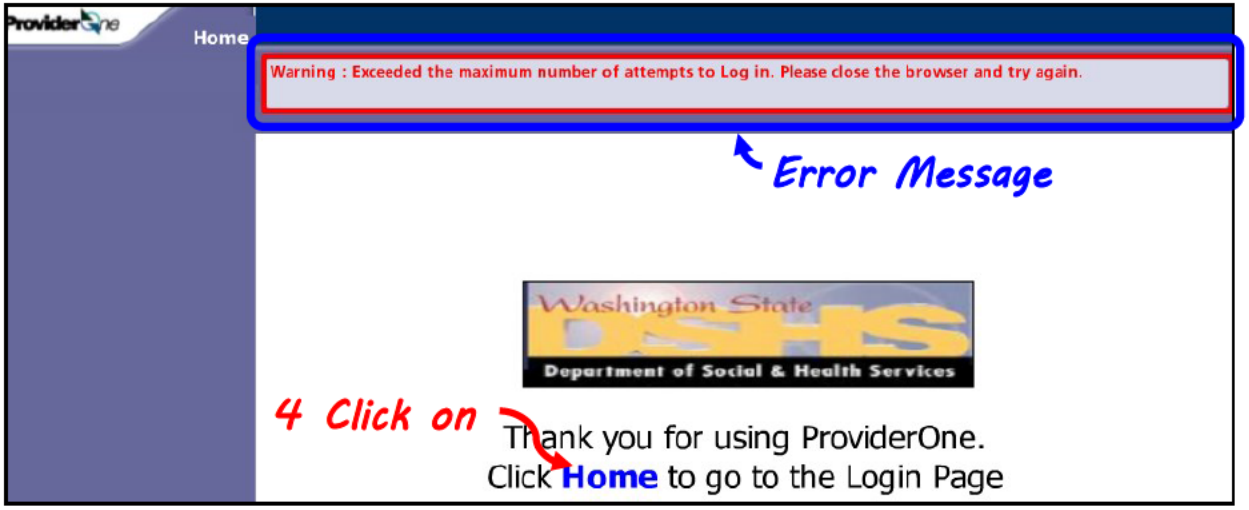
4. To try again, click on Home

Login Page



The ProviderOne domain name, and username are case sensitive: For Example: the letter "K" and "J" in "KaaJ", must be in capital letters.

3 Log Out Page



If you cannot remember your domain or username, contact your System Administrator.

Incorrect Password

If you enter an incorrect password, ProviderOne will show an error message above the domain.

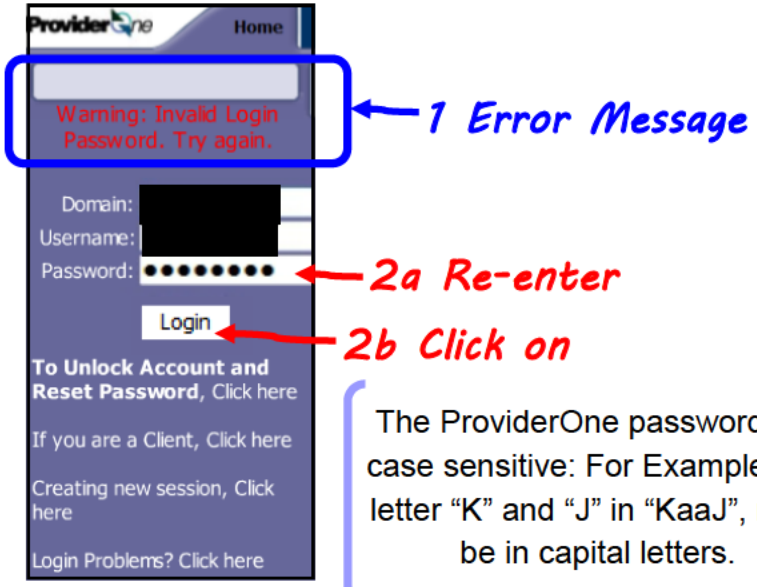
1. After entering an incorrect password, an error message appears

2. Correct the error
   a. Correct entry
   b. Click on login

3. After 3 incorrect attempts, the ProviderOne Logout Page appears showing an error message

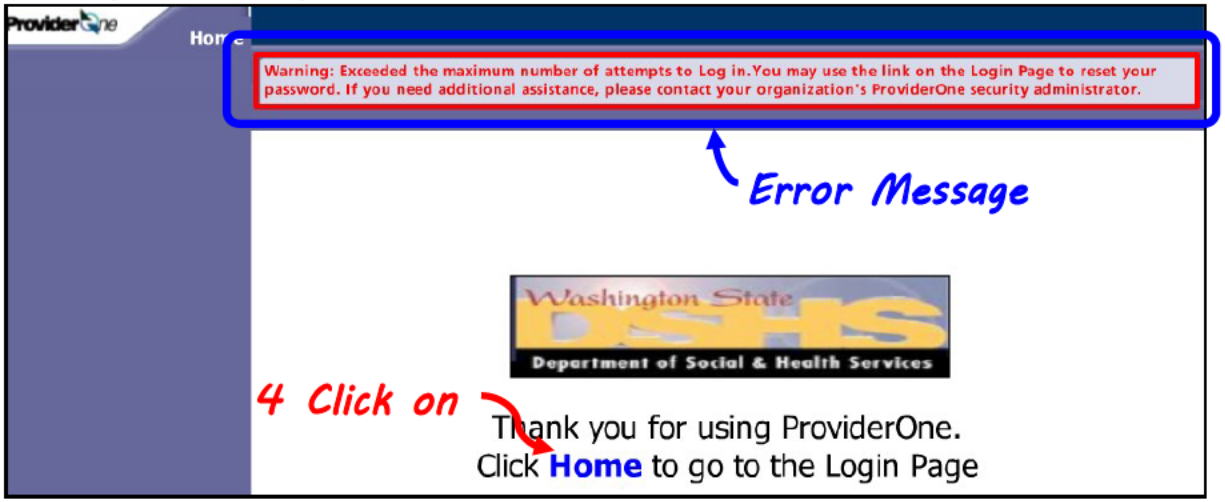
4. To try again, click on Home and follow directions for "Locked Out" or Forgot Password section

Login Page



The ProviderOne password are case sensitive: For Example: the letter "K" and "J" in "KaaJ", must be in capital letters.

3 Log Out Page



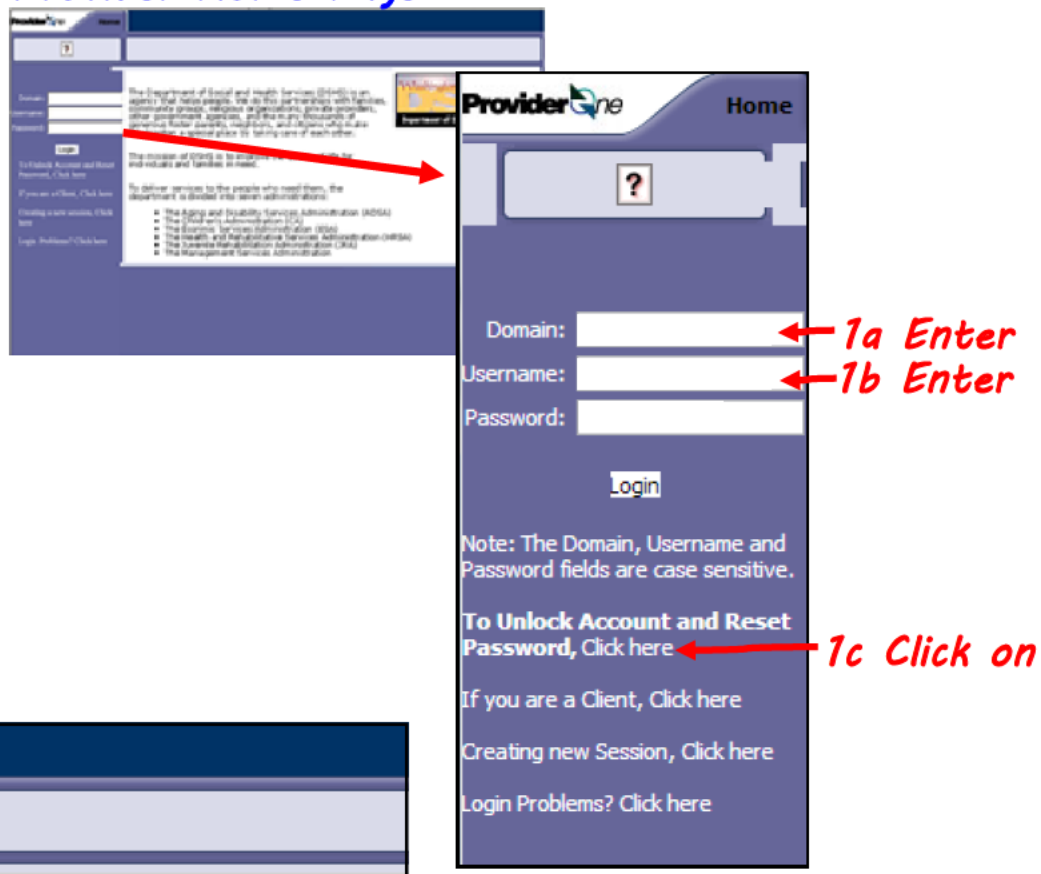
"Locked Out" or Forgot Password

Warning : Exceeded the maximum number of attempts to Log in. You may use the link on the Login Page to reset your password. If you need additional assistance, please contact your organization's ProviderOne security administrator.

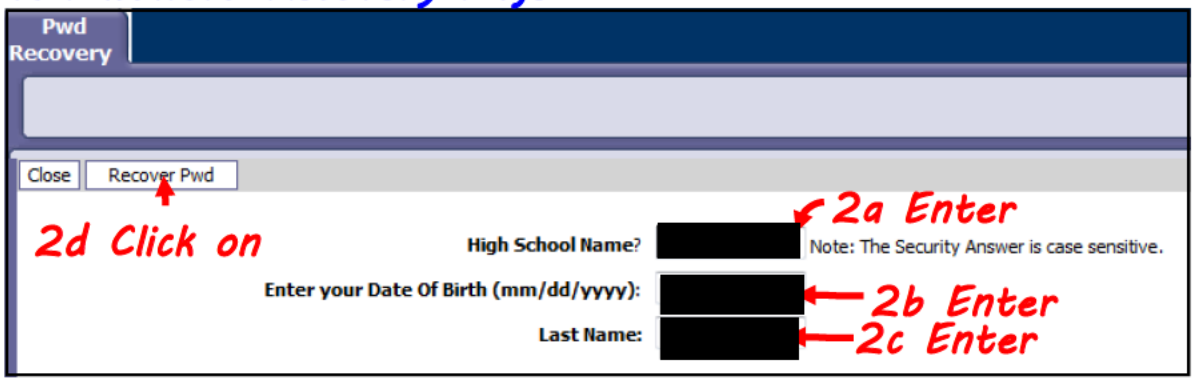
1. To unlock account or reset your password start from Provider Home Page
   a. Enter your Domain
   b. Enter your Username
   c. Click on Click here

2. Password (PWD) Recovery page appears
   a. Enter answer
   b. Enter your date of birth (mm/dd/yyyy)
   c. Enter your last name
   d. Click on Recover Pwd

Provider Home Page



2 Password Recovery Page



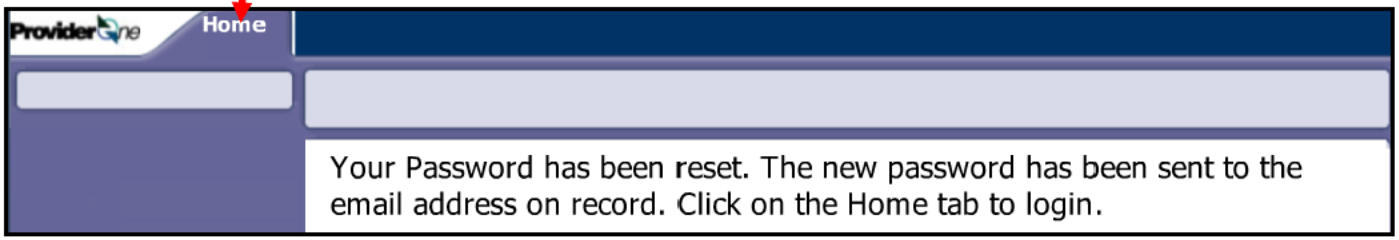
Security question answers are case sensitive

"Locked Out" or Forgot Password

3. Message page appears,
Click on Home tab

3 Click on

3 Maesage Page

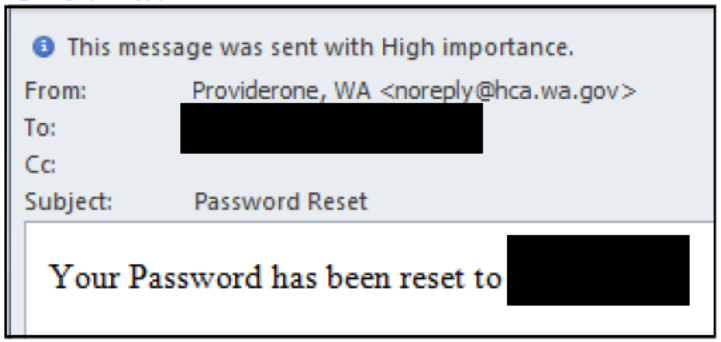


4. ProviderOne Home Page appears

4 Provider Home

5. An e-mail will be received with a new password.

5 Email

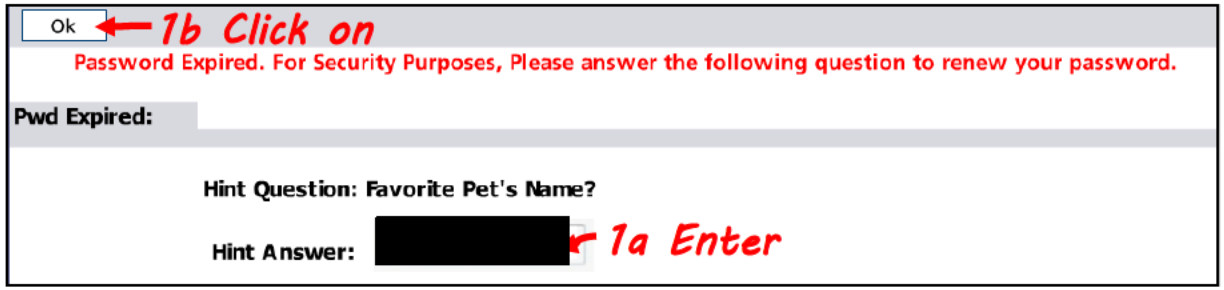


Resetting Expired Password

ProviderOne passwords are valid for 90 days. The system will prompt you to change your password prior to the expiration date; however, if your password has expired you will be required to follow this process.

1. After logging into ProviderOne, the Pwd Expired page appears
   a. Enter answer to security question
   b. Click on Ok

1 Pwd Expired Page



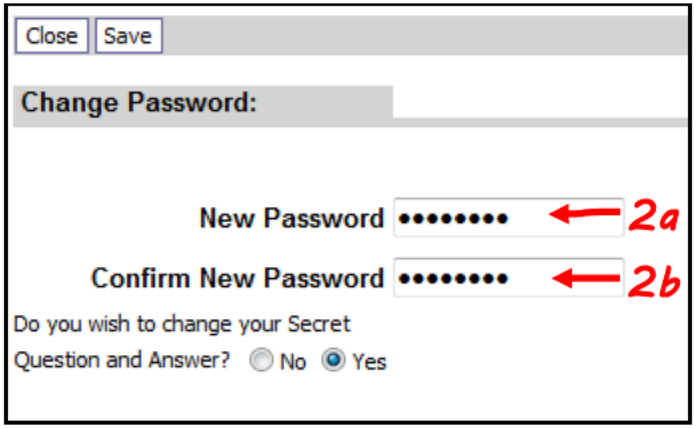
Answer is case sensitive.

2. Change Password Page appears.
   a. Enter new password
   b. Re-enter new password

Password Requirements

- Cannot be the same as your last 3 passwords
- Must be at least 8 characters long
- Must contain at least one letter
- Must contain at least one number
- Must contain at least one of the following special characters:
  , . ! @ # $ % ^ & * ( ) _ + - < >

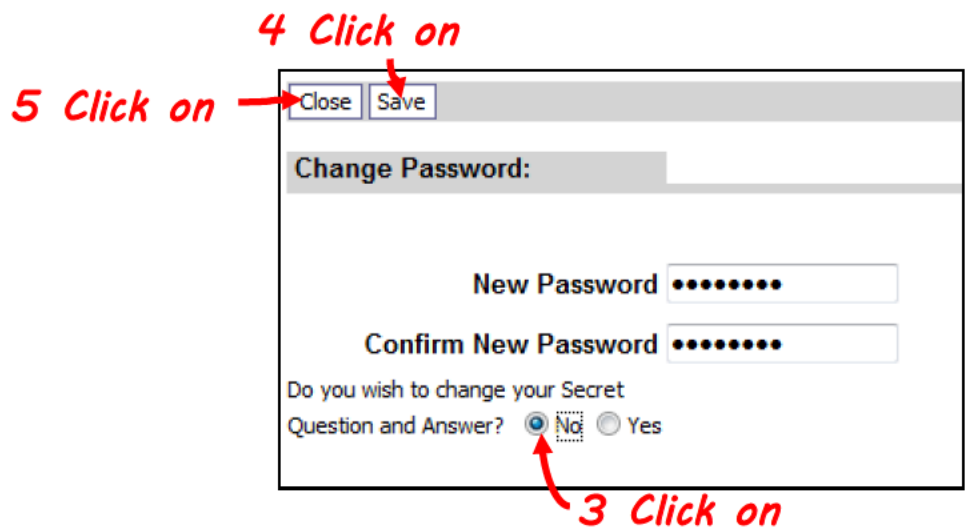
2 Change Password Page

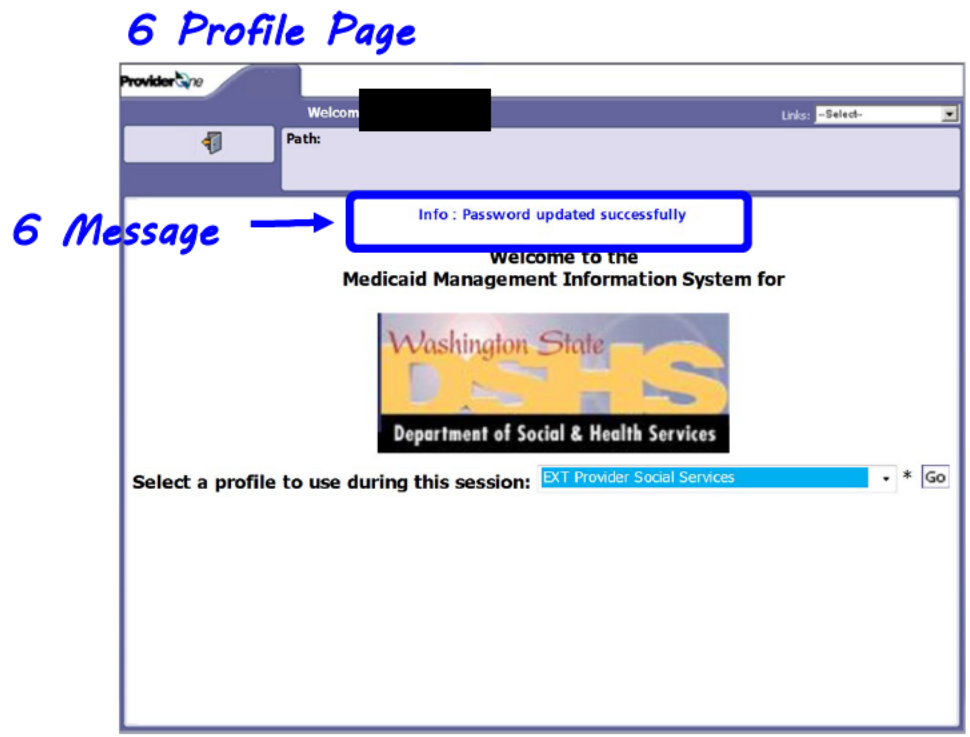


Resetting Expired Password

3. Click on No
4. Click on Save
5. Click on Close

6. The Profile Page appears with the message "Info: Password updated successfully"





Changing Your Password

1. Method one:
   a. Click on My Inbox tab
   b. Click on Change Pwd

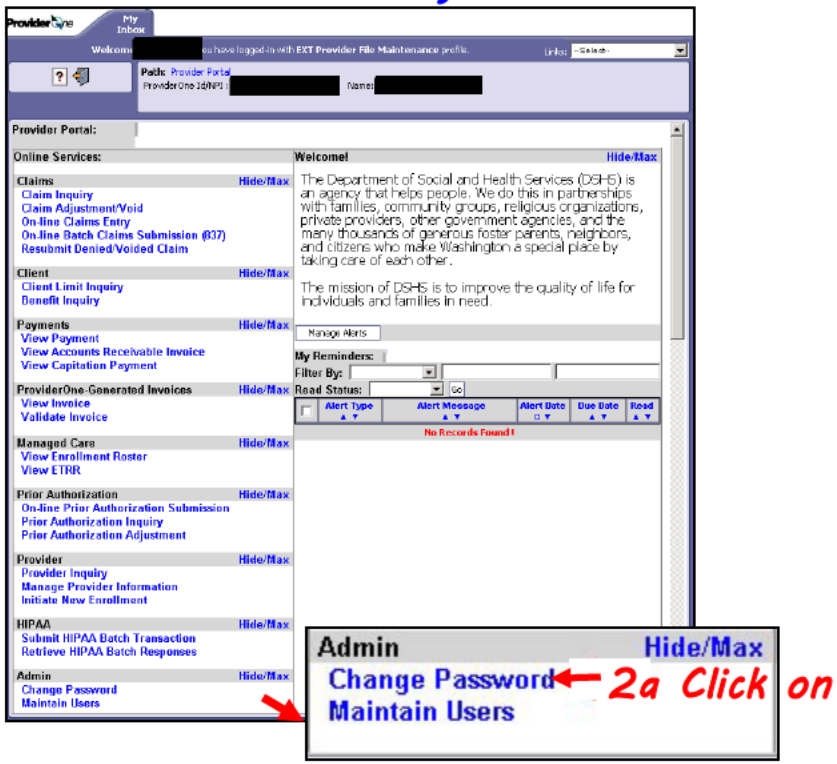
or

2. Method two:
   Starting at the Provider Portal Page
   a. Click on Change Password

1a Click on

1b Click on

2 Provider Portal Page



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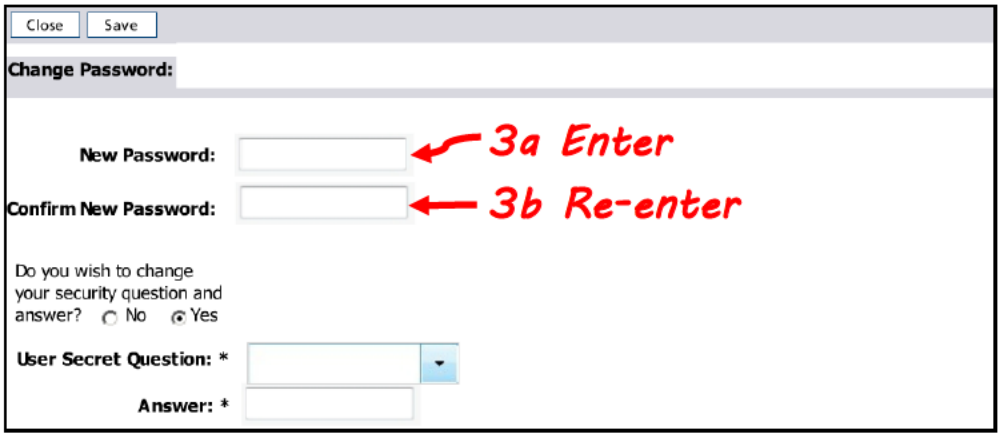
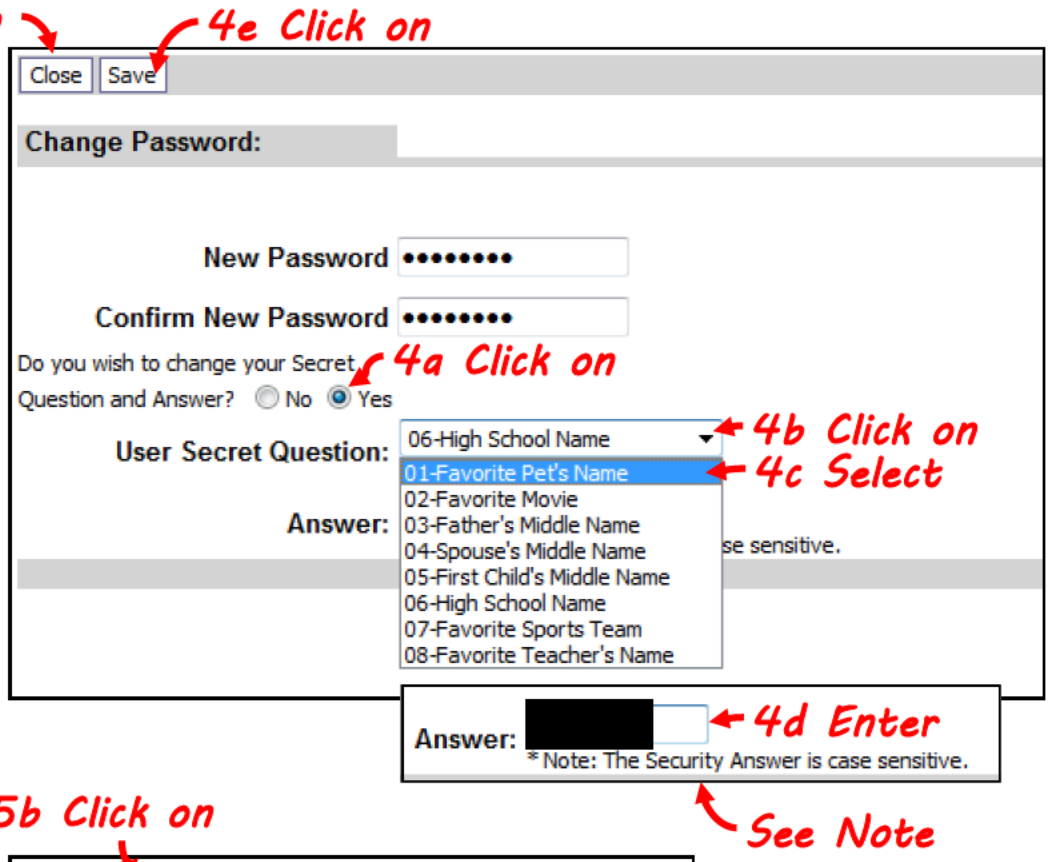
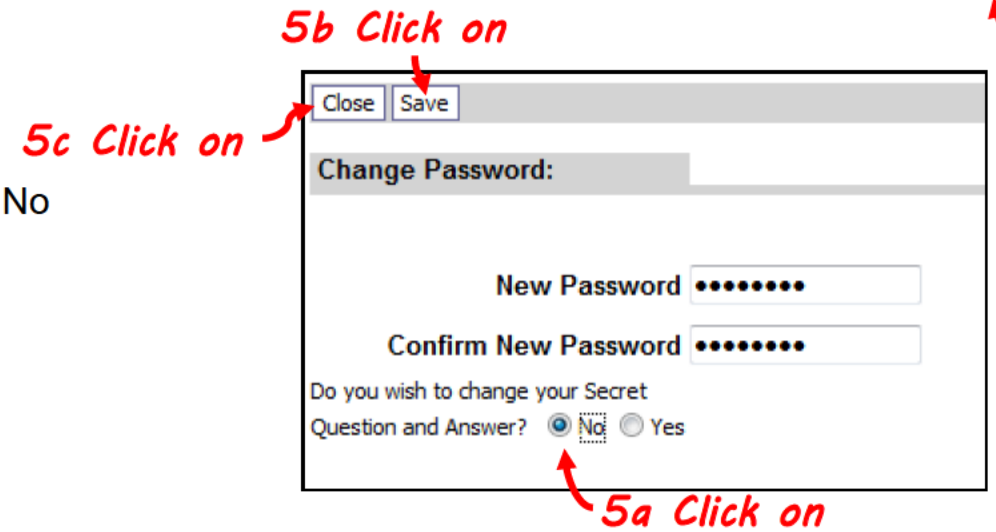
3 Change Password Page



Changing Your Password

You must set up a secret question the first time you log into ProviderOne. The questions are used if you get "locked out" or forget your password.

4. Change Secret Question: Yes
   a. Click on Yes
   b. Click on pull down menu
   c. Select a question from the pull down list
   d. Enter answer to the question in the box
   e. Click on Save
   f. Click on Close

or

5. Change Secret Question: No
   a. Click on No
   b. Click on Save
   c. Click on Close