

Lost Password Guide

To recover a lost password, complete the following steps:

1. Enter your username and email into the provided fields and click **Submit**. **REMEMBER:** If your email address was used as the User Name when registering, it will need to be entered in both fields.

Lost Password for EDI Transaction Portal

Please enter your username and email below to have your password reset and e-mailed to you. If you have any questions regarding your account, please contact us at (000) 000- 0000 or email to support@support.com. For lost password help click here.

User Name:

Email:

A new password has been emailed to user@domain.com.

Submit **Clear**

An email with a subject line beginning “Lost Password” will be immediately sent with a link that will allow you to enter a new password.

2. The link will bring you to the following **Password Reset**. Fill in all fields and click **Reset Password and Login**.

The password must be at least 8 characters long and contain uppercase and lowercase letters, numbers, and special characters.

Password reset to the EDI Transaction Portal

Welcome to the Transaction Portal. If you have any questions regarding your account, please contact us at (000) 000- 0000 or email to support@support.com.

User Name:

Password:

Retype Password:

Password Strength: ?

Reset Password and Login **Clear**

You will be redirected to the login page where you can enter your user name and new password.

NOTE: If the account is inactive, the password cannot be reset. A message indicating that the account is inactive will be displayed and contact information for the portal administrator will be provided. Use the provided contact information to request the account be activated. **If you are a provider who recently self-registered, account activation may still be pending review.** Check the email received after self-registration to confirm that no additional action like filling out and returning a security form is required by the health plan. If the email cannot be found check your spam folder or contact the portal administrator.