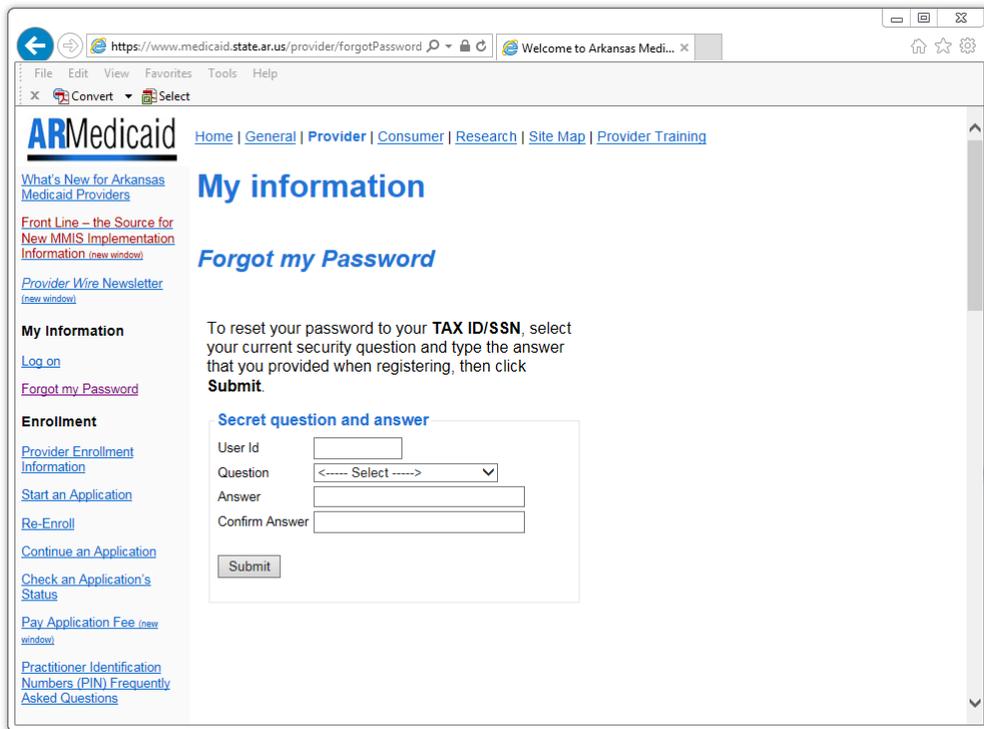


## Provider Portal Password Self-Help Guidelines

Provider Portal accounts should be managed by one, designated primary account holder who is responsible for maintaining the account. The primary account holder must use the provider portal's self-help processes to resolve all password issues. To improve security under HIPAA requirements, Provider Portal users will be locked out after six failed login attempts within an hour. The account will automatically unlock after one hour.

### “Forgot my Password” Link

Users can reset a forgotten password by clicking the “[Forgot my Password](#)” link, which will prompt the user to answer preset security questions to verify their identity.



- If the account has a registered security question and answer, the user must select the security question and enter the correct answer. The password will be temporarily set to the user's SSN/Tax ID.
- If the account **does not** have a registered security question, the user must contact the EDI Help Desk at 1-800-457-4454 (in-state toll free) or 501-376-2211 (local and out-of-state). The EDI Help Desk will temporarily set the password to the user's SSN/Tax ID.

After the account password is set to the user's SSN/Tax ID, users will be automatically prompted to change their password when logging back into the portal.

## Change Password

Once logged into the Provider Portal, users can change the password and perform other account maintenance functions, such as updating security questions.

- If the account has a registered security question and answer, the user must provide their current password and select and answer their security question. The user will then be able to change their current password.
- If the account **does not** have a registered security question and answer, the user will be required to provide their current password. The user will then be able to change their current password and will be required to register a security question.

## Password Requirements

For added security, passwords for the Provider Portal must adhere to specific requirements. All passwords are case sensitive and must:

- Be between 8 and 20 characters in length
- Contain at least 1 alpha character
- Contain at least 1 numeric character
- Contain at least 1 uppercase character
- Contain at least 1 lowercase character
- Contain at least 1 special character
- NOT contain the same character more than twice
- NOT contain the user ID
- NOT be any of the previous 6 passwords

## Security Question Answers

Answers to security questions must meet specific criteria for security reasons. Unlike passwords, answers are not case sensitive. Answers must:

- Be at least 4 characters in length
- NOT contain the user ID
- NOT contain the challenge question

Security question answers should only be given to individuals who will need access to change or reset security credentials.