

## Guide to Resetting a Provider Portal Password

### When would I need to reset my password?

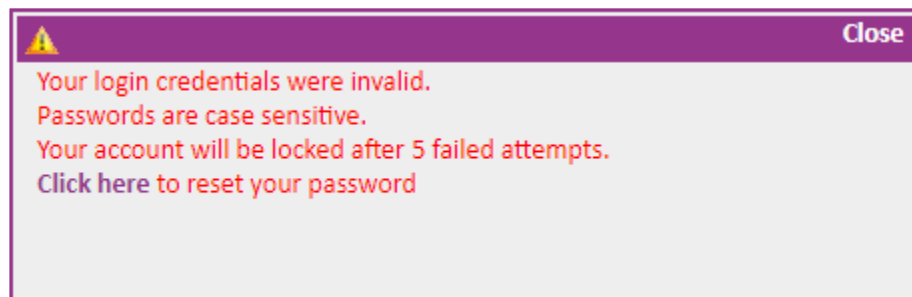
The HomeBridge® provider portal is where you can register for services, check claims status, access tools and resources, and much more. In recognizing the importance of being able to access it 24/7, CareCentrix allows users to reset their own password and also Portal Admins to reset their team members passwords and security questions. These self-service features and how to use them will be explained in this document.

In this guide you will learn how to:

- Use the self-service password reset page

- Unlock an account

### I tried entering my password but received this message.

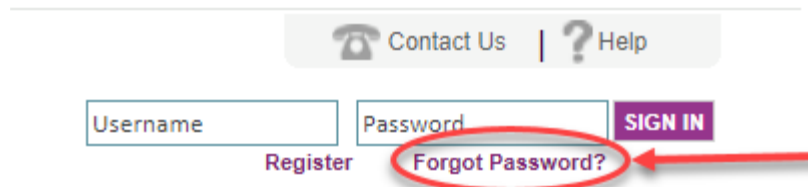


The password entered does not match what we have in the system. You can try up to five (5) times before the system will lock you out. To prevent your account from being locked, you can reset your password.

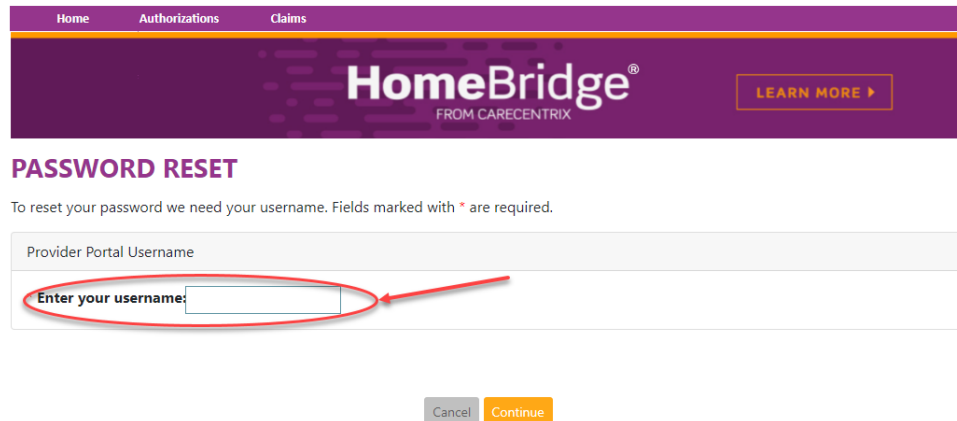
### I have forgotten my password, how do I change it?

If you forget your password, CareCentrix has a self-service option to allow you to reset the password yourself.

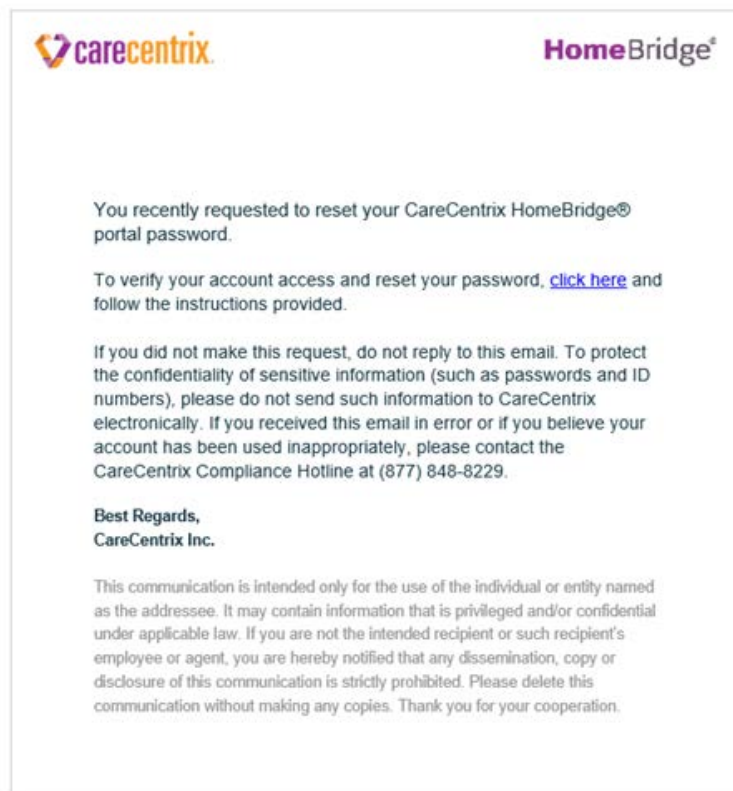
1) Start by clicking “**Forgot Password.**”



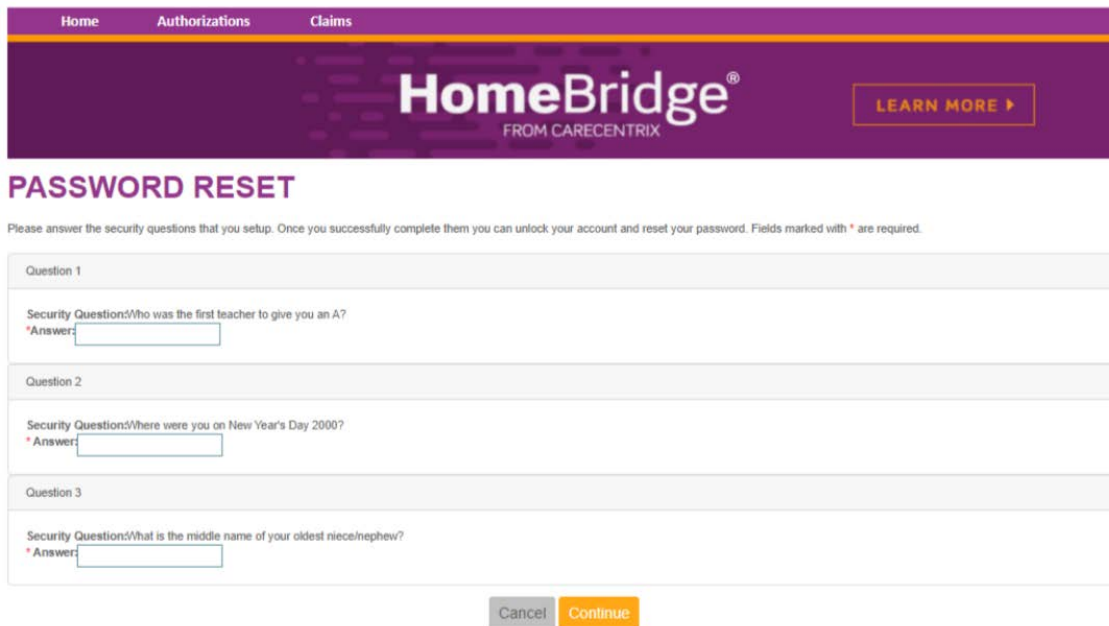
- 2) Once you are on the new screen “Enter your username.”
- The username will in most cases be the same your email address.
  - If you need your username, please contact your administrator or email [Portalinfo@carecentrix.com](mailto:Portalinfo@carecentrix.com)



- 3) If you put in the correct username, you will receive an email with a link to the reset page. Click **Click Here**.



- 4) Answer your security questions; these were set up when you first setup your account.

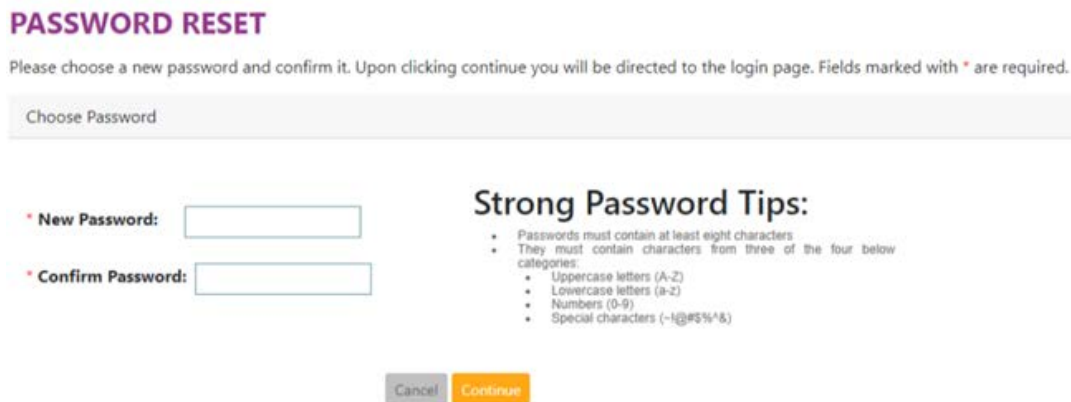


The screenshot shows the HomeBridge Password Reset page. At the top, there is a navigation bar with links for Home, Authorizations, and Claims. Below this is a banner for HomeBridge FROM CARECENTRIX with a LEARN MORE button. The main heading is PASSWORD RESET. A note states: "Please answer the security questions that you setup. Once you successfully complete them you can unlock your account and reset your password. Fields marked with \* are required." There are three security questions, each with a text input field for the answer:

- Question 1: Security Question: Who was the first teacher to give you an A? \* Answer: [input field]
- Question 2: Security Question: Where were you on New Year's Day 2000? \* Answer: [input field]
- Question 3: Security Question: What is the middle name of your oldest niece/nephew? \* Answer: [input field]

At the bottom, there are Cancel and Continue buttons.

- 5) After answering the security questions, you will be taken to the Password Reset page.



The screenshot shows the HomeBridge Password Reset page. At the top, there is a navigation bar with links for Home, Authorizations, and Claims. Below this is a banner for HomeBridge FROM CARECENTRIX with a LEARN MORE button. The main heading is PASSWORD RESET. A note states: "Please choose a new password and confirm it. Upon clicking continue you will be directed to the login page. Fields marked with \* are required." There is a text input field for the new password. Below this, there are two text input fields for the new password and confirm password. To the right, there is a section titled Strong Password Tips:

- Passwords must contain at least eight characters
- They must contain characters from three of the four below categories:
  - Uppercase letters (A-Z)
  - Lowercase letters (a-z)
  - Numbers (0-9)
  - Special characters (~!@#\$%^&)

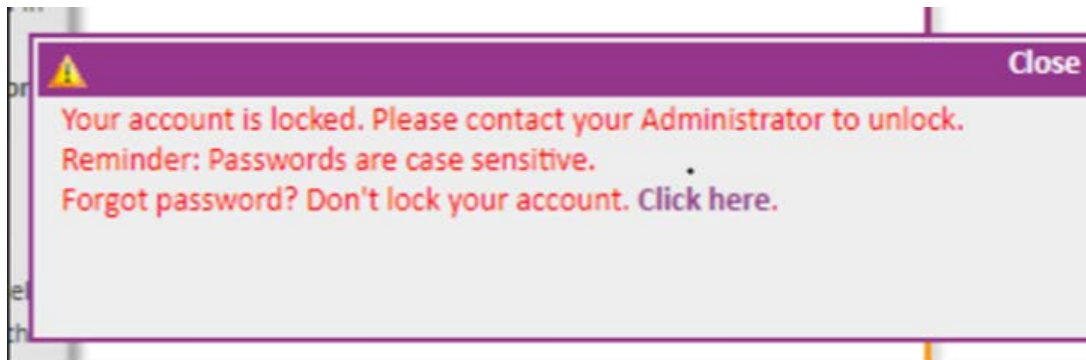
At the bottom, there are Cancel and Continue buttons.



**NOTE:** If you are not able to remember your security questions, contact to your portal administrator for help. If you do not know who your portal administrator is, email [PortalInfo@CareCentrix.com](mailto:PortalInfo@CareCentrix.com)

### I locked myself out, what do I do?

- 1) If you get this message, contact to your portal administrator for help. If you do not know who your portal administrator is, email [PortalInfo@CareCentrix.com](mailto:PortalInfo@CareCentrix.com). Your portal administrator can follow the [Guide to Being a Portal Administrator](#) for instructions on what to do.



For more information, please visit our provider portal at [www.carecentrixportal.com](http://www.carecentrixportal.com) or reach out to your dedicated Provider Relations contact.