

## Guide to Resetting a Provider Portal Password

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

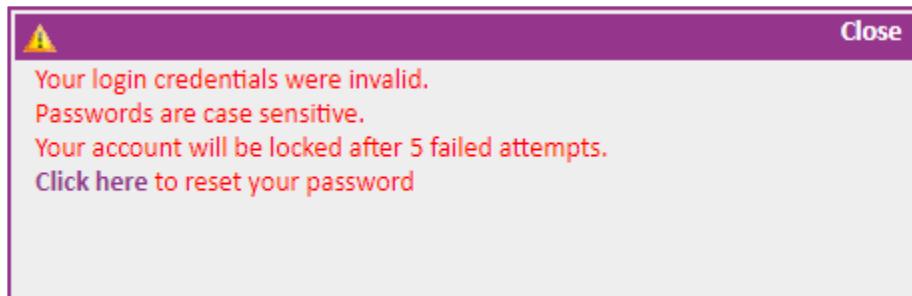
The Homebridge® provider portal is where you can register for services, check claims status, access tools and resources, and much more. In recognizing the importance of being able to access it 24/7, CareCentrix allows users to reset their own password and also Portal Admins to reset their team members 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.

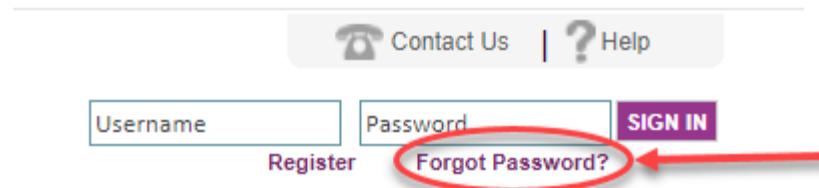


The password entered does not match what we have in the system. You can try up to five (5) times before the system will lock you out. To prevent your account from being locked, you can reset your password.

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

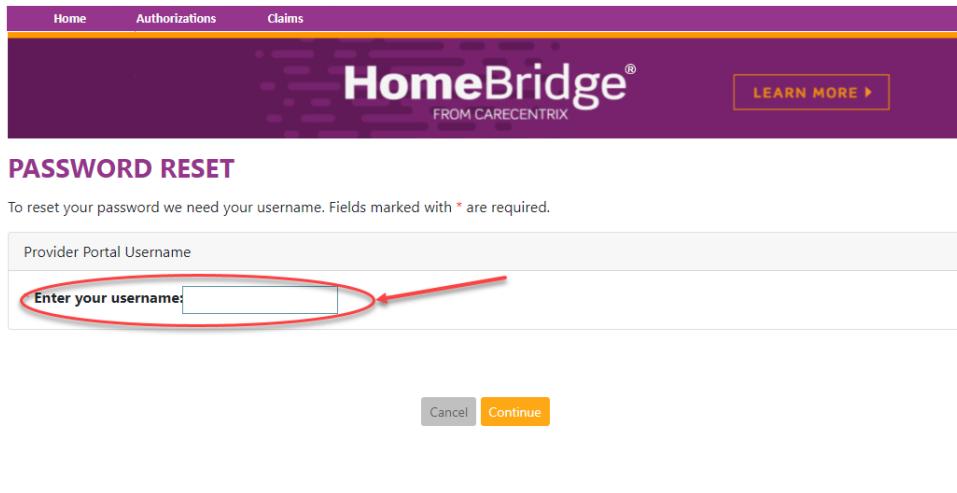
If you forget your password, CareCentrix has a self-service option to allow you to reset the password yourself.

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)



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**PASSWORD RESET**

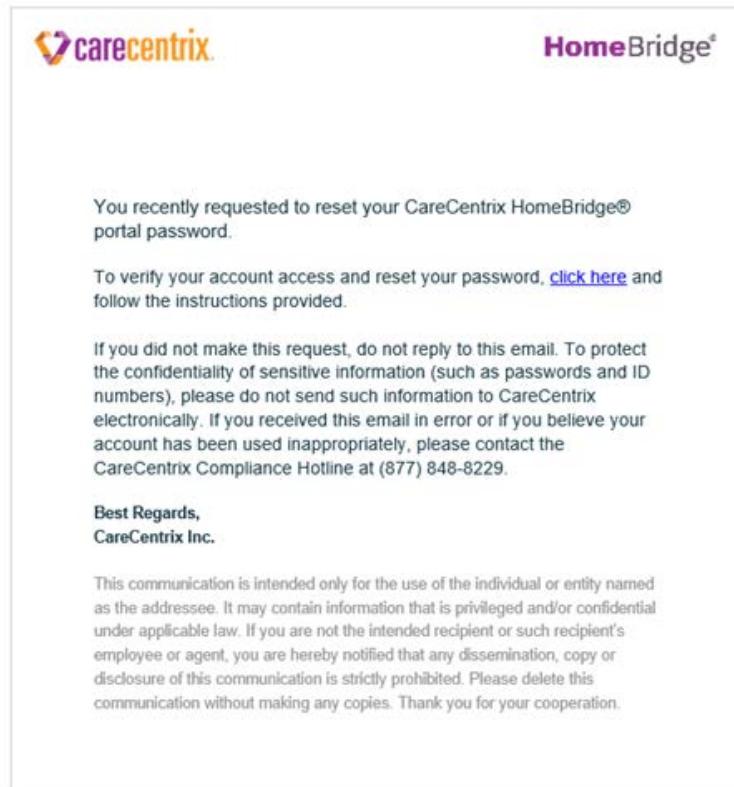
To reset your password we need your username. Fields marked with \* are required.

Provider Portal Username

Enter your username:

Cancel Continue

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.

Home Authorizations Claims

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### PASSWORD RESET

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.

Question 1

Security Question: Who was the first teacher to give you an A?  
\*Answer:

Question 2

Security Question: Where were you on New Year's Day 2000?  
\*Answer:

Question 3

Security Question: What is the middle name of your oldest niece/nephew?  
\*Answer:

**Cancel** **Continue**

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

### PASSWORD RESET

Please choose a new password and confirm it. Upon clicking continue you will be directed to the login page. Fields marked with \* are required.

Choose Password

\* New Password:   
\* Confirm Password:

#### 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 (~!@#\$%^&)

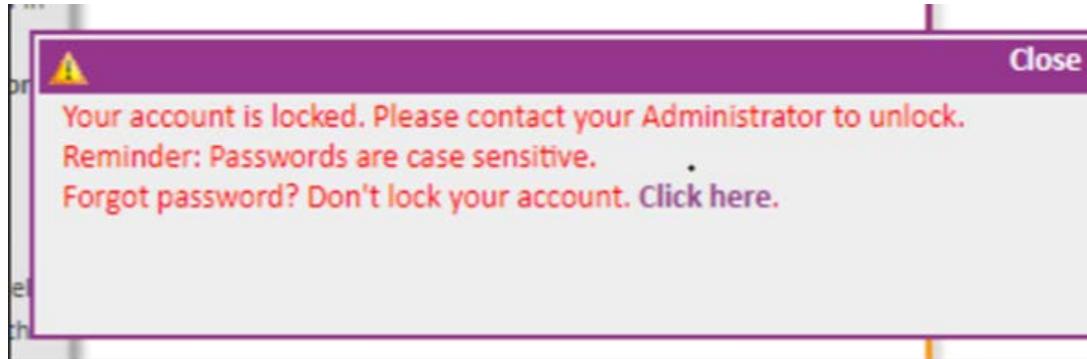
**Cancel** **Continue**



**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.