APEP User Account Incident

January 24, 2025

AHCCCS is aware of an issue that occurred involving APEP requiring all users to reset their password before they can login.

We apologize for any inconvenience. We want to assure you that the password reset email you received from noreply@acentra.com via oracle.com is legitimate and safe to use.

To reset your password, please follow these steps:
1. Check your email for the password reset link that was sent to you.
2. Click the link.
3. Follow the instructions on the screen to reset your password.

Please note the link is only valid for 24 hours. If the link has expired, you can request a new one by following these steps:

1. Visit the APEP website and click the Forgot Your Password? link.
2. Enter your username and follow the prompts to receive a new reset link.

If you manage multiple accounts, you will need to follow the steps above for each account.

If you are unable to login after following the steps above, you can contact us the following ways:

- Chat with us at, https://chat.azahcccs.gov/?id=2
   - Live chat is available Monday through Friday from 8 AM to 5 PM
- Call us at, (602) 417-7670.
   - The call center is available Monday through Friday from 8 AM to 5 PM
- Email us at, apeptrainingquestions@azahcccs.gov

We apologize for any inconvenience.