



# AHCCCS Provider Enrollment Portal (APEP)

## Password Reset Procedure

# Password Reset Procedure

If the APEP user needs to reset the password, the user may click the “Can’t Sign In” button at the main Single Sign On Page.

AHCCCS/  
Account Sign In

DemoUser1

Password

Sign In

Can't sign in?



# Identify User ID

The User must key the APEP User ID for which the Password Reset is needed and click the “Next” button below.

Forgot your password?

Forgot your password?

Enter User Name associated with this account.

DemoUser1

Next

# Click Submit to Generate Email

The User must click the “Submit” button below to generate an automated email that will be sent to the email address that the user keyed when first registering in APEP.

Forgot your password?

Forgot your password?

A Password Reset notification will be sent to the **email address** that's associated with your user profile.

To reset your password, use the link that's provided in the notification.

If the notification isn't in your inbox, then check your folders. If a spam filter or email rule moved the notification, then it might be in your Spam, Junk, Trash, Deleted Items, or Archive folder.

Submit

# Password Reset Email Sent

The screen below confirms that a password reset email has been sent to the email address that the user keyed when registering in APEP. The email will be sent in less than 10 minutes from clicking Submit on the prior page.

Forgot your password?

## Password Recovery Email Sent

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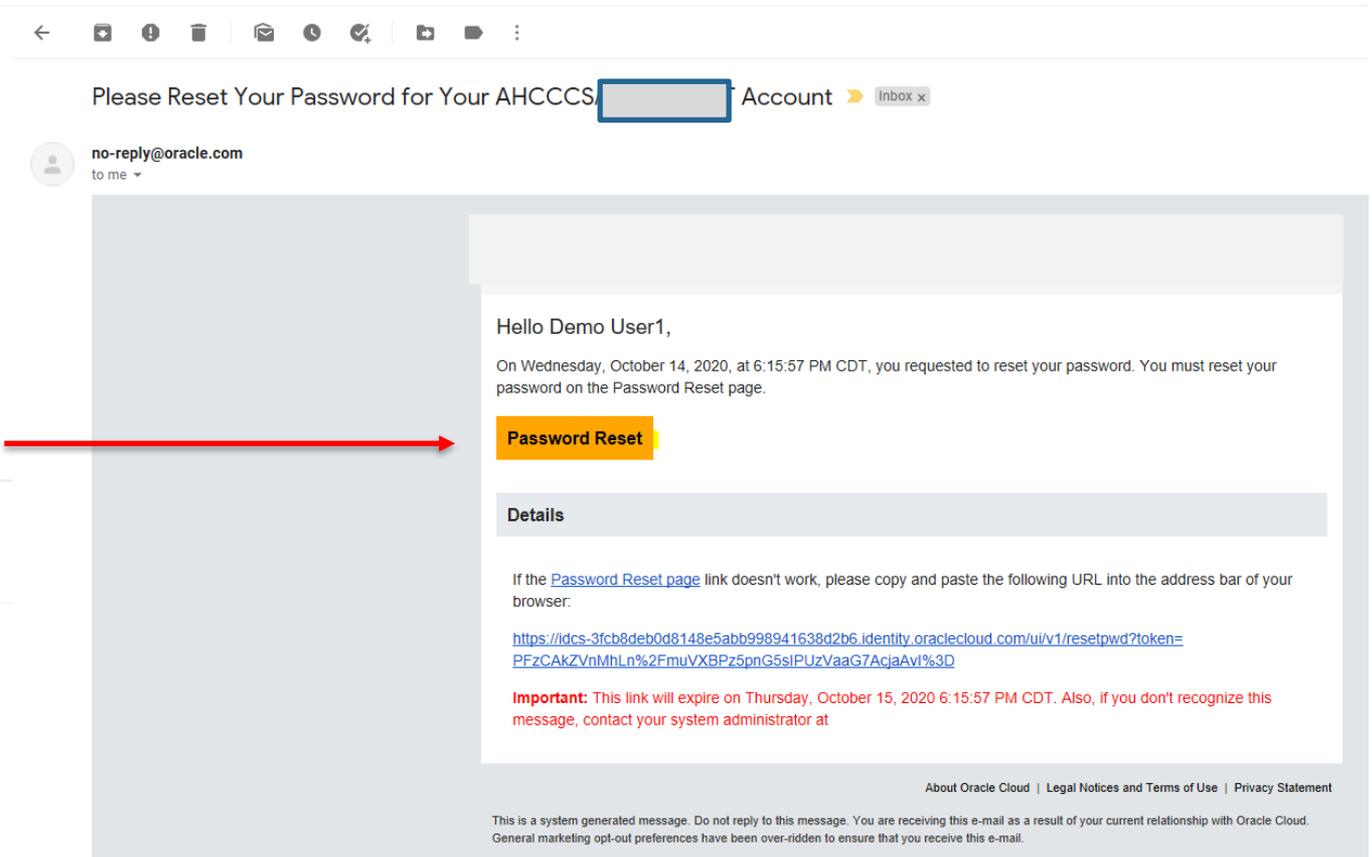
✉ Please follow the instructions we sent to your recovery email address.

Didn't get the email?

Check your spam or junk folder. If you still can't find it, contact your system administrator.

# Click Password Reset in Email

From the user's email inbox, the user will receive the email, and the user may click the "Password Reset" button in the email.



# Reset Password

The user must key a new password according to the criteria below.

## Reset your password

Set a new password for your user account

\* User Name

\* New Password

\* Confirm New Password

### Password Criteria:

- ✘ The password must have at least 12 characters.
- ✘ The password cannot exceed 40 characters.
- ✘ The password cannot contain the First Name of the user.
- ✘ The password cannot contain the Last Name of the user.
- ✘ The password cannot contain the user name.
- ✘ The password must have at least 1 lowercase characters.
- ✘ The password must have at least 1 uppercase characters.
- ✘ The password must have at least 1 numeric characters.

# New Password Keyed

Once the user has keyed a new password twice that meets the criteria, the criteria will turn green, and the user may click the “Submit” button.

## Reset your password

Set a new password for your user account

\* User Name

\* New Password

\* Confirm New Password

### Password Criteria:

- ✔ The password must have at least 12 characters.
- ✔ The password cannot exceed 40 characters.
- ✔ The password cannot contain the First Name of the user.
- ✔ The password cannot contain the Last Name of the user.
- ✔ The password cannot contain the user name.
- ✔ The password must have at least 1 lowercase characters.
- ✔ The password must have at least 1 uppercase characters.
- ✔ The password must have at least 1 numeric characters.

# Successful Password Change

The user has successfully reset the password and is prompted to return to the Login Page by clicking the button below.

Reset your password

Congratulations!

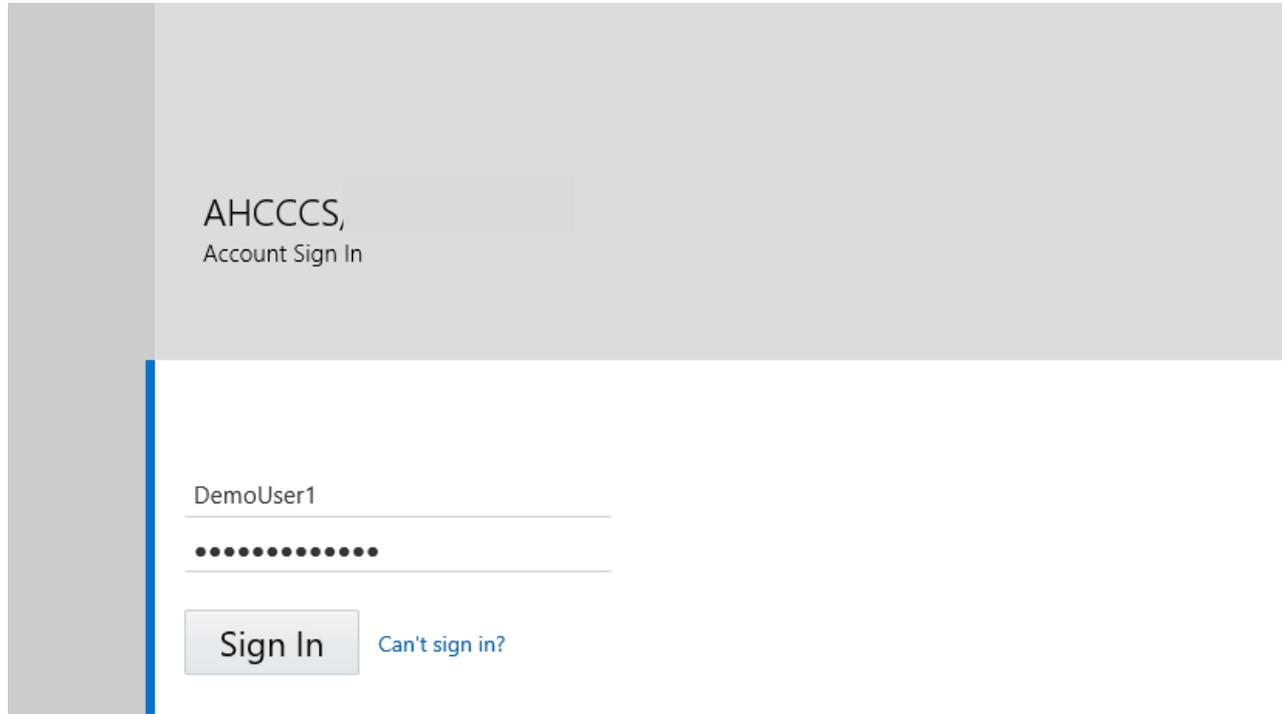
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Your password has been reset. Please login using your new password.

Click here to continue

# Login

The user may key the User ID and new password and click Sign In button.



AHCCCS,  
Account Sign In

DemoUser1

.....

Sign In [Can't sign in?](#)

The image shows a login form for AHCCCS. It features a header with the text 'AHCCCS, Account Sign In'. Below this is a text input field containing 'DemoUser1' and a password input field with ten dots. At the bottom, there is a 'Sign In' button and a blue link for 'Can't sign in?'.

# Provider Entry Page

After login, the provider will reach the main entry page to begin or track an application.

The screenshot shows the APEP (Arizona Health Care Cost Containment System) Provider Enrollment Portal. The page features a dark blue header with the APEP logo on the left, a user profile dropdown for 'User1, Demo', and utility links for 'Note Pad', 'External Links', and 'My Favorite'. Below the header is a 'Provider Enrollment' section with a grid icon and a table of options.

Provider Enrollment	
<a href="#">New Enrollment</a>	Enroll As A New Provider
<a href="#">Track Application</a>	Track Existing Provider Application