NOTE: If you attempt a password reset and it fails more than three times, please contact Provider Relations 1 (800) 624-3958 Option 3.

The information on the following pages will guide you through the password reset process.
Start with www.medicaidprovider.mt.gov
Password Resets

Effective 10/3/2016, you will no longer need to contact Provider Relations via telephone for a Web Portal password reset. A self-serve reset function in the portal is now available. All other Web Portal telephone inquiries should be directed to the EDI phone line, option 2.

Web Portal users will have the ability to reset their own password without the requirement of being an Office Administrator on the account or calling the Montana Access to Health Web Portal Help Center. The password reset feature will only allow for password resets. Updates or changes to all other information will need to continue to be handled by the Office Administrator of the account or through the Montana Access to Health Web Portal Help Center.
The “Forgot Your Password” link located on the Welcome to Montana Access to Health Web Portal page will now direct the user to a page where the password reset process will begin.
Users will be required to enter the User ID, Last Name and First Name to continue with the password reset.
If any field is left blank, a pop-up will display with the missing field requirements listed.
If the User ID, Last Name and First Name do not match any records the user will need to contact the Office Administrator of the account or call the Montana Access to Health Web Portal Help Center for assistance.
The user will click on the User ID to continue with the password reset process.

- If the user has multiple organizations listed under one User ID resetting the password for one, will reset it for all.

<table>
<thead>
<tr>
<th>Organization</th>
<th>NPI or Provider Number</th>
<th>Last Name</th>
<th>First Name</th>
<th>User ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayo Dermatology</td>
<td>0800000008</td>
<td>Doe</td>
<td>John</td>
<td>J Doe</td>
</tr>
</tbody>
</table>
The user will be able to view the User ID, Last Name, First Name and E-mail address on file where the temporary password will be delivered.

- If this email address is incorrect or needs to be updated the user will need to contact the Office Administrator or the Montana Provider Relations at 1-800-624-3958, Option 3.

![Reset Password](image)

**Reset Password**

A temporary password will be sent to the email address displayed for this user ID. If the email address on file for this user ID is incorrect, please contact your Office Administrator or the Montana Access to Health Web Portal Help Center at 1-800-624-3958.

User ID: JDoe
Last Name: Doe
First Name: John
E-mail: John.Doe@xerox.com

[Reset Password]
A pop-up request to make the user confirm the user’s password should be reset.
Password Rest confirmation page will appear.

- To return to the Welcome to Montana Access to Health Web Portal home page, click the Return to Log In button.

The password for user 'John Doe' has been reset. The user will be e-mailed a single use password.
The user will receive an auto-generated email from Montana Access to Health Web Portal.  
- The user may need to check the junk email inbox for the temporary password.

This is an auto-generated message. Do not attempt to reply to this email. Please contact Montana Access to Health Web Portal Help Center at 1-800-624-3958.

Your Montana Access to Health Web Portal password has been reset.

Your temporary password is [REDACTED] and will only be active for the next 24 hours.

The next time you log in, you will need to change your password. If you need your login ID, please contact your Office Administrator.

Thank you.
The user will now begin the process of password reset with the temporary password.

User ID: J Doe
Password: ******
User will enter the temporary password in the Old Password box then create and confirm a New Password following the requirements listed on the page. Once completed, click the Submit button.
User’s password has been reset.

Change Password Completed

Thank you...

Your password has been successfully changed.

Continue