



Provider Web Portal Administrative Password Reset Process

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The administrative account gives the user full access to the functionality available within the Provider Web Portal. Providers may have **one** account admin on the administrative account.

If the User ID, password or Challenge Questions to the administrative account are unknown:

1. An administrative password reset request must be submitted in writing. Submit a letter on company letterhead by email to noreply.providerwebportal@dxc.com with the subject line "**Administrative Password Reset**". The letter must:
 - List the Provider Name and National Provider Identifier (NPI) or MCD ID
 - Contain an explanation why the User ID, password and answers to the Challenge Questions are not known
 - Be hand-signed:
 - Individual – Letter should be signed by the provider.
 - Group – Letter should be signed by someone such as an owner, board member, CEO etc. and include their title.
2. Requests are processed within 1-2 business days. A reply email containing the User ID and a temporary password or a request for additional information will be sent to the email address from which the request originated.
3. Login to the Provider Web Portal with the User ID and temporary password. The user will be prompted to change the temporary password to a new, permanent one, and may access the administrative account.

If a group has multiple, individual providers that need an administrative password reset:

The group may submit a password reset request for multiple, individual providers on **one** letter that lists the required information for **each** provider (Provider Name, MCD ID/NPI, Reason User ID or Challenge Question Not Known, Provider Signature). Multiple letters are not required.

