



Dear Case Manager,

The issue described in the communication below was resolved the evening of February 22, 2022. Users who experienced the Password Reset issue between February 20 - 22 may contact the Commit Help Desk at [commit\\_helpdesk@gainwelltechnologies.com](mailto:commit_helpdesk@gainwelltechnologies.com) to have their MEUPS password reset.

Thank you,

Department of Health Care Policy & Financing

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Dear Case Manager,

The Password Reset functionality for Production MEUPS is not working correctly since Microsoft Windows patching was completed Sunday, February 20. This issue only occurs when users are attempting to change their MEUPS password. It appears that the password has been updated; however, the user will not be able to access MEUPS using their new or old password. This issue does not impact users logging into MEUPS with an existing password.

A resolution to this issue is in process. Users with an expired or forgotten password on or after February 20 will not be able to log into MEUPS until the issue has been resolved. Updates will be provided as information becomes available. We apologize for any inconvenience.

Thank you,

Department of Health Care Policy & Financing

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