

## Password Reset for Nebraska Provider Screening and Enrollment

The sections below will guide you through the process of unlocking your account and changing your password at the [Nebraska Medicaid Provider Screening and Enrollment](#) site.

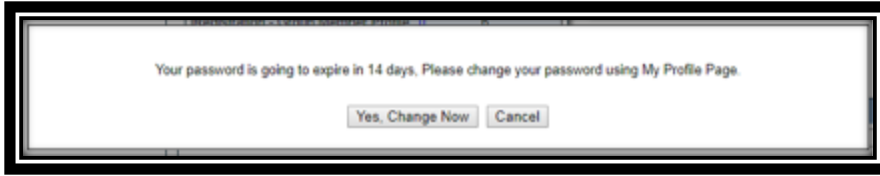
### Locked out

Users are locked out after 3 invalid login attempts. Once locked out, you will be required to call the Customer Service Line at 844-374-5022.

After your account is unlocked by customer service, you will be required to change your password when you attempt to log in next time. You can also select forgot password.

### Password will Expire

- Active User IDs are required to change their password every 60 days.
- Active User IDs will receive an email 14 days prior to being disabled.
- If the user logs in during this 14 day period, this box will be displayed.



Click 'Cancel' to delay resetting the password. Click 'Yes, Change Now' to reset the password.

If the password is not changed during this 14 day period, the account will be disabled. See section 3 if the account is disabled.

The Old Password is the current password used to log in and must be entered correctly.

The Password and Confirm Password fields will be your new password, must meet the password requirements, and must match.

**Password Requirements:**

- Between 8 and 20 characters
- Contain at least one non-alphanumeric character
- Contain at least one lowercase letter
- Contain at least one uppercase letter
- Contain at least one number
- Password cannot be reused for 24 months

Confirm all other fields and select 'Save' to reset the password.

**User ID has Expired or Disabled Due to Inactivity**

After attempting to login, the user will receive one of these notices.

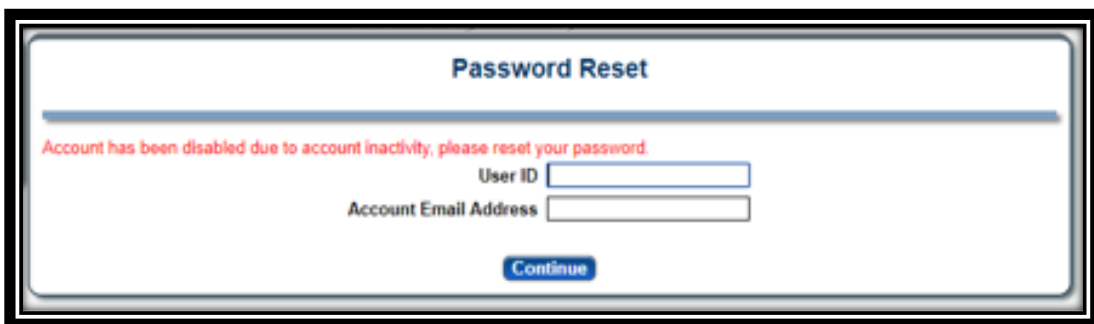
Enter the User ID and email address associated with the User ID.

Click 'Continue'.

The User is required to reset the password.



The screenshot shows a 'Password Reset' form with a red error message: 'Password has expired, please reset your password.' Below the message are two input fields: 'User ID' with the value 'Operator6' and 'Account Email Address' with the value 'c@yahoo.com'. A blue 'Continue' button is positioned below the fields.



The screenshot shows a 'Password Reset' form with a red error message: 'Account has been disabled due to account inactivity, please reset your password.' Below the message are two empty input fields: 'User ID' and 'Account Email Address'. A blue 'Continue' button is positioned below the fields.

**Answer the security question.** Capitalization, spacing and spelling must be the same.

**Enter the Old Password.** This is the current password.

**Enter the New Password and Confirm New Password fields**

Must meet the password requirements, and must match.

**Password Requirements:**

- Between 8 and 20 characters
- Contain at least one non-alphanumeric character
- Contain at least one lowercase letter
- Contain at least one uppercase letter
- Contain at least one number
- Password cannot be reused for 24 months

**Enter the Captcha letters and numbers as they appear.**

Confirm all other fields and select 'Continue' to reset the password.

**Password Reset**

What was the first concert you attended?

Old Password

New Password

Confirm New Password

**2TYKD**

Enter the characters you see above

[Cancel](#) [Continue](#)

Click 'LOG IN' once the password has been successfully changed.

**Password Reset**

You have successfully changed your password.  
Click LOG IN below to proceed to the Log In page.

[LOG IN](#)

Continue as normal to login using the new password.

**Log In**

Please enter your User ID and Password. [Create Account](#) if you don't have an account.

Account Information

User ID

Password

[Forgot/Reset Password?](#) [Forgot User ID?](#)

[Log In](#)

## Next Steps

See Provider Management Home Resources and Enrollment Resources for assistance with the next steps. You can always call customer service at 844-374-5022 if you need assistance.