

# Nebraska Provider Screening and Enrollment

## Password Reset

### Locked out, Expired Password, Account Disabled

<https://www.nebraskamedicaidproviderenrollment.com>

The steps below will guide you through the process of unlocking your account and changing your password.

1. Locked Out
2. Password will Expire
3. Password Expired or Disabled Due to Inactivity

#### 1. Locked out

- Users are locked out after 3 invalid login attempts
- You will be required to call the Customer Service Line: 844-374-5022

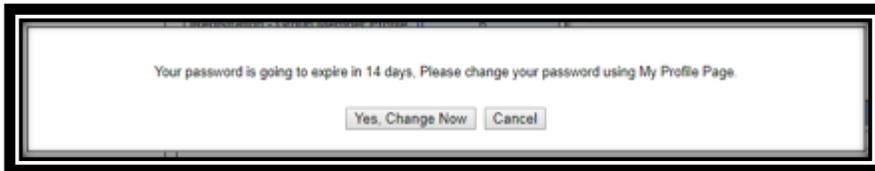
The screenshot shows a 'Log In' page with a message: 'Your account has been locked. Please contact provider services.' Below the message are input fields for 'User ID' (containing 'Operator5') and 'Password'. There are also links for 'Forgot/Reset Password?' and 'Forgot User ID?'. A 'Log In' button is at the bottom left.

- You will be required to change your password when you log in.

The screenshot shows the 'User Accounts' page. It has a navigation menu on the left and a main form area. The form is divided into three sections: 'Please enter your contact information.', 'Create your user id and password.', and 'Answer your security question.'. The contact information section includes fields for Contact Name, Title, Phone Number, Extension, Email Address, and Confirm Email, with a radio button for 'Active'. The password section includes fields for User ID, Old Password, Password, and Confirm Password. The security question section includes two questions with dropdown menus and text input fields for answers.

## 2. 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. If the password is not changed during this 14 day period, the account will be disabled. See section 3 if the account is disabled.
  - Click 'Cancel' to delay resetting the password
  - Click 'Yes, Change Now' to reset the password

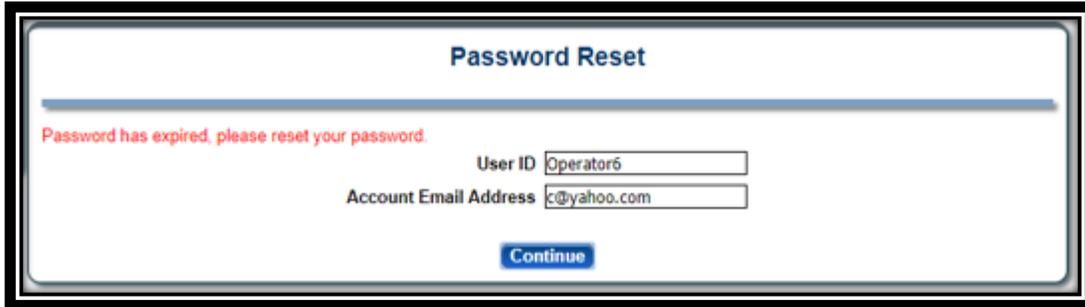


- The Old Password is the current password used to log in and must be entered correctly
- The Password and Confirm Password fields will be your new password, must meet the password requirements, and must match
  - Password requirements:
    - Between 8 and 20 characters
    - Contain at least one non-alphanumeric 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

A screenshot of a web form titled "User Accounts". The form is divided into three sections. The first section, "Please enter your contact information.", contains fields for Contact Name (Testing), Title (Testing), Phone Number (777 777-7777), Extension, Email Address (c@yahoo.com), and Confirm Email (c@yahoo.com). There is also an "Active" checkbox with "True" selected. The second section, "Create your user id and password.", contains fields for User ID (Operators), Old Password, Password, and Confirm Password. The third section, "Answer your security question.", contains two security questions: "What was the first concert you attended?" with answer "concert", and "What was your High School mascot?" with answer "mascot". There are "Save" and "Cancel" buttons at the top right and bottom right of the form.

**3. 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 screenshot shows a web form titled "Password Reset". Below the title is a red error message: "Password has expired, please reset your password." There 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 located below the input fields.



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

- The User is required to reset the password
  - 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
- Continue as normal to login using the new password

**Password Reset**

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

[LOG IN](#)

**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](#)

See Provider Management Home Resources and Enrollment Resources for assistance with the next steps.