Provider Portal
Forgot Password

Quick Reference Guide (QRG)

ConnectiCare

![ConnectiCare logo]

This quick reference guide (QRG) will provide an overview of the Provider Portal – Forgot Password.
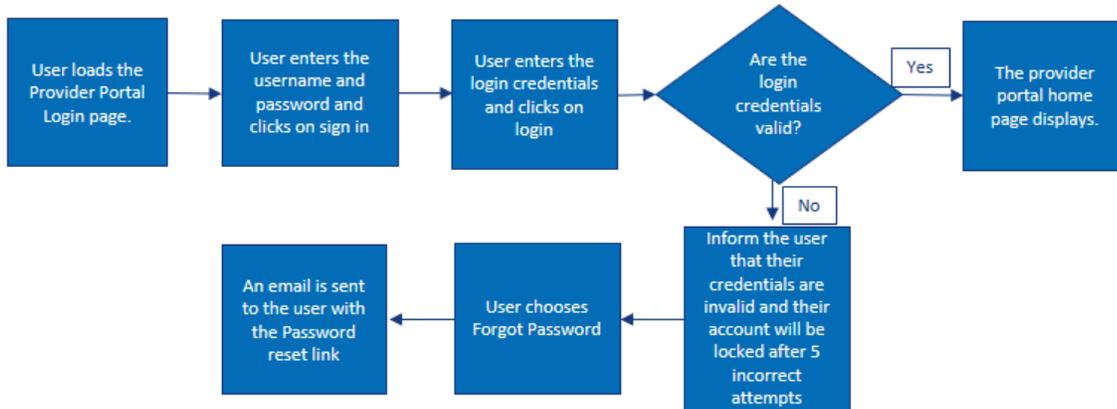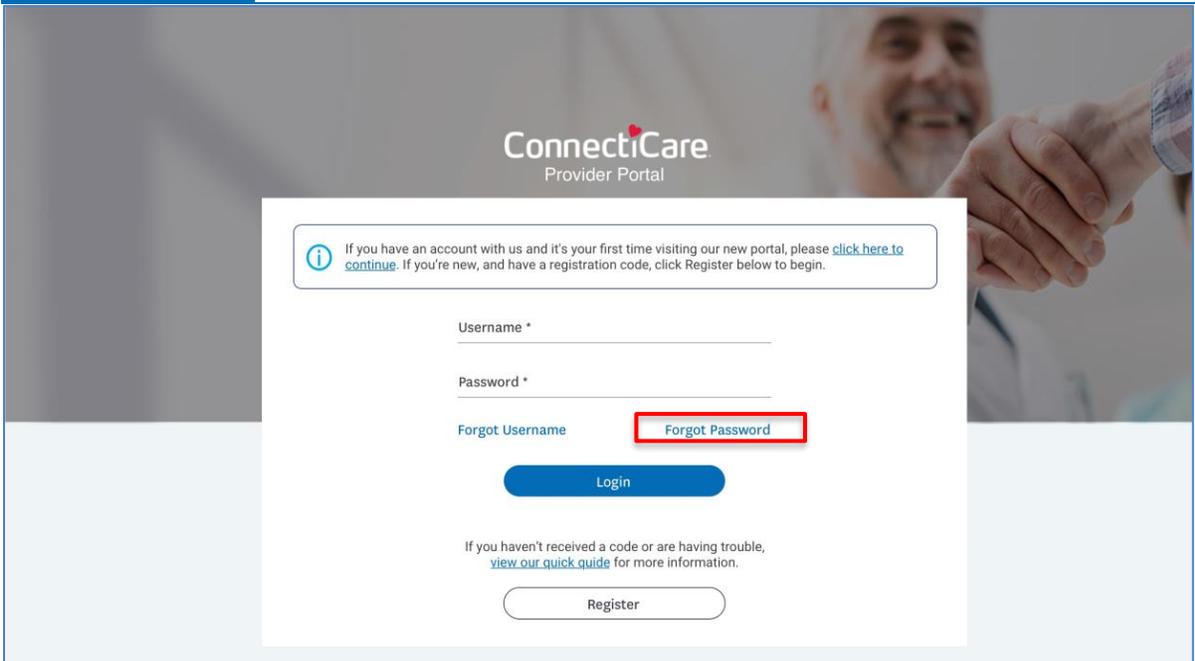

Let us look at the steps in detail to reset a forgotten password.

Purpose: Changing forgotten password from the sign-in screen.

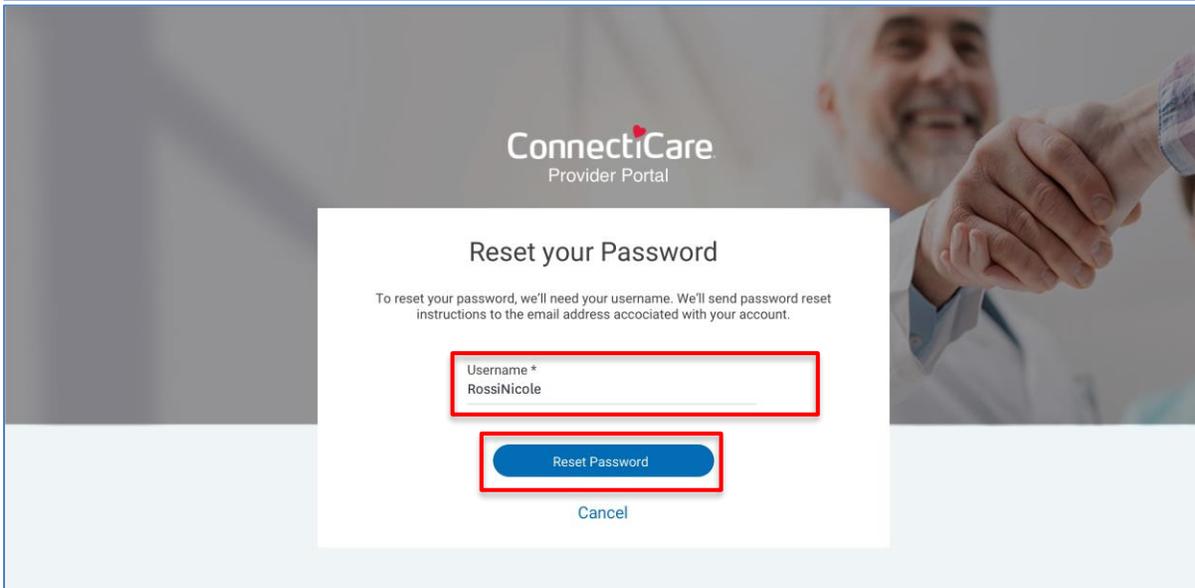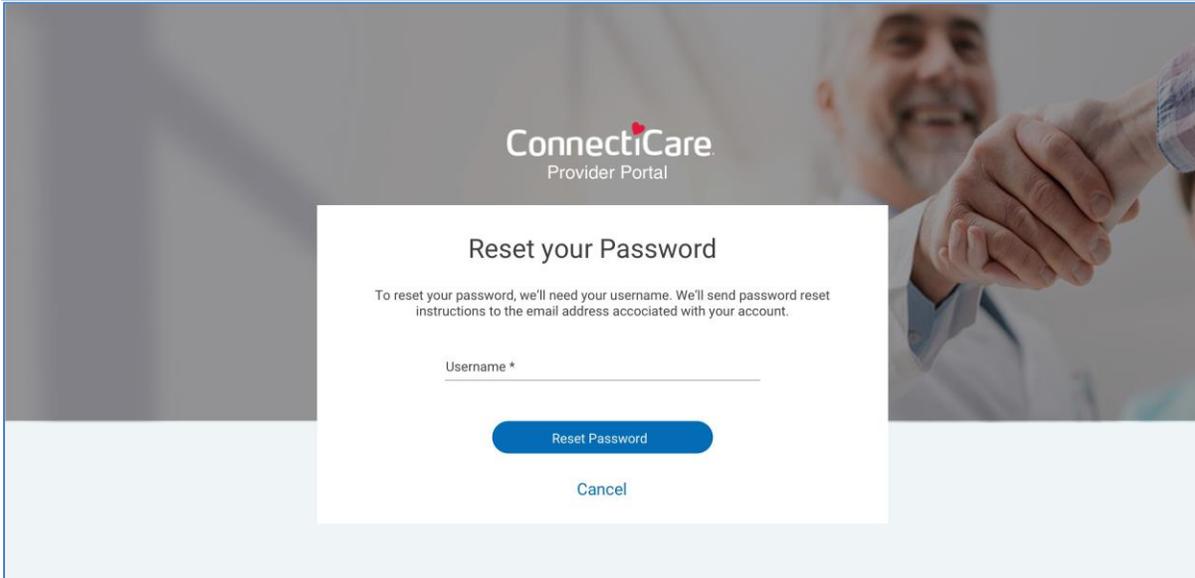|	
Step 1:	1. Go to **ConnectiCare** Provider Portal Sign-in webpage. Login Screen will display. 2. Click **Forgot Password.**

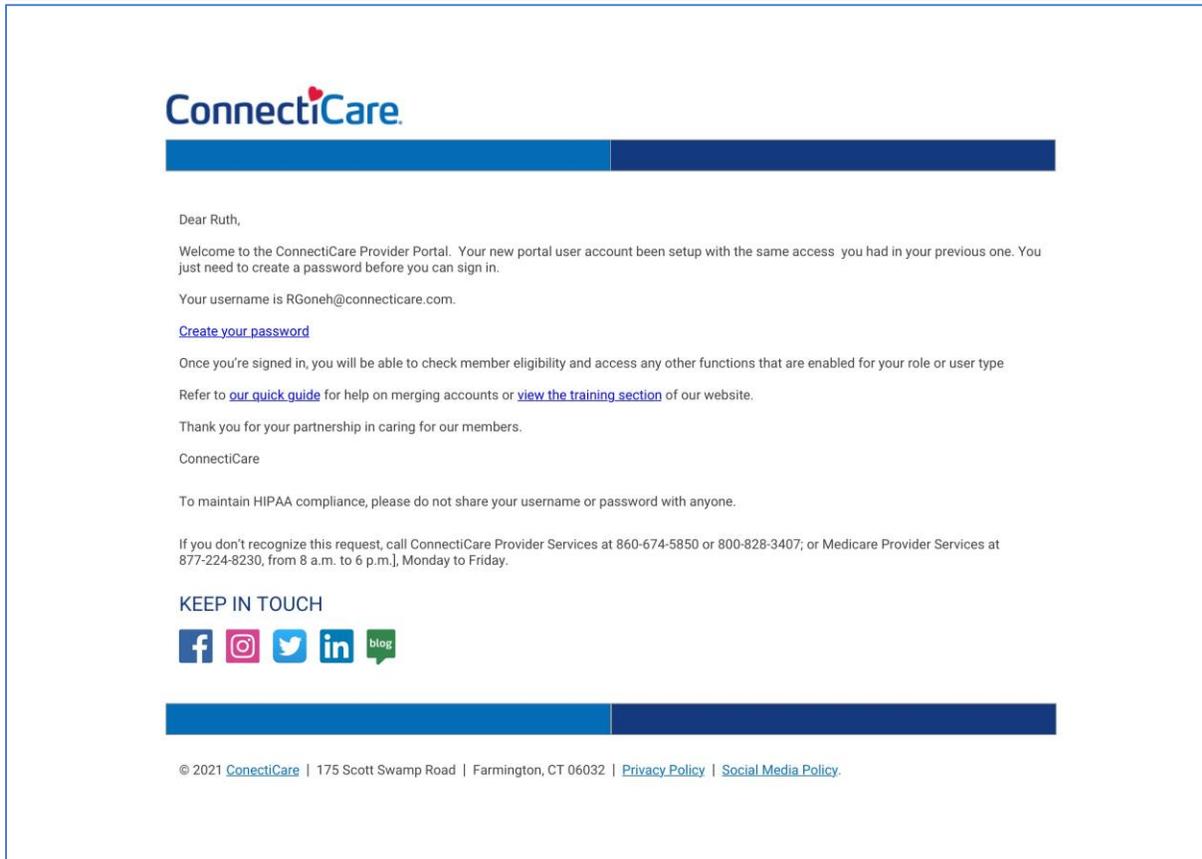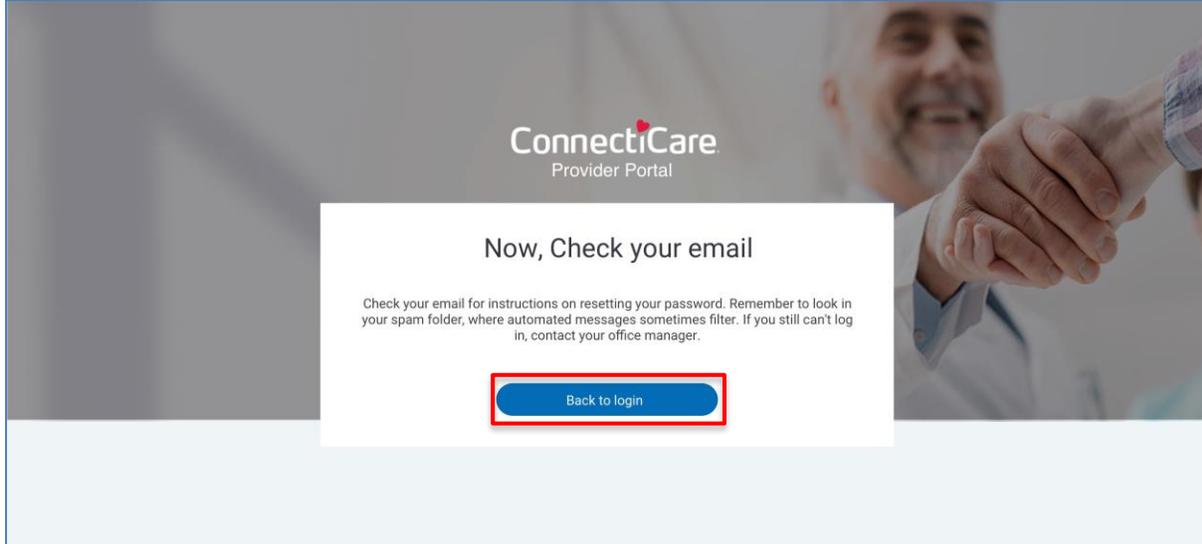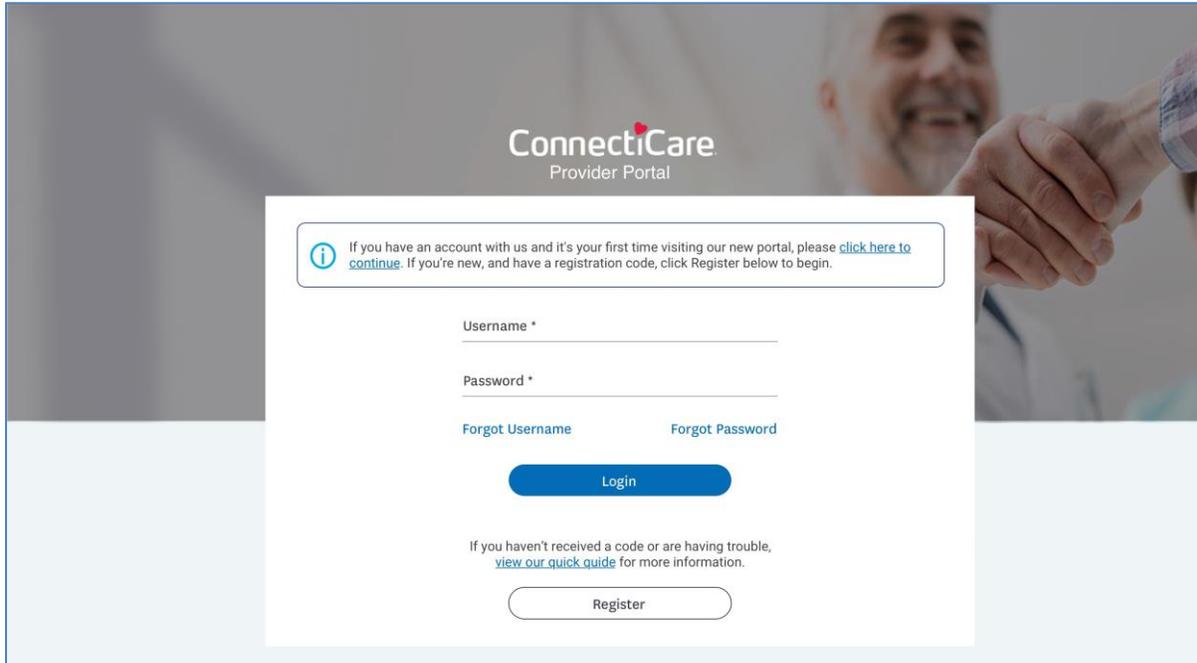|	The **'Reset your Password'** screen will display. 1. Enter in **Username.** 2. Click **Reset Password.**
Step 2:	

Step 3:	The **'Now, check your email'** screen will display. **Note:** An automated email will be sent to the registered email address. Follow the instructions to reset the password. 1. Click **Back to login** to log back in once password has been reset.

![ConnectiCare Provider Portal - Now, Check your email screen. "Check your email for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your office manager." with a Back to login button]

![ConnectiCare email]

Dear Ruth,

Welcome to the ConnectiCare Provider Portal. Your new portal user account been setup with the same access you had in your previous one. You just need to create a password before you can sign in.

Your username is RGoneh@connecticare.com.

Create your password

Once you're signed in, you will be able to check member eligibility and access any other functions that are enabled for your role or user type

Refer to our quick guide for help on merging accounts or view the training section of our website.

Thank you for your partnership in caring for our members.

ConnectiCare

To maintain HIPAA compliance, please do not share your username or password with anyone.

If you don't recognize this request, call ConnectiCare Provider Services at 860-674-5850 or 800-828-3407; or Medicare Provider Services at 877-224-8230, from 8 a.m. to 6 p.m.], Monday to Friday.

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Thank You