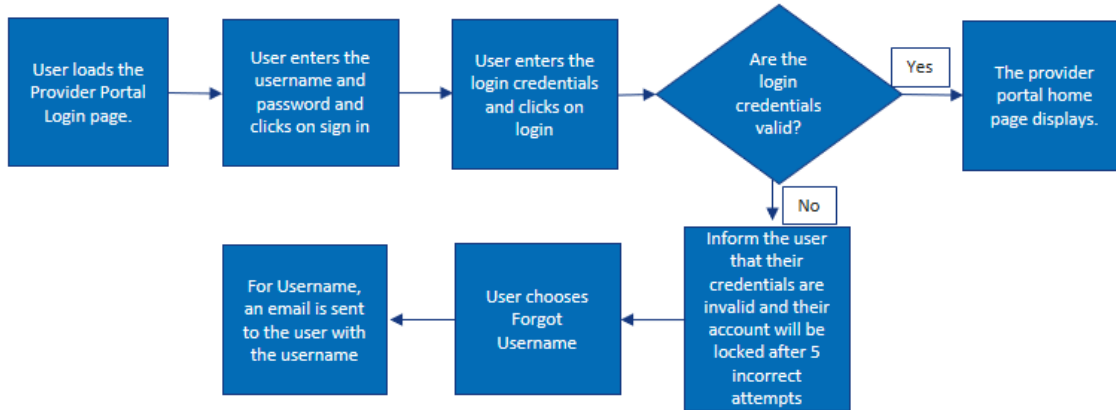


# Provider Portal Forgot Username

Quick Reference Guide (QRG)



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



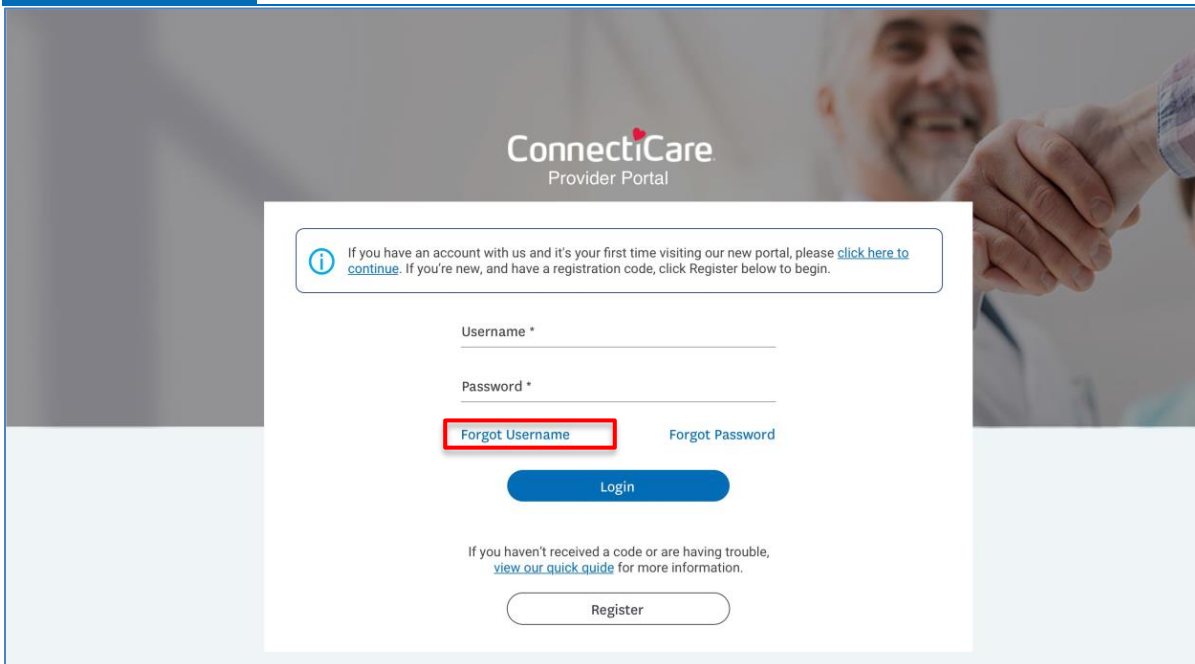
Let us look at the steps in detail to recover a forgotten username.

## Purpose: Recovering Username from the sign-in screen.



### Step 1:

1. Go to ConnectiCare Provider Portal Sign-in webpage. **Login** page will display.
2. Click **Forgot Username**.

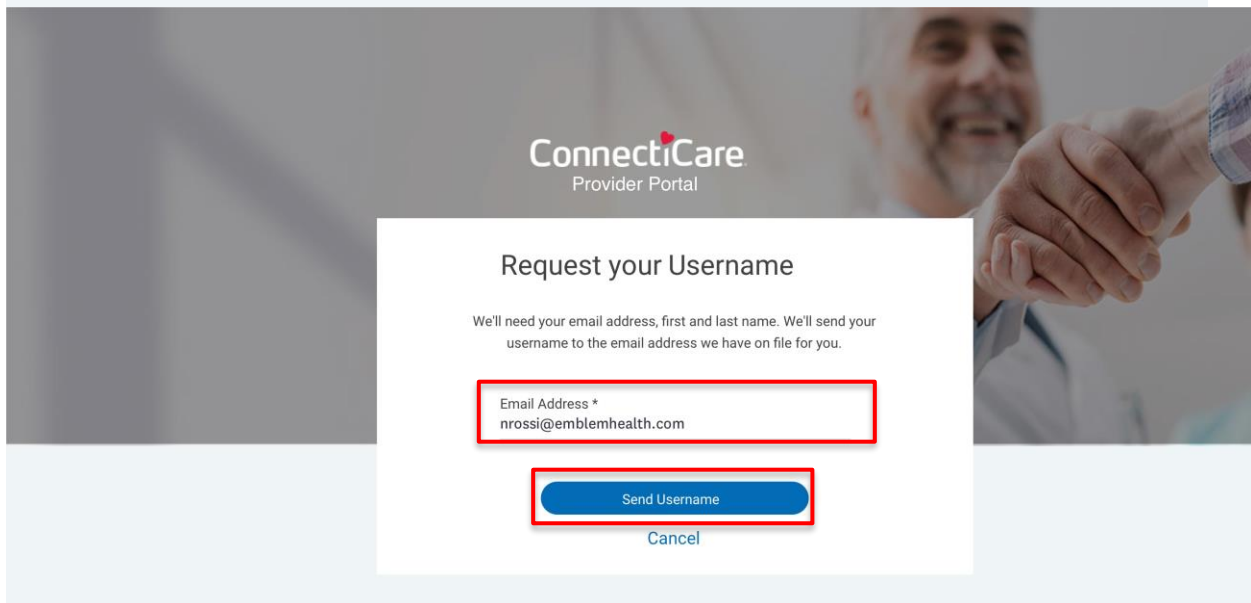
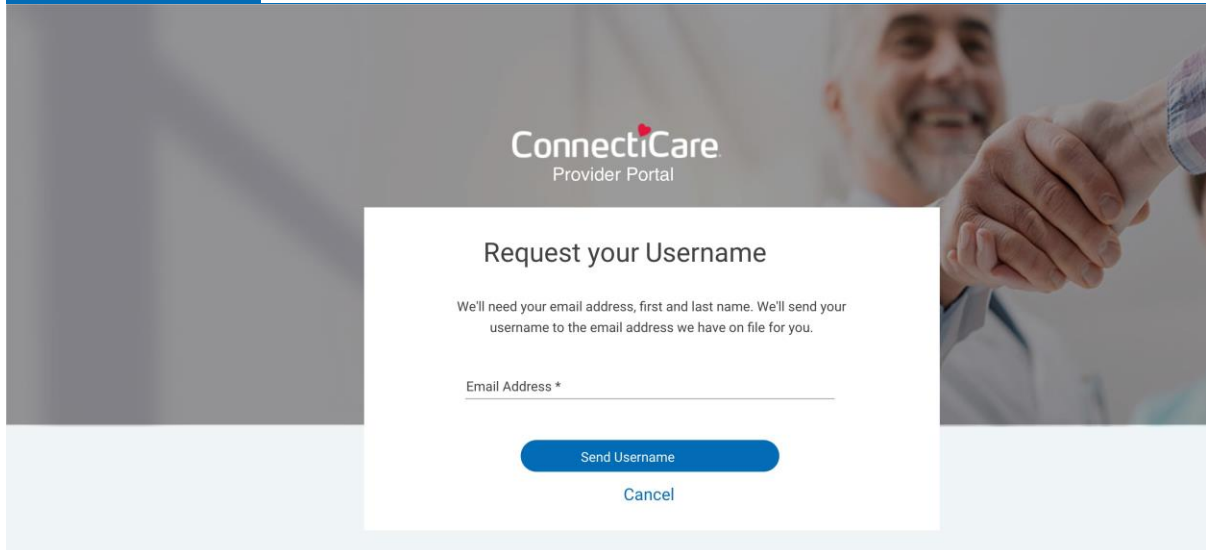




Step 2:

The **Request your Username** screen will display.

3. Enter in **Email Address**.
4. Click **Send Username**.



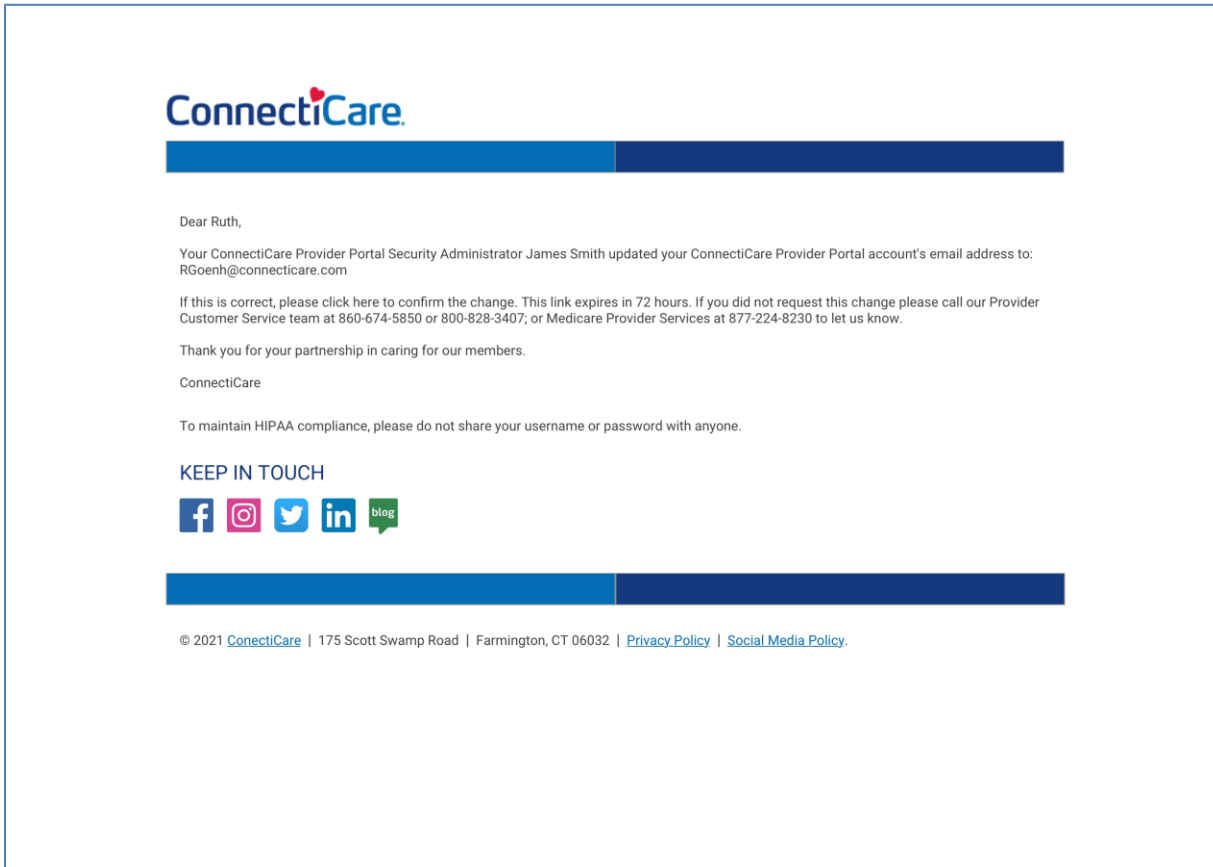
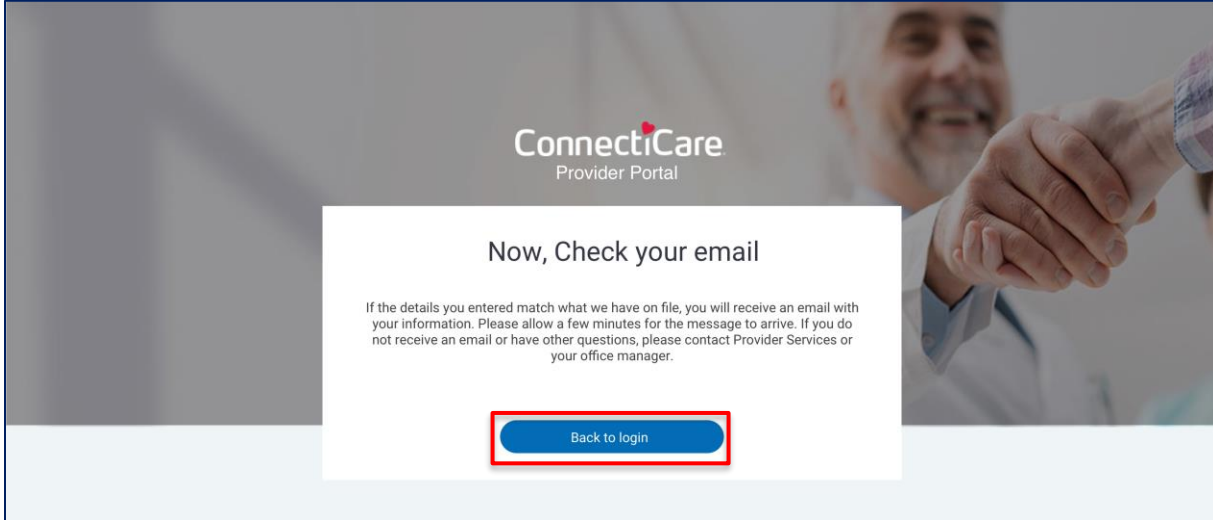


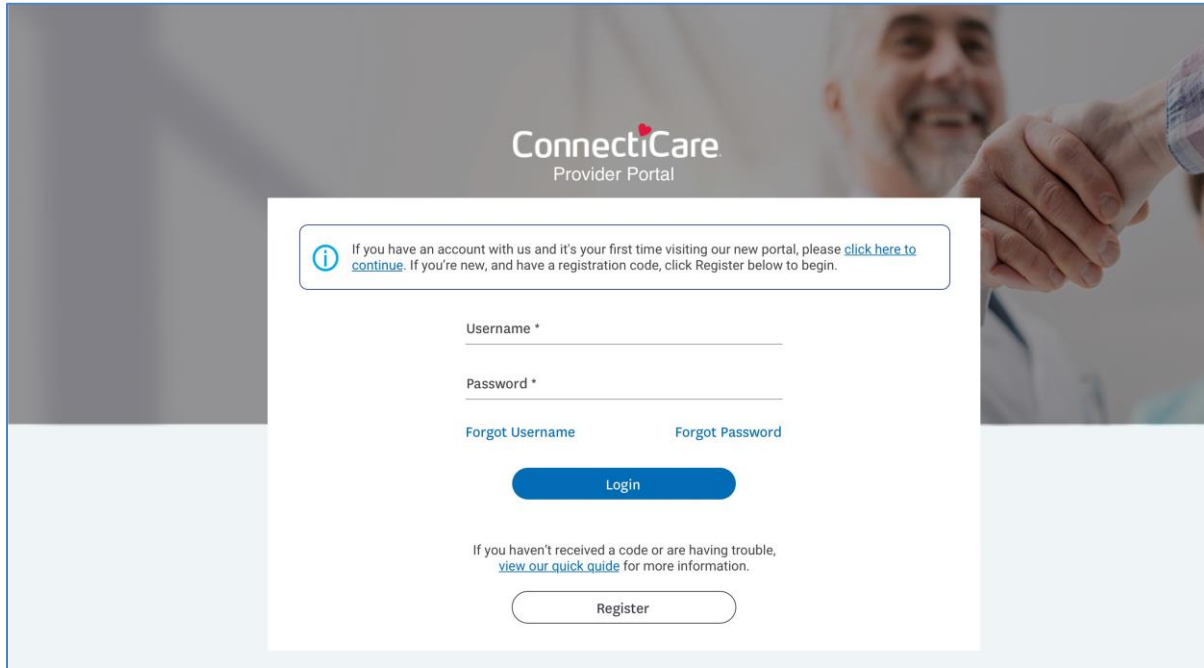
Step 3:

The **Now, check your email** screen will display.

**Note:** An automated email will be sent to the registered email address. The email will have the username that is connected to that email address.

5. Click **Back to login** to log back into the portal.





Thank  
You