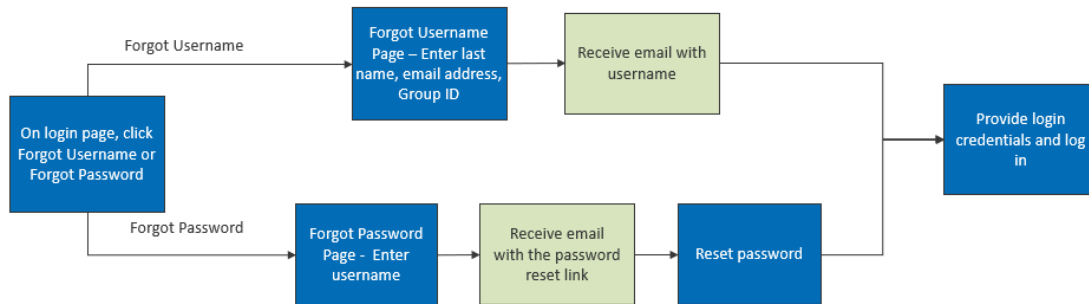


# Recover Username & Password

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process for Recovering Username & Password:



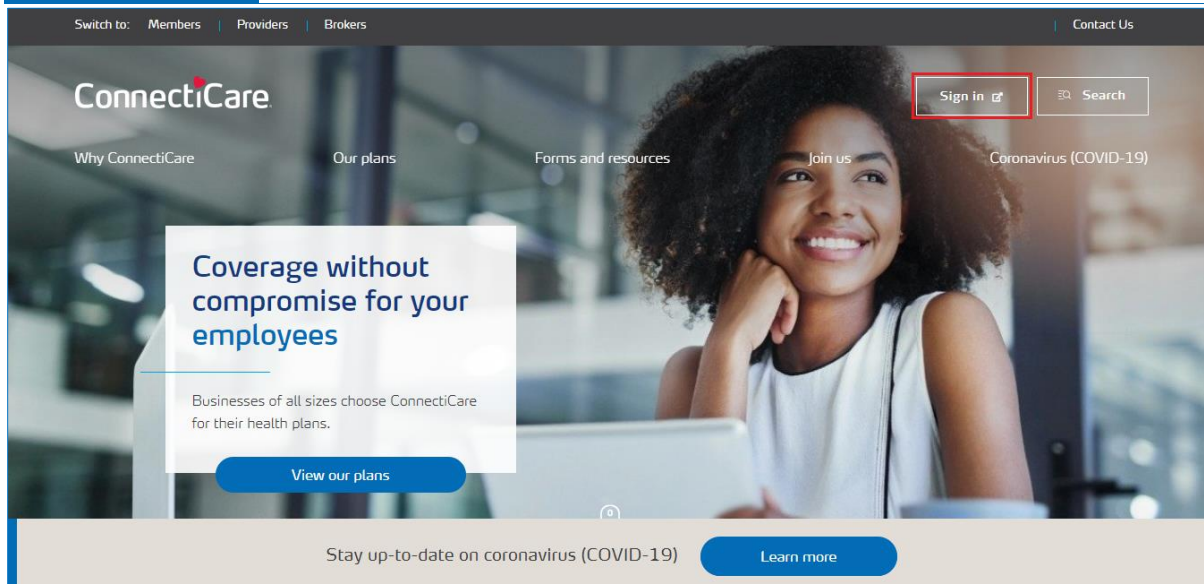
Let us look at the steps in detail for Recovering Username & Password:

**Purpose: Recover username or password.**



#### Step 1:

1. In your browser, navigate to <https://www.connecticare.com/employers>.
2. Click **Sign in**.

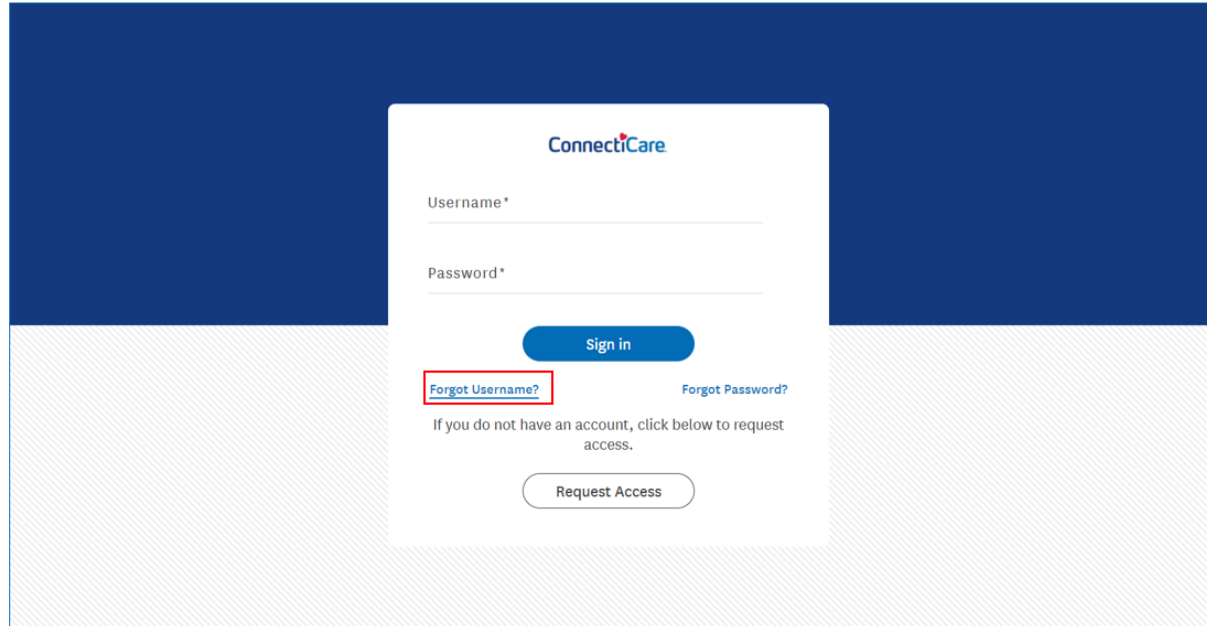




## Step 2:

To retrieve username:

1. From the **ConnectiCare** login page, click **Forgot Username**.



ConnectiCare

Username \*

Password \*

Sign in

**Forgot Username?** [Forgot Password?](#)

If you do not have an account, click below to request access.

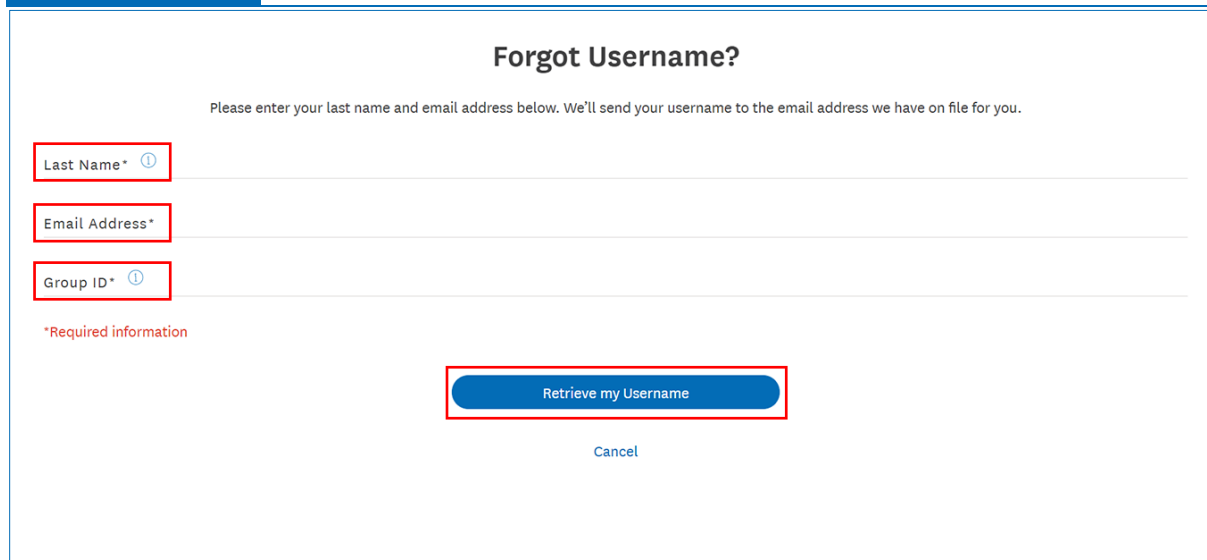
Request Access



## Step 3:

The Forgot Username screen displays.

1. Enter **Last Name**, **Email Address**, and **Group ID**.
2. Click **Retrieve my Username**.



### Forgot Username?

Please enter your last name and email address below. We'll send your username to the email address we have on file for you.

**Last Name\*** ⓘ

**Email Address\***

**Group ID\*** ⓘ

\*Required information

**Retrieve my Username**

Cancel



#### Step 4:

The following screen displays.

1. Click **OK** to return to login screen.



< If the Last Name, Email and Group ID you entered matches what we have on record, an email with your username will be sent. Please allow a few minutes for the message to arrive. If you do not receive an email, or have other questions, please contact us.

OK



#### Step 5:

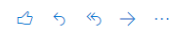
1. Check your inbox for an email with your username.



ConnectiCare Communications <CCICommunications@connecticare.com>

Wed 12/8/2021 5:17 PM

To: vlocity\_employer\_tech\_Team



Hi Vijji,

We received a request to send your username by email. Your username is:  
1104567@cci.com

If you didn't ask for this username or have questions, please contact your primary administrator in your organization or your ConnectiCare account representative.

Thank you,  
ConnectiCare

KEEP IN TOUCH





## Step 1:

To retrieve password:

1. From the **ConnectiCare** Home page, click **Forgot Password**.



## Step 2:

Forgot Password screen displays.

1. Enter **Username**.
2. Click **Reset Password**.



### Step 3:

Forgot Password screen with password reset instructions displays.

1. Click **Back to Login** to return to login page.



## Forgot Password

If the details you entered match what we have on file, we will send you an email with instructions to reset your password. Please allow a few minutes for the email to arrive. Please check your spam folder as sometimes emails get filtered there.

If you do not receive an email from us or have other questions, please contact us (<https://www.emblemhealth.com/contact>) during regular business hours.

Back to Login



### Step 4:

1. Check your inbox for an email with a link to reset your password.
2. Click password reset link.



## Changing your password

Dear

We received a request to change your password for the ConnectiCare employer portal. Simply click the button below to set a new password.

Change my password

Or you can copy the link below into your web browser:

[https://vlcmega-emblemhealth.cs23.force.com/cciemployer/s/create-password?prm1=t-IND8MC-CIRDL3WxEIHNPLeqZtYnRB2MLBAteLidkdE.LANzGGolZ7gaXTpiRfYnh6JOTCjeVzqYAJstryJnN2ldVL59GKGG9FacSa8dHotB&prm3=NkulbSpSY3Jp73Dm3c8WimdZWco-2\\_7qjCEXWdp-aeA.gg0B1efbSh7sUgLsgDeT4LWbiRMu2q-JBFaBXB0mTrnV4dTWnh3S\\_VUZrgZ3pkgE&prm4=SylULZ66cg](https://vlcmega-emblemhealth.cs23.force.com/cciemployer/s/create-password?prm1=t-IND8MC-CIRDL3WxEIHNPLeqZtYnRB2MLBAteLidkdE.LANzGGolZ7gaXTpiRfYnh6JOTCjeVzqYAJstryJnN2ldVL59GKGG9FacSa8dHotB&prm3=NkulbSpSY3Jp73Dm3c8WimdZWco-2_7qjCEXWdp-aeA.gg0B1efbSh7sUgLsgDeT4LWbiRMu2q-JBFaBXB0mTrnV4dTWnh3S_VUZrgZ3pkgE&prm4=SylULZ66cg)

The link is only valid for 60 minutes.

If you didn't ask to change your password, don't worry. Your password is still safe and you can ignore this email.

Please remember, your password for the ConnectiCare employer portal expires every 60 days. We require you to update passwords every 60 days in order to keep your portal account secure.

We're committed to supporting you.

Thanks,  
ConnectiCare



### Step 5:

The Create & Confirm Password screen displays.

1. Enter a new password and re-enter the password to confirm.



### Step 6:

The Two-Step Account Verification screen displays.

1. Select Email Address or Mobile Number to choose where you want to receive a verification code.

**Note:** In this example, we will choose Email Address.

2. Click **Request Code**.
3. Check your inbox for an email with your verification code.
4. Enter the code.
5. Click **Next to My Account**.

# Thank You