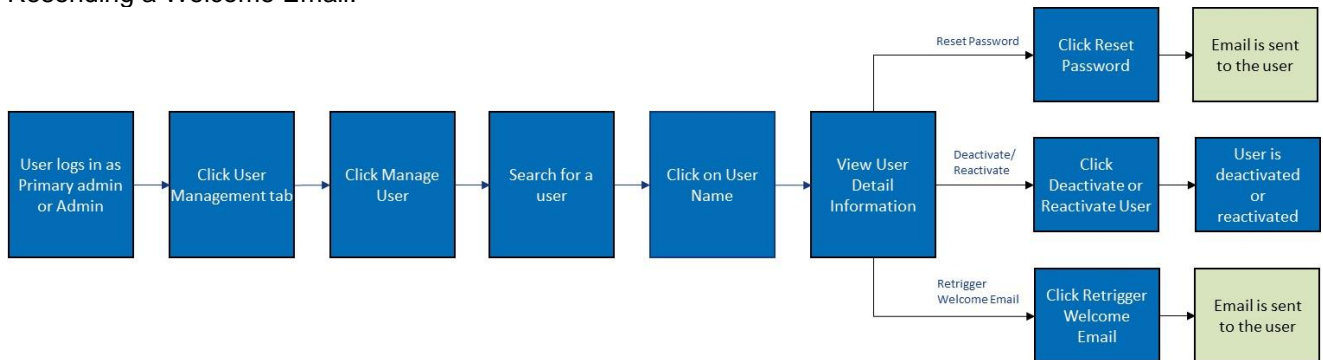


# User Management – Reset Password/Resend Welcome Email

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process for Resetting a Password and Resending a Welcome Email.



Let us look at the steps in detail for Resetting a Password and Resending a Welcome Email.

### Purpose: Reset Password/Resend Welcome Email.

**Step 1:**

1. From the **ConnectiCare Home** page, click the **User Management** tab.
2. From the drop-down menu, select **Manage User**.



## Step 2:

The User Management page displays.

1. Select a **User Name** from the displayed list.

Home > User Management

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### User Management

[Add New Portal User](#)

User Role: --None-- Q Search ⓘ Reset Search

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
Yamuna, Yara	<a href="#">yamuna@cci.com</a>	yamuna@connecticare.com	2589631470	03/24/2021	05/17/2022	Active	Employer All Access
Brown, Dan	<a href="#">dbrown@cci.com</a>	dbrown@cci.com	5544665655	03/29/2021	03/15/2022	Active	Employer All Access
Rochas, Nick	<a href="#">nickrochas@cci.com</a>	nickrochas@cci.com	8327727282	03/29/2021	03/01/2022	Active	Employer Enrollment Access



## Step 3:

The User Detail Information screen displays.

1. Click **Reset Password**.

Home > User Management > User Detail Information

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### User Detail Information

[Reset Password](#)
[Deactivate User](#)
[Retrigger Welcome Email](#)

▼ User Information Edit

First Name Yara	Last Name Yamuna	User Name <a href="#">yamuna@cci.com</a>
Mobile 2589631470	Phone	Extension
Email ID <a href="#">yamuna@connecticare.com</a>	User Role Employer All Access	

Groups Associated to User ▼

Subgroups Associated to User ▼



#### Step 4:

The Confirmation screen displays.

1. View the confirmation message that the reset password email was resent to the user's registered email address.

Home > User Management > User Detail Information

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### User Detail Information

Reset Password
Deactivate User
Retrigger Welcome Email

Reset Password Email triggered successfully

▼ User Information

First Name

Yara

Mobile

Last Name

Yamuna

Phone

User Name

[yamuna@cci.com](mailto:yamuna@cci.com)

Extension

Edit



#### Step 5:

The user opens the email with the reset password instructions.

1. Within the email, the user clicks the **Change my password** button to set a new password.

Sandbox: Reset password instructions

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### Changing your password

Dear yamuna@cci.com,

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://vcmeqa-ambienhealth.cs23.force.com/clempley/login?c=EgRChuxqYzgt5UK7yEf89P2oiklpNyMfcFbKmkJXw3yZs\\_xV2HocD115w\\_G55es8aPndaxVzkBx2UIFPxwLzAFv1H8SduY9wI\\_kfh5jDXYI\\_bki6YglvvhqB5em8ZoaAzxYPHEbdkT5f8a6Uo1NCJTIESx9ekXLlpCrAX8vqmkpaxJf.r7GdhVT18cW9AOx9H2zk](https://vcmeqa-ambienhealth.cs23.force.com/clempley/login?c=EgRChuxqYzgt5UK7yEf89P2oiklpNyMfcFbKmkJXw3yZs_xV2HocD115w_G55es8aPndaxVzkBx2UIFPxwLzAFv1H8SduY9wI_kfh5jDXYI_bki6YglvvhqB5em8ZoaAzxYPHEbdkT5f8a6Uo1NCJTIESx9ekXLlpCrAX8vqmkpaxJf.r7GdhVT18cW9AOx9H2zk)

**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

*Please do not reply to this message. Replies go to a mailbox that is not checked. If you have questions, please [contact us](#).*



## Step 6:

Return to the User Detail Information screen.

1. Click **Retrigger Welcome Email** to resend the employer portal account registration email to the user's registered email address.

[Home](#) > [User Management](#) > [User Detail Information](#)

- GROUP 2738

### User Detail Information

Reset Password

Deactivate User

Retrigger Welcome Email

▼ User Information

Edit

First Name  
Yara

Last Name  
Yamuna

User Name  
[yamuna@ccl.com](mailto:yamuna@ccl.com)

Mobile  
2589631470

Phone

Extension

Email ID  
[yamuna@connecticare.com](mailto:yamuna@connecticare.com)

User Role  
Employer All Access

Groups Associated to User



Subgroups Associated to User





## Step 7:

The Confirmation screen displays.

1. View the confirmation message that the welcome email was retriggered.

[Home > User Management > User Detail Information](#)

- GROUP 2738

### User Detail Information

Reset Password

Deactivate User

Retrigger Welcome Email

Welcome Email triggered successfully

▼ User Information

Edit

First Name  
Yara

Last Name  
Yamuna

User Name  
[yamuna@ccl.com](mailto:yamuna@ccl.com)

Mobile  
2589631470

Phone

Extension

Email ID  
[yamuna@connecticare.com](mailto:yamuna@connecticare.com)

User Role  
Employer All Access

Groups Associated to User



Subgroups Associated to User





## Step 8:

The user opens the welcome email prompting them to complete web registration.

1. Within the email, the user clicks the **Complete web registration** button to complete user registration.

**Note:** This will bring the user to the Group Verification screen, where they will follow the steps to register (refer to the Register for the Portal – New User Quick Reference Guide).

Sandbox: Set up your ConnectiCare employer portal account : Complete your registration and check out all the features available to you online.



Dear Yara,

Thank you for choosing ConnectiCare.

**Your ConnectiCare employer portal account is now ready.**

Simply click on the button below to complete your registration. To set up your initial account, you will need this username: yamuna@cci.com. You can always change your username once you've completed your registration.

**Complete web registration**

If you're having trouble signing in, please contact your primary administrator in your organization or your ConnectiCare account representative.

After you complete your web registration, use this link to [sign in to your website account](#). Or you can simply go to [connecticare.com](https://connecticare.com)

We're committed to supporting you.

Thank you,  
ConnectiCare

*Please do not reply to this message. Replies go to a mailbox that is not checked. If you have questions, please [contact us](#).*

Thank  
You