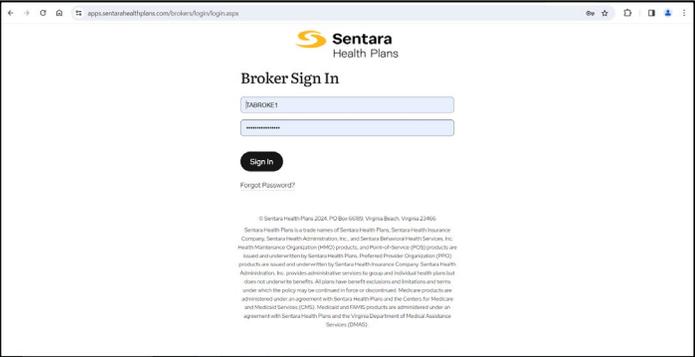
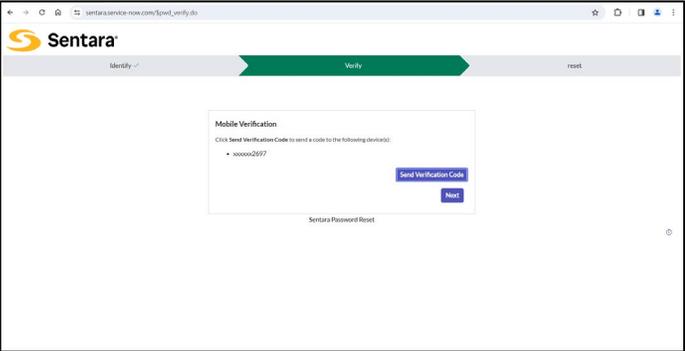
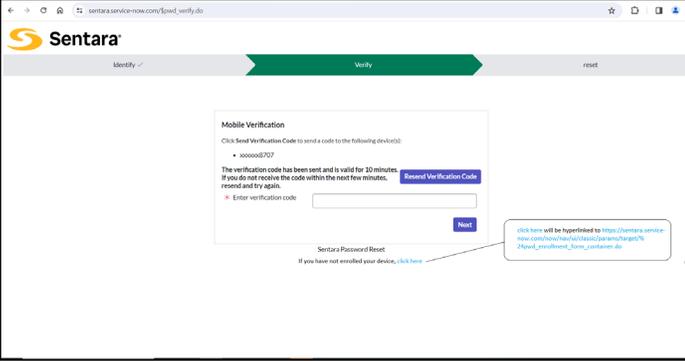
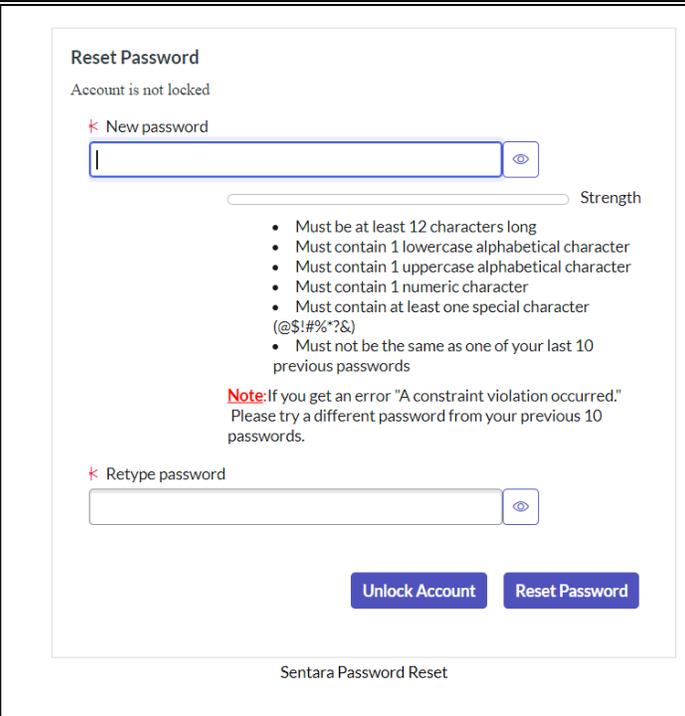
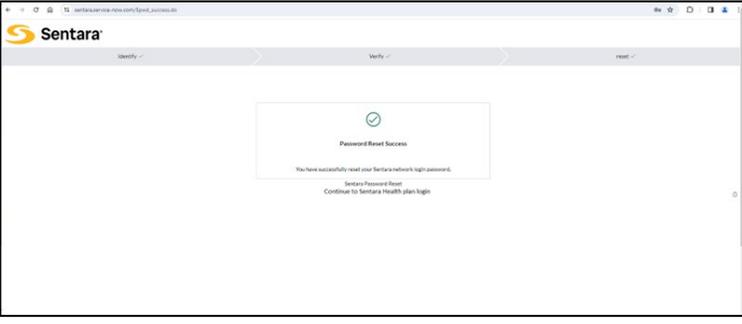


Purpose: This guide details the process for brokers to:

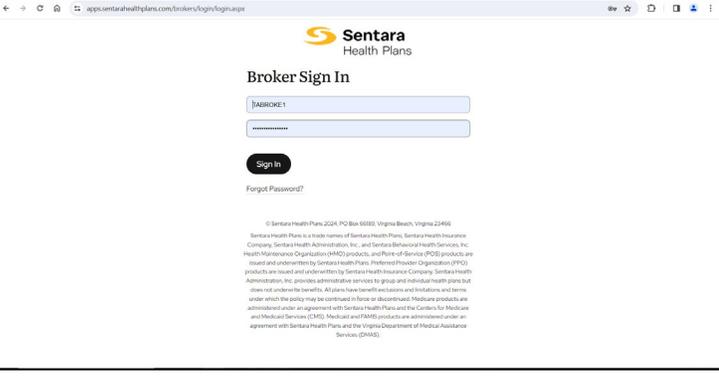
1. Reset their password if it has been forgotten
2. Reset their password if it has expired

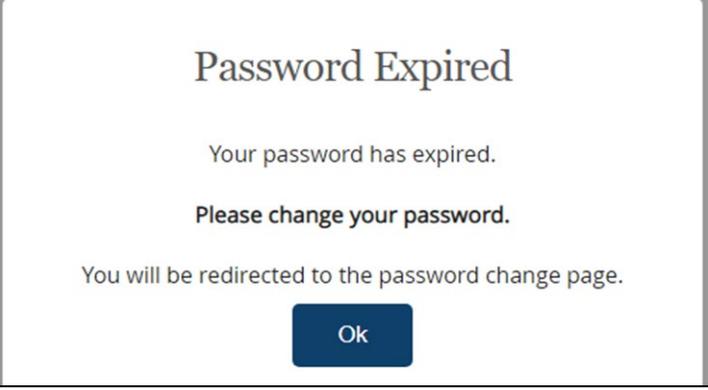
<h2>Reset Forgotten Password</h2>	
<p>Sign in to the broker portal at <u>sentarahealthplans.com/brokers</u>.</p>	
<p>Enter your User name, click the box I'm not a robot, then select Next.</p>	

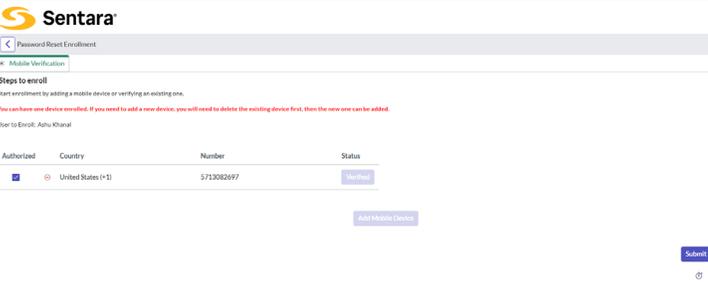
<p>Verify the last four digits of the mobile number on your account and select Send Verification Code.</p>	
<p>Enter the verification code provided and select Next.</p>	
<p>Create and retype a unique password using the criteria noted, then select the Reset Password button.</p>	

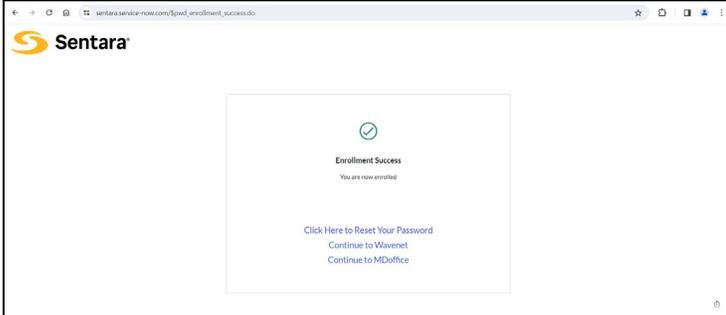
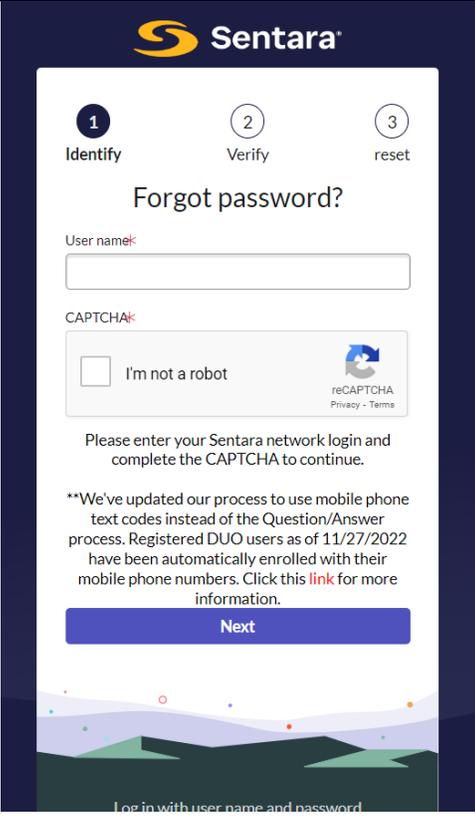
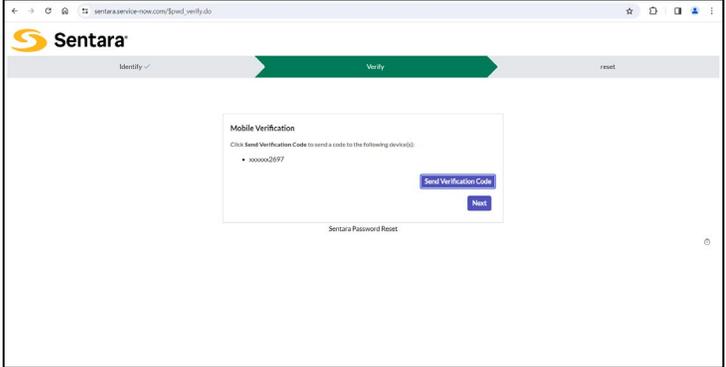
<p>On the Password Reset Success screen, click Continue to Sentara Health Plans login.</p>	 <p>The screenshot shows a browser window with the URL 'sentarahealthplans.com/brokers/login'. The page title is 'Sentara Health Plans'. The main content area displays a green checkmark icon and the text 'Password Reset Success'. Below this, it says 'You have successfully reset your Sentara network login password.' At the bottom, there is a button labeled 'Continue to Sentara Health plans login'.</p>
--	---

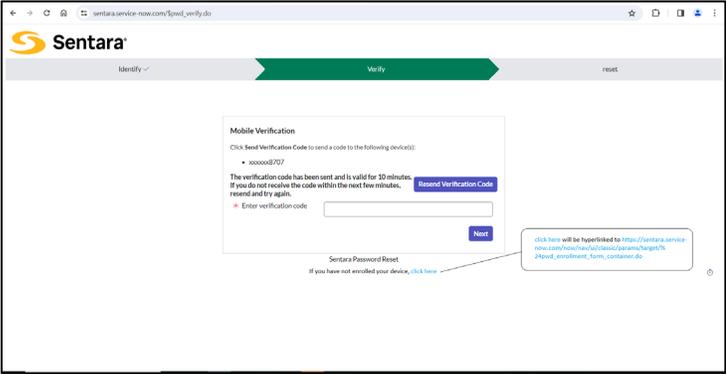
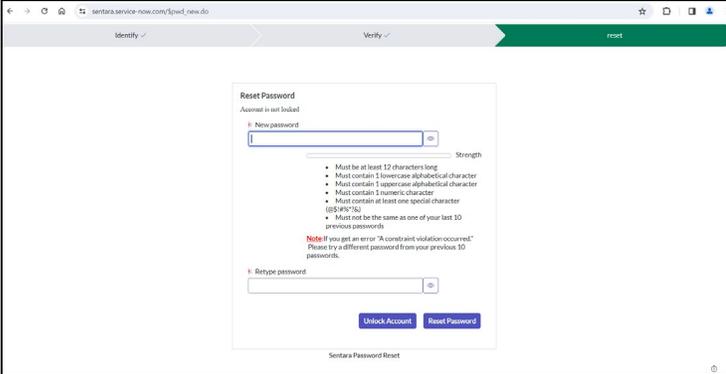
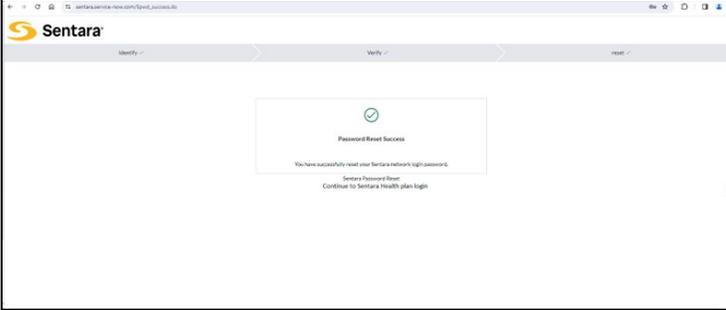
Reset Expired Password

<p>Sign in to the broker portal at sentarahealthplans.com/brokers</p>	 <p>The screenshot shows the 'Broker Sign In' page. It features a 'BROKER1' input field, a password field, and a 'Sign In' button. Below the button is a 'Forgot Password?' link. At the bottom, there is a small copyright notice for Sentara Health Plans (2024) and a disclaimer regarding the insurance products.</p>
--	--

<p>You will receive a message that your password has expired.</p> <p>Select Please change your password and you will be redirected to the Password Reset Enrollment screen.</p>	 <p>The screenshot shows a white message box with a grey border. The text inside reads: 'Password Expired', 'Your password has expired.', 'Please change your password.', and 'You will be redirected to the password change page.' At the bottom right of the message box is a blue 'Ok' button.</p>
---	---

<p>Click Add Mobile Device and enter phone number. Then, click Submit.</p>	 <p>The screenshot shows the 'Password Reset Enrollment' screen. It has a search bar with 'Mobile Verification' selected. Below is a section titled 'Steps to enroll' with instructions. A table shows the enrollment status for a user named 'Ashu Khanal' with a verified mobile device. At the bottom right, there is an 'Add Mobile Device' button and a 'Submit' button.</p> <table border="1" data-bbox="695 1732 1071 1774"> <thead> <tr> <th>Authorized</th> <th>Country</th> <th>Number</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>United States (+1)</td> <td>5713092697</td> <td>Verified</td> </tr> </tbody> </table>	Authorized	Country	Number	Status	<input checked="" type="checkbox"/>	United States (+1)	5713092697	Verified
Authorized	Country	Number	Status						
<input checked="" type="checkbox"/>	United States (+1)	5713092697	Verified						

<p>Click on the link Click Here to Reset Your Password.</p>	 <p>The screenshot shows a web browser window with the URL 'sentara.service-now.com/Spwd_enrollment_success.do'. The page features the Sentara logo at the top left. In the center, there is a white box containing a green checkmark icon, the text 'Enrollment Success' and 'You are now enrolled'. Below this, there are three links: 'Click Here to Reset Your Password' (highlighted in blue), 'Continue to Wavenet', and 'Continue to MDOffice'.</p>
<p>Enter your User name, click the box I'm not a robot, then select Next.</p>	 <p>The screenshot shows the 'Forgot password?' page on the Sentara portal. At the top, there are three steps: 1 Identify, 2 Verify, and 3 reset. The current step is 'Verify'. The page has a dark blue header with the Sentara logo. Below the header, there are three numbered steps: 1 Identify, 2 Verify, and 3 reset. The main heading is 'Forgot password?'. There is a 'User name*' input field. Below that is a 'CAPTCHA*' section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. A message reads: 'Please enter your Sentara network login and complete the CAPTCHA to continue.' Below this is a notice: '**We've updated our process to use mobile phone text codes instead of the Question/Answer process. Registered DUO users as of 11/27/2022 have been automatically enrolled with their mobile phone numbers. Click this link for more information.' At the bottom of the form is a blue 'Next' button. The footer of the page says 'Log in with user name and password'.</p>
<p>Verify the last four digits of the mobile number on your account and select Send Verification Code.</p>	 <p>The screenshot shows the 'Mobile Verification' page. At the top, there is a progress bar with three steps: 'Identify' (checked), 'Verify' (highlighted in green), and 'reset'. The main heading is 'Mobile Verification'. Below the heading, there is a message: 'Click Send Verification Code to send a code to the following device(s):'. There is a list of devices with a masked phone number: '• xxxxxx2977'. Below the list are two buttons: 'Send Verification Code' (highlighted in blue) and 'Next'. At the bottom of the page, it says 'Sentara Password Reset'.</p>

<p>Enter the verification code sent to your mobile device and select Next.</p>	
<p>Create and retype a unique password using the criteria noted, then select Reset Password.</p>	
<p>Password Reset Success</p> <p>Click on Continue to Sentara Health Plans login.</p>	

<p>If you need assistance, please contact Broker Services:</p>	
<p>brokerservices@sentara.com</p>	<p>757-552-7217 or 1-800-927-4785 <i>8 a.m. to 5 p.m. EST Monday through Friday</i></p>