

Self-service Password Reset



Setting Up Security Questions

In order to use the Self-service Password Reset for your Sentara Health Plans account, you will need to enroll in the automated password reset process. Enrollment is easy and only takes a couple of seconds!

1. Access Enrollment

There are two ways that you can enroll in the question-and-answer verification process:

Option 1 - In the Self-service Portal – you can search for “password reset” and click on “Password Reset Enrollment,” which will bring you to a new tab. You must be signed in to enroll.

Option 2 – Navigate directly to the **Password Reset Enrollment Form**

With either option – continue to Step 2.

2. Complete Enrollment Form

1. On the enrollment screen, **you must answer seven unique questions to successfully enroll.**
Answers are case-sensitive.
2. Click the “Submit” button at the bottom right of the screen. You should then see the Enrollment Success screen. If you want to update your enrollment, you can do so at any time using the same process.

Resetting Your Password

There are two ways you can reset your Sentara Health Plans network password.

1. Access the system and Sentara Health Plans provider portal user ID

Option 1

1. Using any computer with internet connection, go to the **Password Reset Page** and conduct a password reset. This link will also be updated on the various Sentara Health Plans web pages and sign in screens.
2. You will need to enter your Sentara Health Plans user ID and check the “I’m not a robot” box.
3. When you click on the CAPTCHA checkbox, a challenge screen may appear that further verifies you are not a robot. This will be in the form of images that have a common theme, and you must select only the images that match.
4. If this additional measure shows up, once you select the appropriate images, click “Verify” to return to the prior screen and then you can proceed by clicking “Next.”

Self-service Password Reset



Option 2

From the Windows sign in page link to reset your password, you will need to enter your Sentara Health Plans user ID and then type in the displayed CAPTCHA message, followed by clicking "Next."

2. Change your network password

After you have successfully verified your ID, you will then be prompted to enter in a new password for your Sentara Health Plans network account.

Your new password must meet the minimum complexity requirements and *cannot be the same* as any of your previous 10 passwords.