

Self-service password reset process

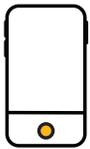
Brokers, employers, and non-Sentara affiliated providers



Step #1 - From landing page, select Change Password under Account Settings.

Step #2 - Add one mobile number or verify existing number and submit to complete enrollment.

Step #3 - Enrollment Success confirmation page will appear.



Step #4 - From sign in page, enter Username, complete CAPTCHA verification, and select Next.

Step #5 - Initiate Mobile Verification by selecting Send Verification Code, and then select Next.

Step #6 - Enter Verification Code and select Next.



Step #7 - Input New password according to criteria, Retype password, and select Reset Password.

Step #8 - Password Reset Success confirmation page will appear.

