How to Unlock Accounts Using Reset Password

Secure Web Portal account users may utilize the self-service Reset Password tool to unlock the account if the account’s password has expired, or if the user has forgotten the password. Below is the new secure Web Portal login dialog box:

If the account’s login information is entered incorrectly or the password has expired, users will see the following message, "Incorrect user ID or password. Type the correct user ID and password and try again."

Note: If the user knows the correct credentials, they must delete or overwrite “FLSSMSECAD\" from the username field and enter the correct credentials.
Users will need to select *Reset password* to unlock their accounts and will then be redirected to the Reset Password page. In order to use the self-service Reset Password tool, the account must have a security question set up in Account Management.

Enter the account’s Username and Email, then select *Submit*. A password reset link will be sent to the email address on file. The email will contain a hyperlink to continue the password reset process. Once the user opens the link, they must enter the username and click *Next*.

The user will be required to answer the security question on file for the account. If the user does not know the answer, they will not be able to complete the automated password recovery and will need to contact the Help Desk for assistance.
The system will generate a one-time password. To access the temporary password, users will either click the Show One-Time Password button or click the Copy OTP to Clipboard button. After selecting an option, the user clicks the Sign In button to return to the home page.

After signing in using the one-time password, the user will be prompted to change the temporary password. The one-time password must be entered in the old password field. The user will create a new password using the password requirements shown on screen. Once all required fields are completed, the user clicks Submit.

Note: The one-time password is only valid to complete the reset process. Failure to do so will result in the user needing to start the entire reset process from the beginning.
If the new password has been accepted, the user will be rerouted to the secure Web Portal login dialog box. Users should enter their account username and new password in the appropriate fields.

**Florida Medicaid**

Sign in with your Florida Medicaid account (use new password if you recently completed a reset).

- FLSMSECAD\  
- Password  
  
  **Sign in**

- Reset password  
- Need help? Click here.

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*Note: Users will not see a confirmation message that the new password is successful.*

**We’re here to help!**

For assistance with the Florida Medicaid Secure Web Portal, or to contact a Provider Field Services Representative, contact DXC Technology at 1-800-289-7799, option 7.