Medicaid Enterprise User Provisioning System (MEUPS)
This quick reference guide provides information on secure Web Portal user accounts (also known as MEUPS accounts) that become locked due to inactivity and how to perform password resets.

Secure Web Portal Account Maintenance
To access the secure Web Portal, navigate to http://mymedicaid-florida.com, select the Secure Web Portal button, and then log on using the correct Username and Password.

Sign-In Attempts
If a user makes three (3) invalid logon attempts within 15 minutes, MEUPS locks the account for 60 minutes. After 60 minutes, the account is unlocked, and the user may logon using the correct credentials.

Locked Accounts
After 60 days of inactivity, account passwords will expire, thus rendering the account locked. Users have the ability to unlock their account using the Reset Password function. When an agent account has been locked for more than 120 days, it is automatically terminated.

How to Unlock Accounts Using Reset Password
Secure Web Portal account users may utilize the self-service Reset Password tool to unlock their account if an account’s password expires due to inactivity. Should this occur, users will see the following message, “The username or password you entered is incorrect. Please try again or reset your password.”

Users need to select reset your password to unlock their accounts, and will then be redirected to the Reset Password page.
Enter the account’s Username and Email, then select **Submit**. A password reset link will be sent to the email address on file. Follow the prompts to set a new password.

**Security Question**

A security question and answer is required in order to use the self-service tool. To review a security question, users must login to their account. After logging in, select **My Information**.
On the My Information page, scroll down to the Security Question & Answer section. This is where users are able to either set their preferred question and answer, or change their question and answer.

To select a question, select the arrow in the Question field to display the drop-down menu, and select a preferred question to use.
After selecting a preferred question, users will then enter a word in the Answer field. Make sure to click **Save**, or else the information entered will not be saved in the system.

Users whom successfully make changes to their security question and answer will see a confirmation on the My Information page, as seen in the following image.
We’re here to help!
For assistance with the Florida Medicaid Secure Web Portal, or to contact a Provider Field Services Representative, contact DXC at 1-800-289-7799, option 7.