AHCA PORTAL
PASSWORD RESET
INSTRUCTION GUIDE

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1. **Request Password Reset**

From the AHCA Portal login screen, select *Forgot Your Password?*


2. **Enter User ID**

On the Password Reset screen, enter your User ID and select **Next**

3. **Answer Security Question**

Enter the answer to your security question and select **Submit**. If you cannot answer your security question, you will NOT be able to recover the password for your account.
Once the security question has been answered successfully, a confirmation page will display informing you that an email has been sent from noreply@ahca.myflorida.com to the address of record for the account. Please check your email.

Do NOT close the current window. Closing the current window will require you to start the entire Password Reset process over again!
4. **Open Email for Verification Code**

Open the email from norreply@ahca.myflorida.com with the subject **SSO – Verification Code for Password Reset**. Please check your Inbox and SPAM folders.

```
Thu 3/23/2017 9:28 AM
noreply@ahca.myflorida.com
SSO - Verification Code for Password Reset
To    □ CLH Support

To complete your request, please enter the verification code provided below:

Verification Code: SIP75144

When entering your verification code, keep in mind the following:

- Closing the browser will require a new code to be generated.
- Always use the most recent verification code.
- All verification codes are case-sensitive.
```

5. **Enter Verification Code in Password Reset**

Return to the screen requesting your verification code. Copy and paste the verification code into the verification code field and select **Next**.

```
Enter Verification Code
Thu 3/23/2017 9:28 AM
noreply@ahca.myflorida.com
SSO - Verification Code for Password Reset
To    □ CLH Support

To complete your request, please enter the verification code provided below:

Verification Code: SIP75144

When entering your verification code, keep in mind the following:

- Closing the browser will require a new code to be generated.
- Always use the most recent verification code.
- All verification codes are case-sensitive.
```

6. **Create New Password**

Once the verification code has been validated, you will be asked to create a new password for the AHCA SSO Portal based upon the password requirements. Once you create a new password, select **Change Password**.
A success message will display once you have successfully created a new password. Select
Return to Login to use the AHCA portal.