Colorado Medical Assistance Program Web Portal

User Profile Maintenance User Guide

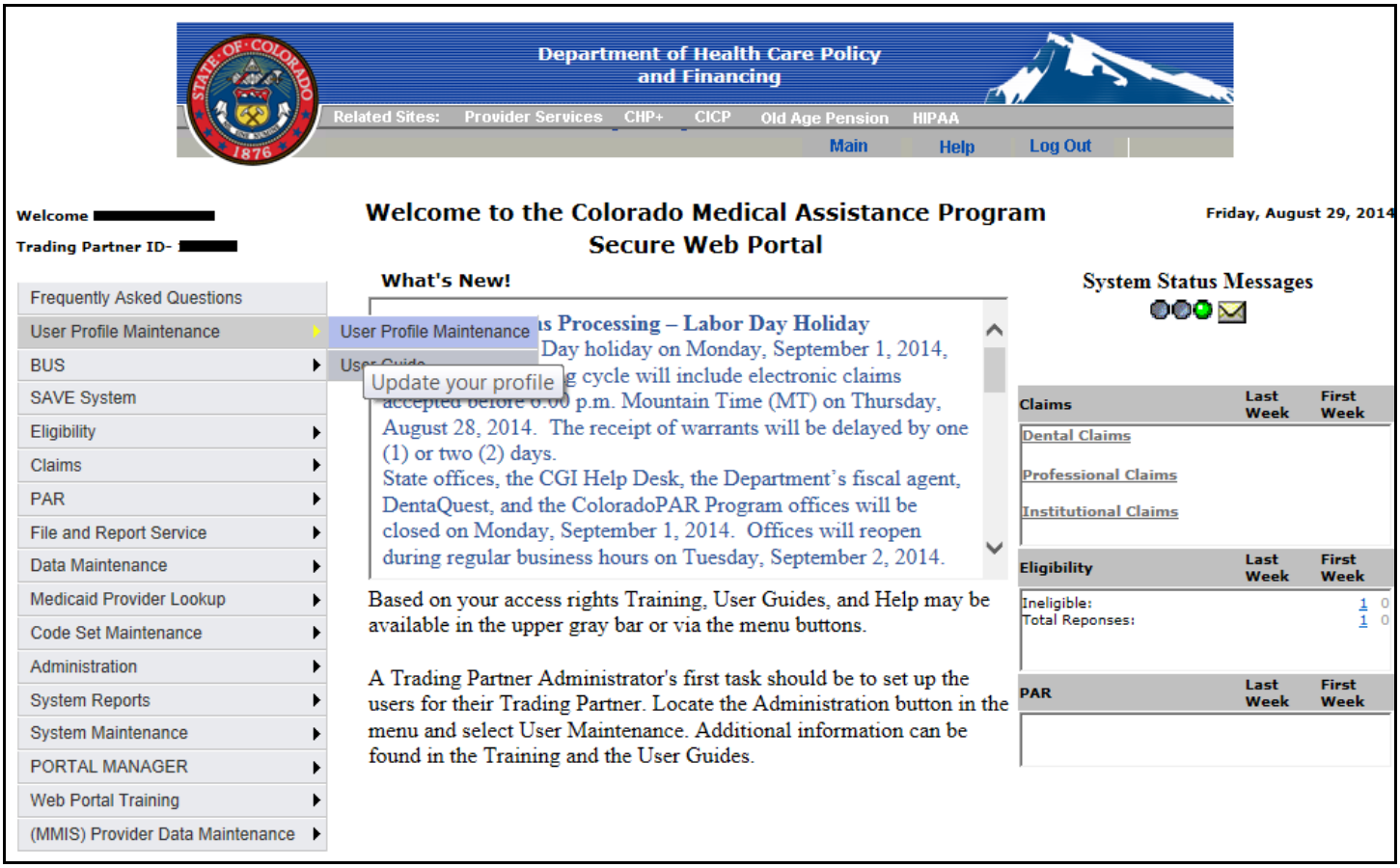
This functionality will allow any end user to reset their own password, or obtain a forgotten **User Name**, using a secure technique, without any assistance from the Colorado Help Desk or Trading Partner Administrators. A user will be required to create a user profile upon the first login.

This guide contains the following sections:

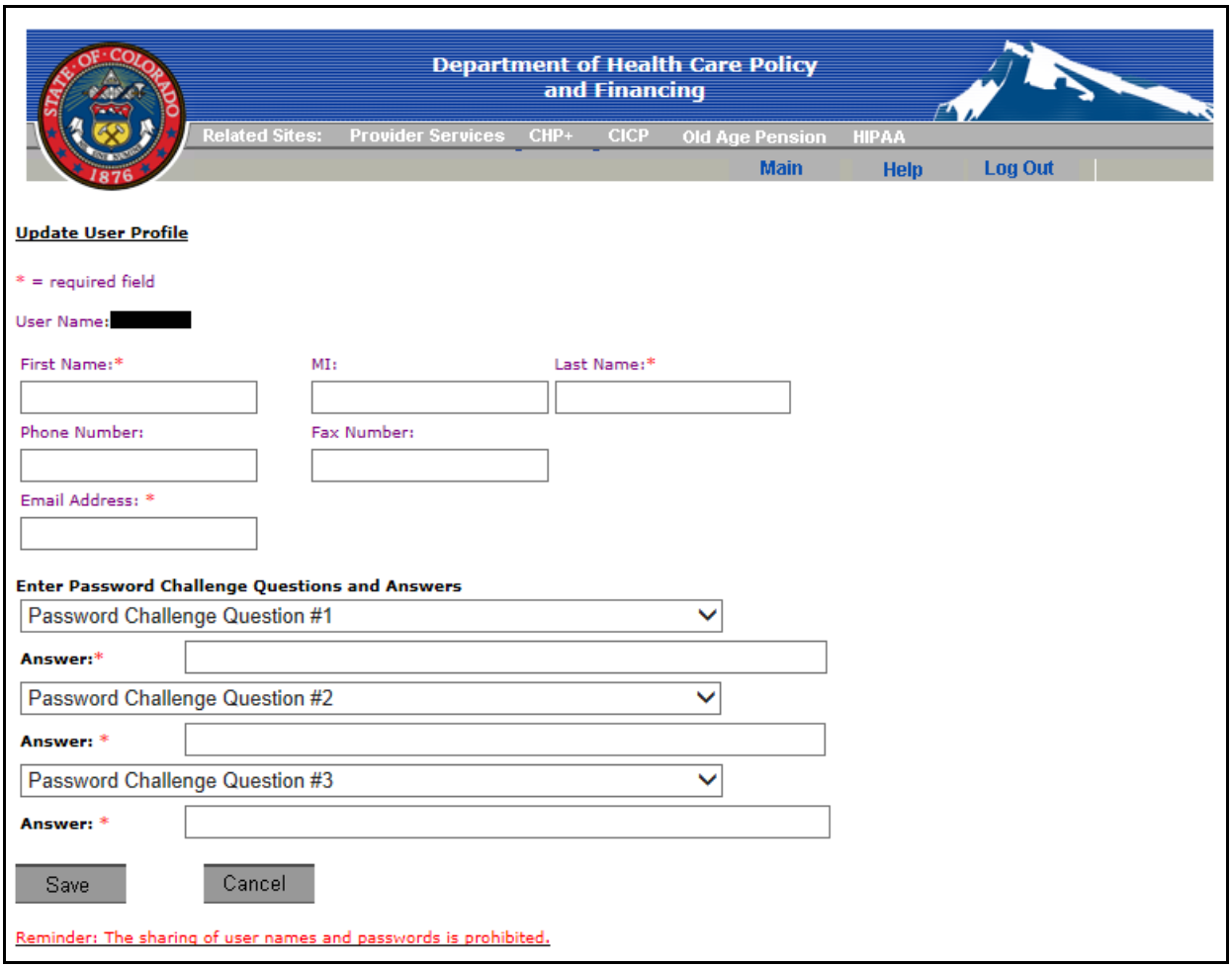
- Setting up your User Profile
- Updating your User Profile
- Resetting your Password
- Obtaining your User Name

Setting up your User Profile

1. From the **Main Menu**, select **User Profile Maintenance**.

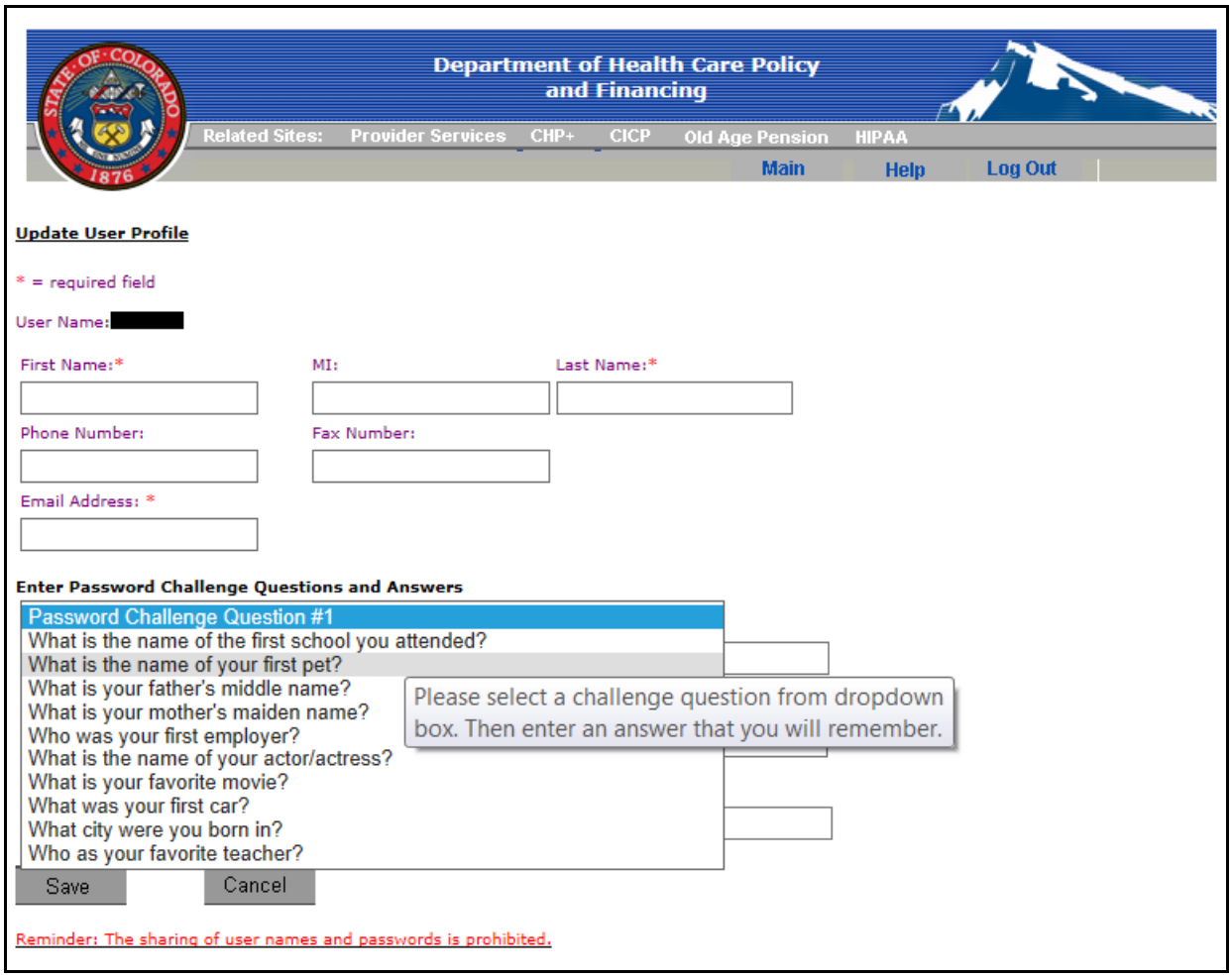


2. Enter your user information. Red asterisks indicate a required field.

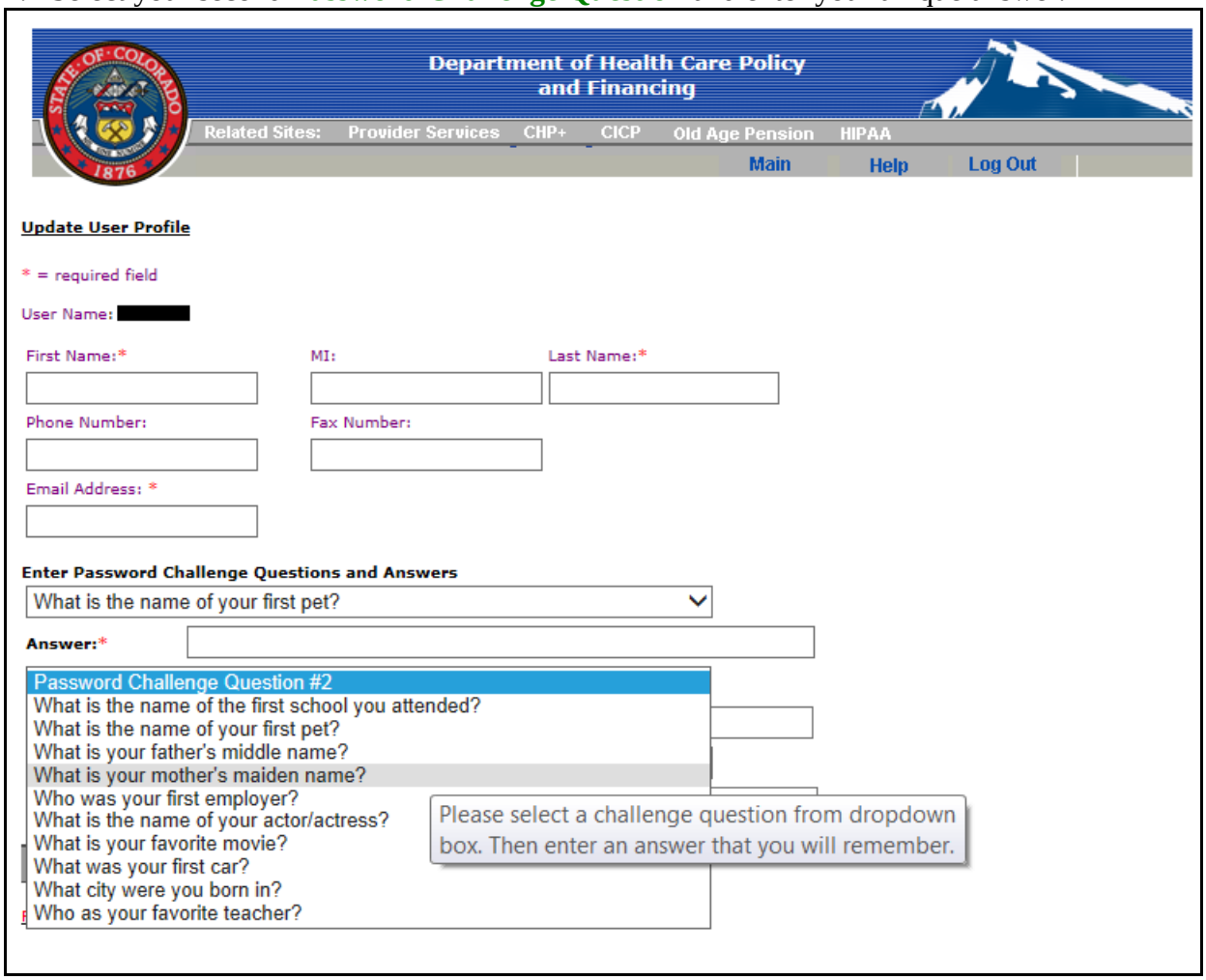


TIP If a new profile was not created by the TPA, all of the fields will be blank, including the **First Name** and **Last Name**.

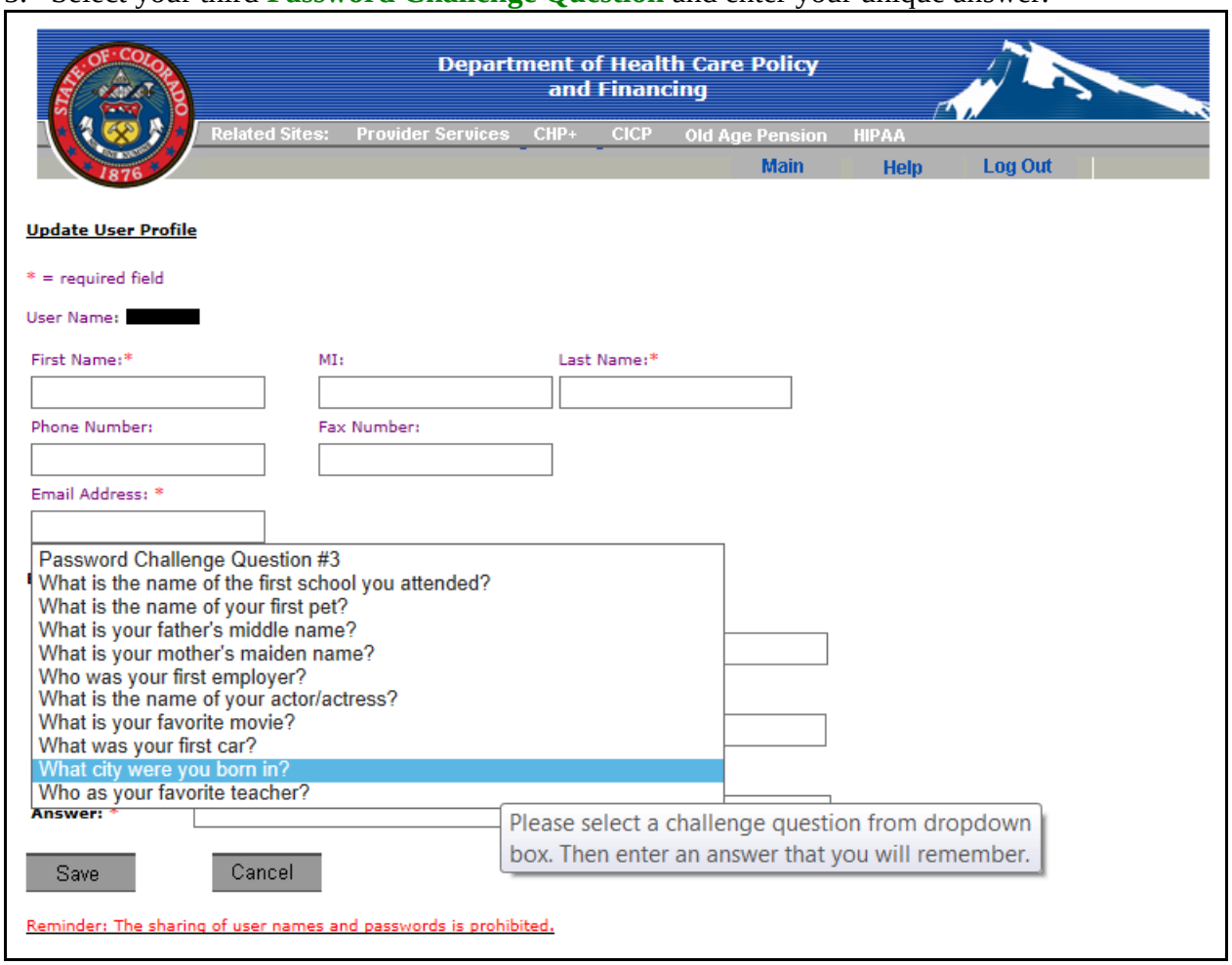
3. Select your first **Password Challenge Question** and enter your unique answer.



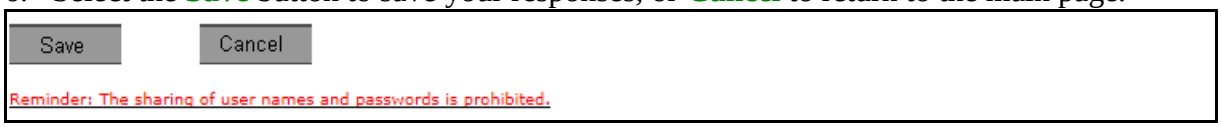
4. Select your second **Password Challenge Question** and enter your unique answer.



5. Select your third **Password Challenge Question** and enter your unique answer.



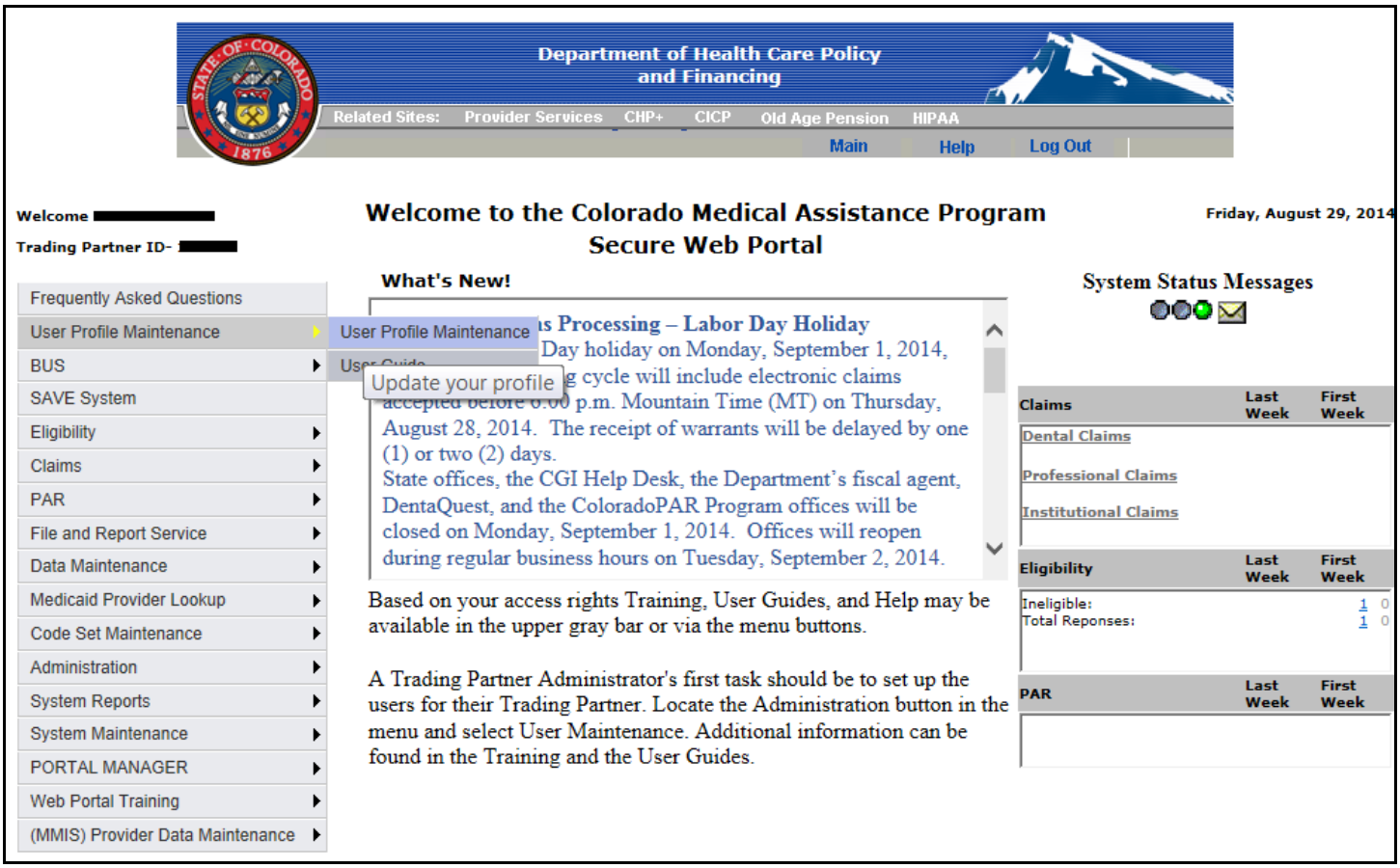
6. Select the **Save** button to save your responses, or **Cancel** to return to the main page.



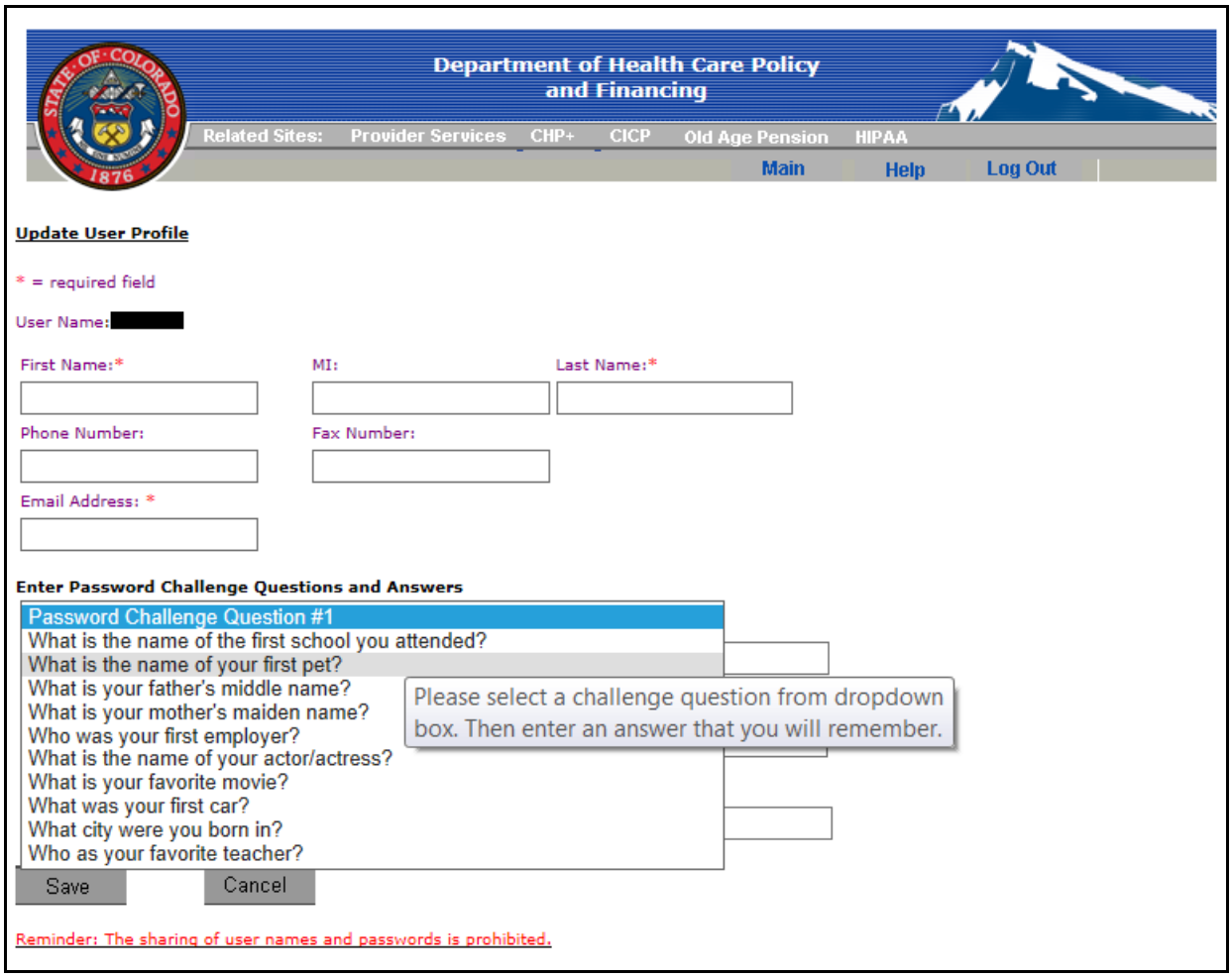
Updating your User Profile

A user can also update their existing User Profile if any personal information changes, or if the user wants to change any challenge questions.

1. From the **Main Menu**, select **User Profile Maintenance**.



2. Update any of the fields with new information.

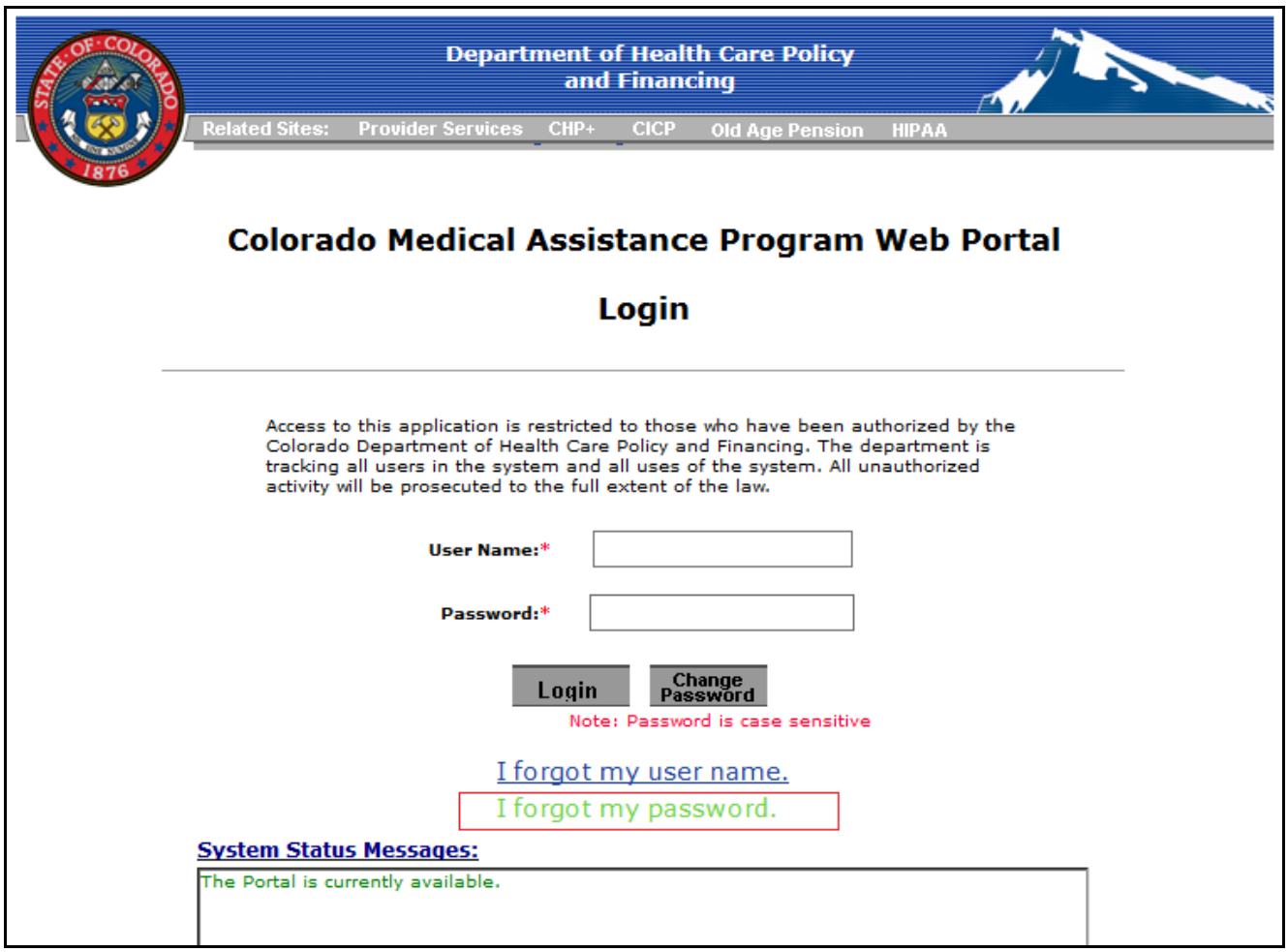


3. Select the **Save** button to save your responses, or **Cancel** to return to the main page.

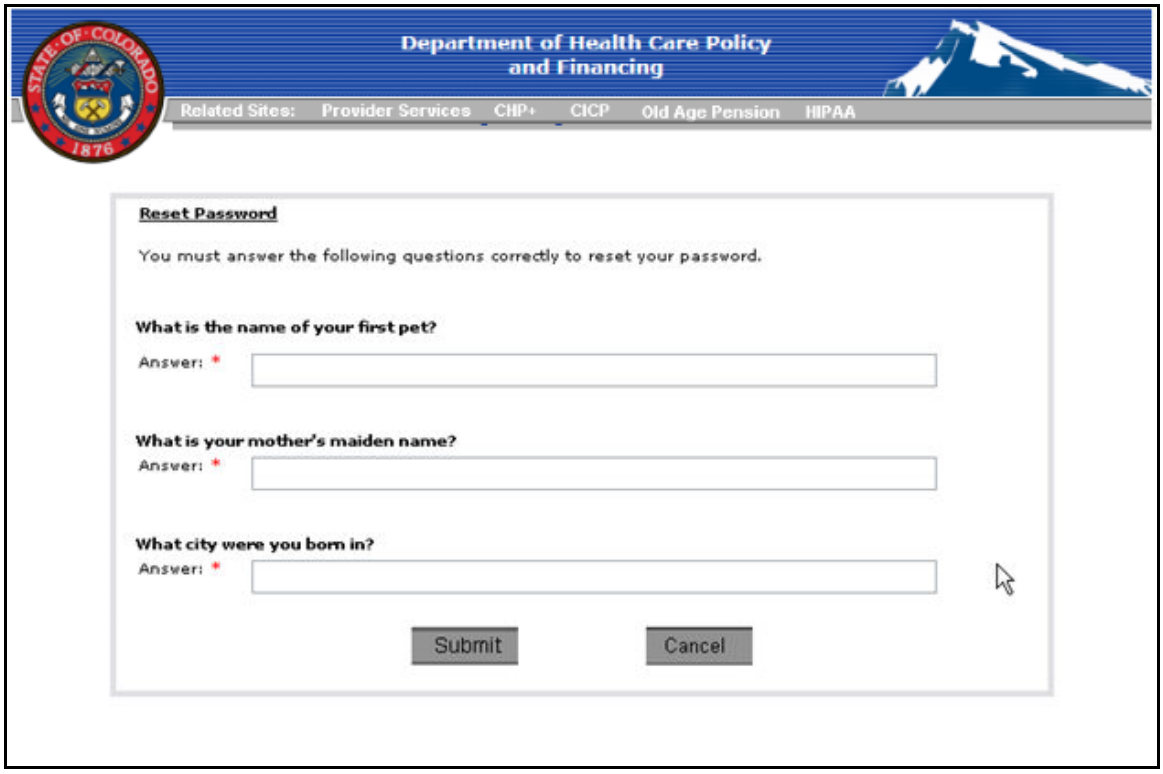
Resetting your Password

If a user forgets his/her password, but remembers the respective **User Name**, then the password can be reset using the link on the Login page.

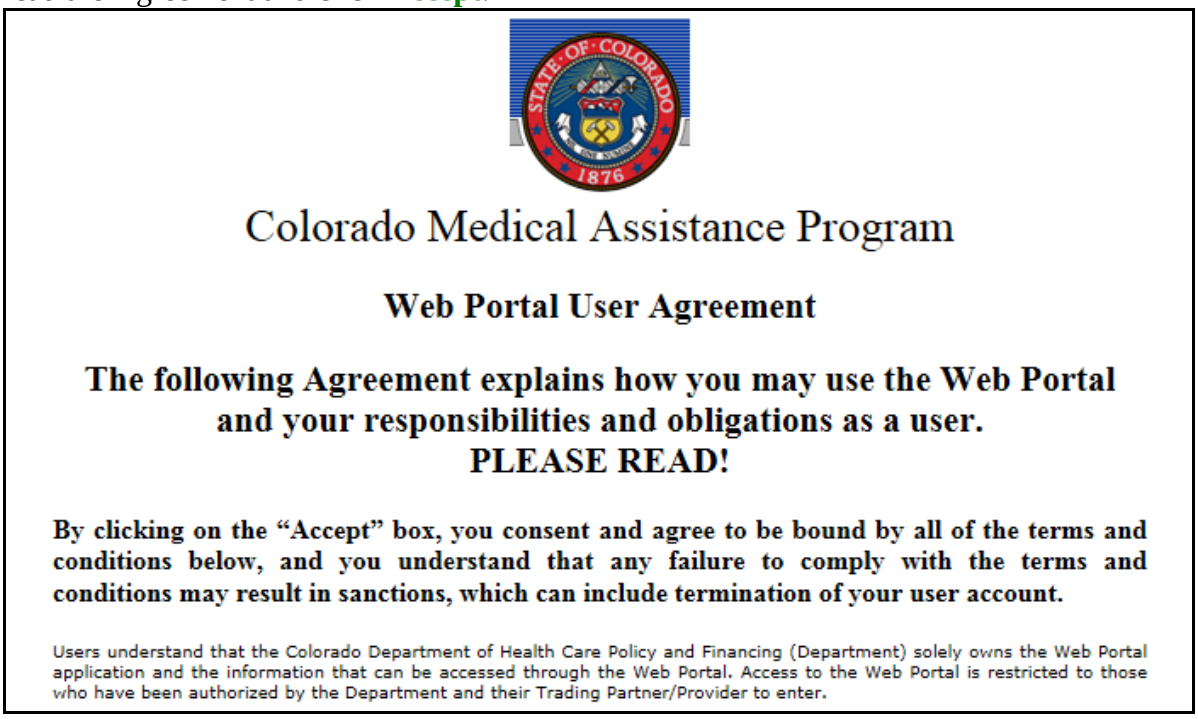
1. From the Login page, enter the **User Name**.
2. Select the **I forgot my password** link.



3. Enter the unique answers to each of the three questions contained in the user's User Profile.



4. Clicking on **Submit** takes the user to the Provider Web Portal User Agreement. To continue, users must read the Agreement and click **Accept**.



Colorado Medical Assistance Program

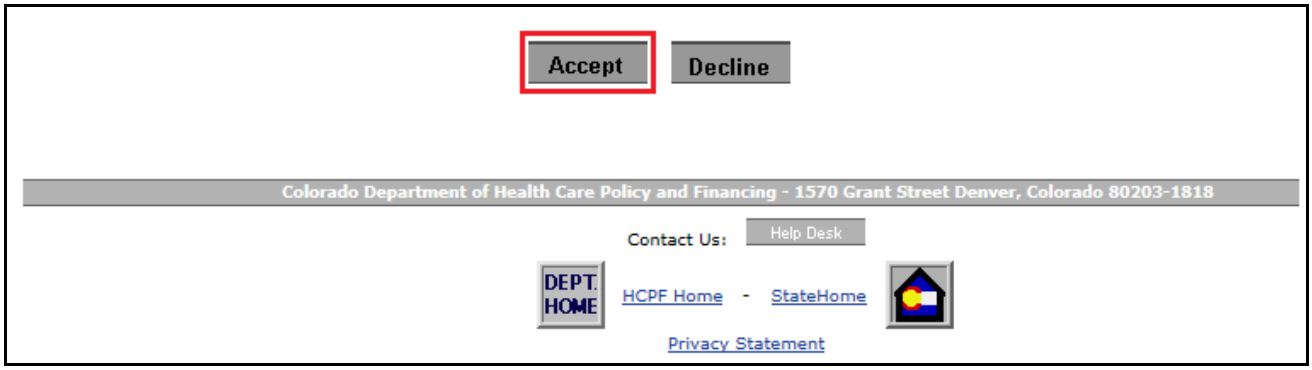
Web Portal User Agreement

The following Agreement explains how you may use the Web Portal and your responsibilities and obligations as a user.
PLEASE READ!

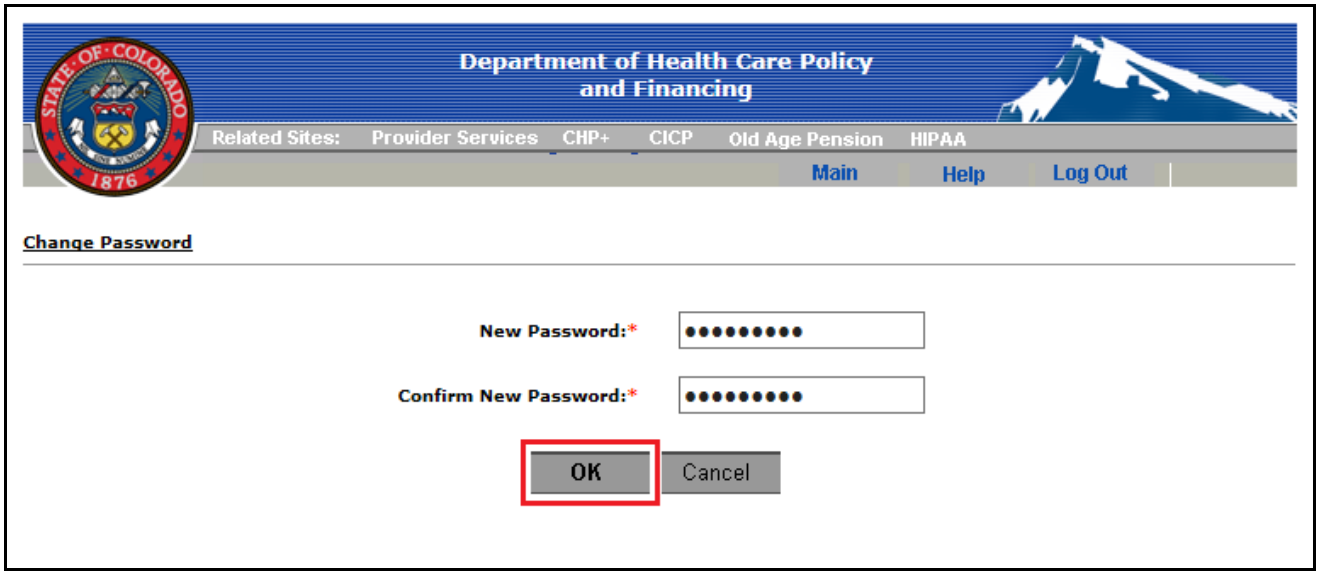
By clicking on the "Accept" box, you consent and agree to be bound by all of the terms and conditions below, and you understand that any failure to comply with the terms and conditions may result in sanctions, which can include termination of your user account.

Users understand that the Colorado Department of Health Care Policy and Financing (Department) solely owns the Web Portal application and the information that can be accessed through the Web Portal. Access to the Web Portal is restricted to those who have been authorized by the Department and their Trading Partner/Provider to enter.

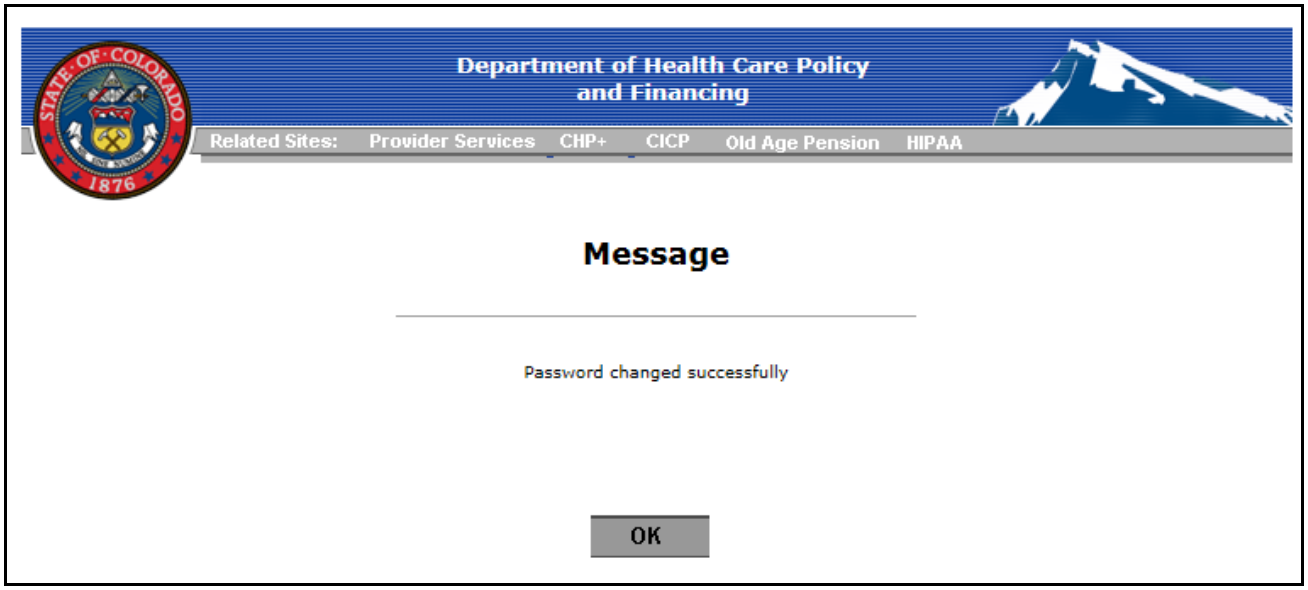
5. Click **Accept** to Continue.



6. Enter the **New Password** and then enter it again in the **Confirm New Password** area; click the **OK** button to proceed, or **Cancel** to return to the previous page.



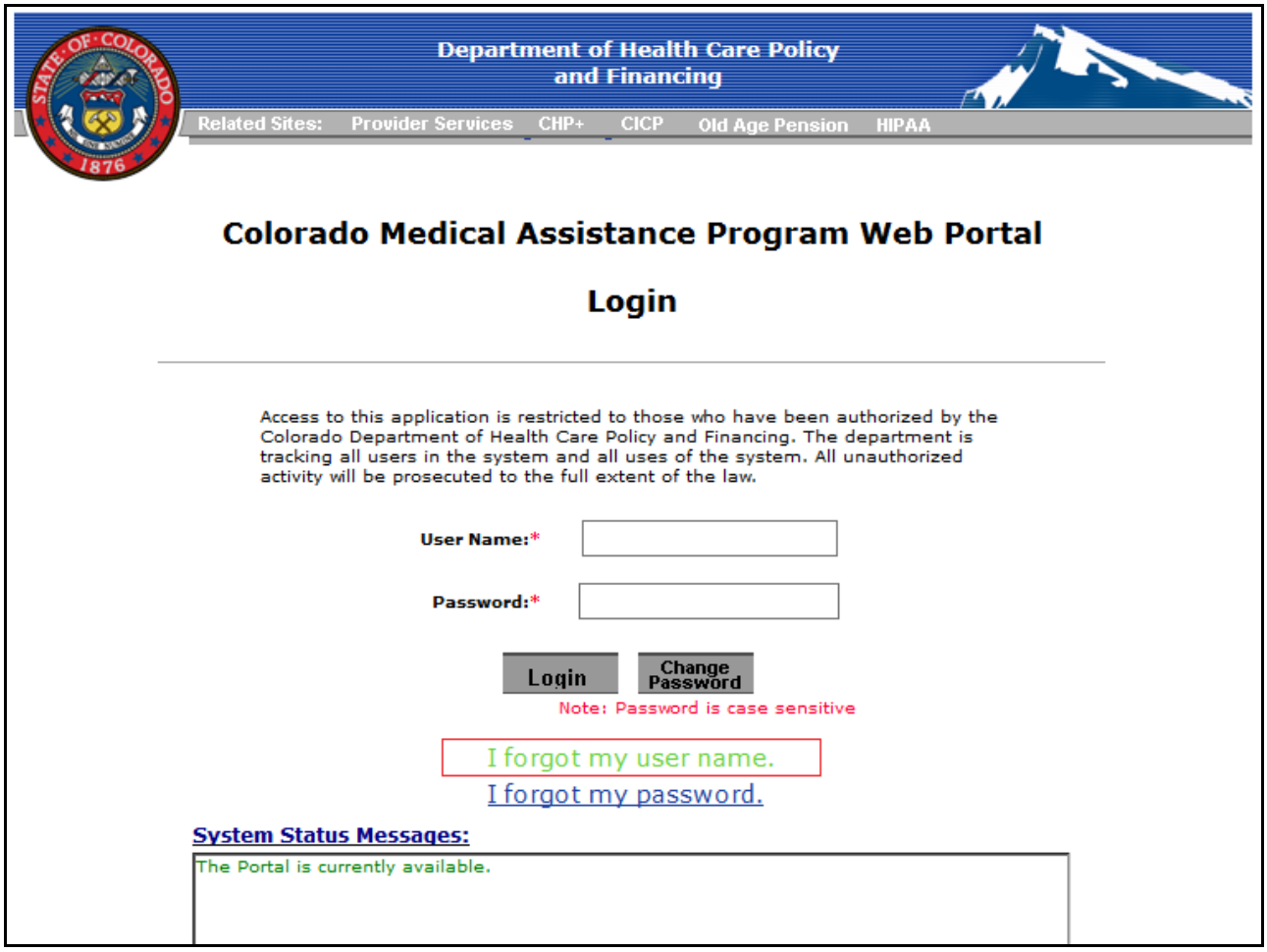
7. Once the password is successfully changed, the following message will display. Click **OK** to continue.



Obtaining Your User Name

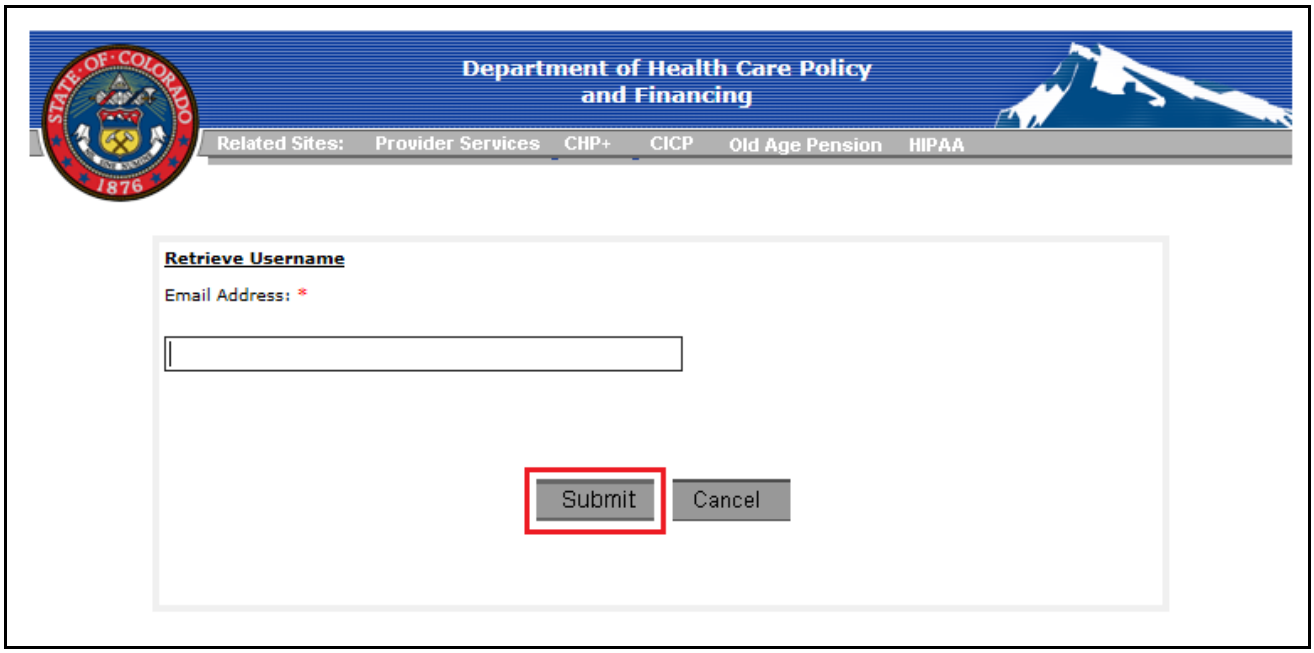
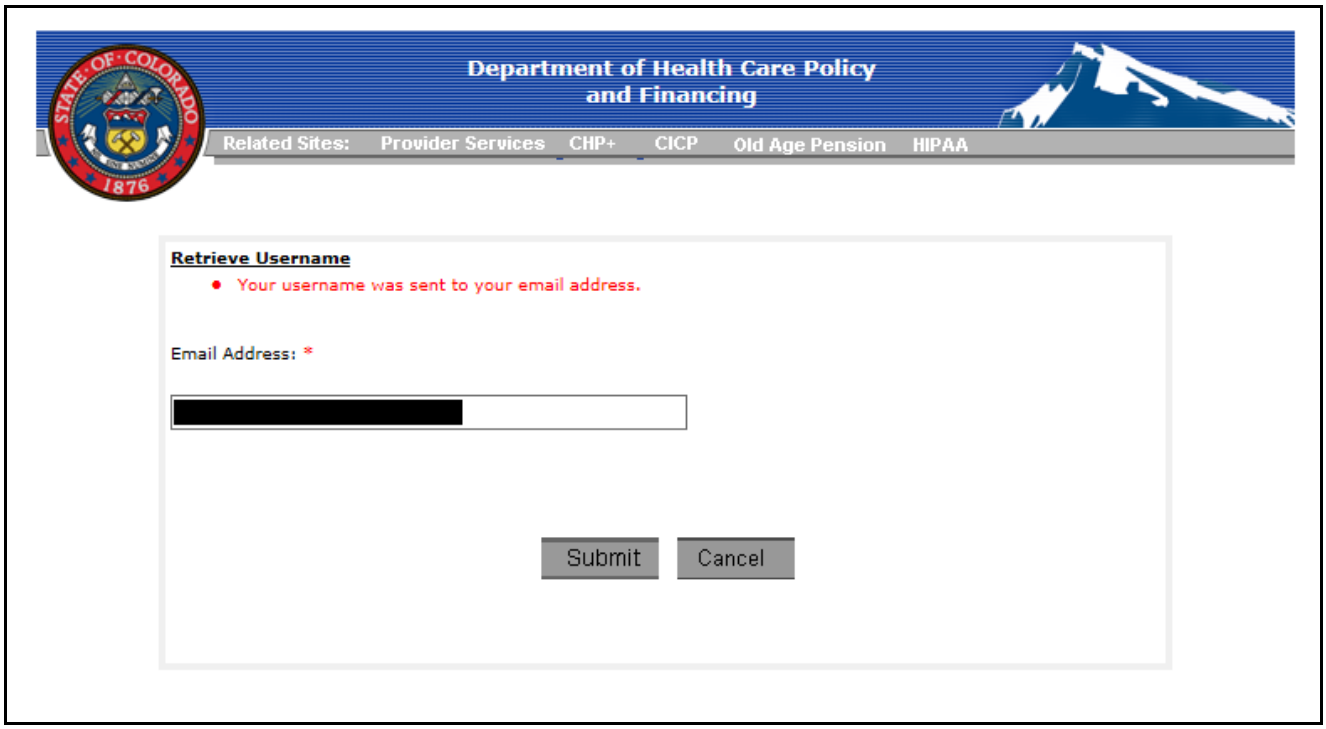
If a user forgets his/her **User Name**, it can be obtained via e-mail by using the following steps.

1. From the Login page, click on the **I forgot my user name** link.



2. Enter the e-mail address that was added to the User Profile and click on **Submit** to receive the **User Name** via e-mail. Select **Cancel** to return to the previous screen.

The e-mail address must match the e-mail address entered into the User Profile.



3. After clicking **Submit**, the following message is displayed to indicate that the **User Name** was sent to the e-mail address indicated.