New Password Reset for Dental Connect Provider
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Access Dental Connect for Providers:

Browse to dental.changehealthcare.com. The page displayed will be like the page below (Screenshot-1) (this page may change from time to time, without notice, to represent the various current and new products and services available from Change Healthcare Dental): Click “Provider Login” to access Dental Connect for Providers

Screenshot-1:
Click on the “Reset Password” link to begin the password reset process.

1. Username verification:

   Upon clicking the “Reset Password” link user will be redirected to Password reset page where user can provide username for resetting the password (Screenshot-3).
1.1 User name not provided:

If username is not provided, user will get an error message saying “User Name is required” (Screenshot-4).

Screenshot-4:
1.2 Invalid user name:

If the user name entered is not valid an error message will be displayed (Screenshot-5), with a link to the forgot username page.

Screenshot-5:
1.3 Invalid characters in username
If the user accidently enters some special characters then the invalid character error message will be displayed (Screenshot-6)

Screenshot-6:

2. Security Questions and Answers:
If the user name is valid the user will be getting their security questions (Screenshot-7) and the User Name textbox and Get Security Questions button will be disabled. You can enter new user name by clicking “Clear” button. One “Reset Password” button will also be provided through which user can get a temporary password in case the user doesn’t remember answers for the security questions (Section: 7).
Password Reset: Step 1 of 2 - Enter User Information

User Name

If you know the answers for the security questions please enter below to continue or click Reset Password to auto reset your password.

Security Questions

Security Question 1
What is your father's middle name?

Answer to Security Question 1

Security Question 2
What is your favorite dessert?

Answer to Security Question 2

Security Question 3
What was the name of your first stuffed animal?

Answer to Security Question 3

Continue Cancel
2.1 Continuing without providing security question answers:

On clicking "continue" without providing security question answers error message will be displayed to the user saying that answers are required (Screenshot-8).

Screenshot-8:
2.2 Providing incorrect answers for security questions:

On clicking “continue” by providing answers to security questions which are not matching with our records error message will be shown to the user (Screenshot-9).

Screenshot-9:
2.3 User will be locked out if more than three attempts of giving wrong security answer

If user giving wrong answers more than three times, then the user account will be locked out (Screenshot -10) for 20 minutes and user will be receiving the mail (Screenshot -11) regarding this.

Screenshot-10

![Password Reset: Step 1 of 2 - Enter User Information](image)

Screenshot-11

![Dental Connect Alert - Security Questions Locked Out - Message (HTML)](image)

Dear Dental Support First Name Last Name,

Your security questions have been locked out. You exceeded the maximum number of attempts to answer your security questions as part of the password reset process.

If you did not request a password reset, please contact your administrator or immediate supervisor.

Sincerely,

Change Healthcare Dental Support
2.4 Providing correct answers for security questions:

On clicking continue by entering correct security question answers (Screenshot-12) the user will be redirected to New Password screen (Screenshot-13).

Screenshot-12:
3. Setting new password:

If user have provided correct username and correct answers to all security questions user can create a new password (Screenshot-13).

Screenshot-13:
4. Validation for New Password:

4.1 Password required validation:

If any of the New Password or Confirm new password columns is left empty, user will get an error message saying that the missing field is required (Screenshot-14).

Screenshot-14:
4.2 Passwords mismatch validation:

If the passwords entered in “New password” column and “Confirm new password” column doesn’t match, user will get an error message (Screenshot-15).

Screenshot-15:
4.3 Strong password validation:

If the new password doesn’t meet the requirements for a strong password, an error message will be displayed to the user (Screenshot-16).

**Screenshot-16:**

[Image of a password reset error message]

*Sorry. The password you entered does not meet the requirements for a strong password. Please try again.*

- **New Password**
  - Enter your new password and confirm.
- **Passwords must be at least eight characters in length, contain uppercase and lowercase characters, at least one number, at least one special character, and not be any one of the previous four passwords.**
5. Password Reset Confirmation:

If the user entered the password which matches the password requirements, user will get a confirmation message (Screenshot-17) and an email regarding password change (Screenshot-18).

Screenshot-17:

![Screenshot-17](image)

Screenshot -18

![Screenshot -18](image)

Dear TestAccount T,

This is a notice confirming a recent change to your password.

If you did not request a password change, please contact your administrator or immediate supervisor.

Sincerely,

Change Healthcare Dental Support
6. Auto reset Password by Reset Form

If the user doesn’t remember security question answers he can get a temporary password by clicking the “Reset Password” button in the Security Questions screen (Screenshot-7). User will be redirected to the temporary password page (Screenshot-13) where he can provide Tax Id and email address for resetting the password.

Screenshot-19:
7. Validation for Password reset form

7.1 Fields required

If any of the Tax Id or Email address column is left empty, user will get an error message saying that the missing field is required (Screenshot-20).

Screenshot-20:

![Password Reset Form](image-url)
7.2 Providing invalid information:

If the user provides invalid values for Tax Id (Screenshot-21) or Email Address (Screenshot-22) or if the information provided does not match with our record (Screenshot-23) user will get error message saying either field is invalid or the user details does not match with our records.

Screenshot-21:
Password Reset: Step 2 of 2 - Enter below information to get temporary password

Please review the following errors:

User Profile Information
We need your name and other information in case you ever need to reset your password.

Tax ID
123456789

Your Email Address
We use this email address to notify you of any changes to your account or if you have trouble logging into your account.

Email Address
kaviyaa.rajan

Reset Password  Cancel

The user details do not match with our records. Please try again

User Profile Information
We need your name and other information in case you ever need to reset your password.

Tax ID
123456781

Your Email Address
We use this email address to notify you of any changes to your account or if you have trouble logging into your account.

Email Address
kaviyaa.rajan@changehealthcare.com

Reset Password  Cancel
If the user provides invalid values for Tax Id or Email Address for more than 3 times user will get an error message either try again or contact Change Healthcare Support (Screenshot-17).

Screenshot-24:
7.3 Providing Tax Id which doesn’t match with the account:

If the Tax Id provided is not configured with the user account, user will get an error message saying “The user yet to verified the tax Id” (Screenshot-25).

Screenshot-25:
7.4 Providing valid information:

If the Tax Id and email address entered is valid then the user will get a temporary password to the provided email address. User can try login in 10~15 minutes with the temporary password.

(The above temporary password was send via automation tool)

Screenshot-26:

![Password Reset: Step 2 of 2 - Enter below information to get temporary password](image-url)
7.5 Sample email with temporary password:

Screenshot-27:

Dear TestAccount T,

You recently asked to reset your Dental Connect password. Following is your temporary password:

4p3OfE6xW

You will be prompted to change your password upon your next login.

If you did not request a password reset, please contact your administrator or immediate supervisor.

Sincerely,

Change Healthcare Dental Support

Please update security questions on your profile which would help you to reset the password from the portal directly.

lecur31