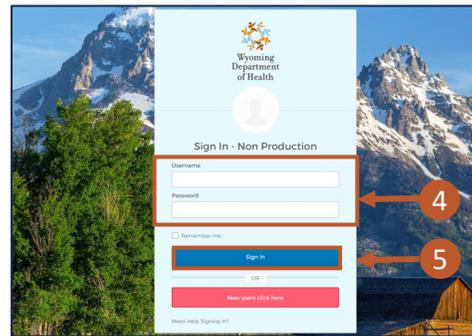


Resetting Your Password via Email

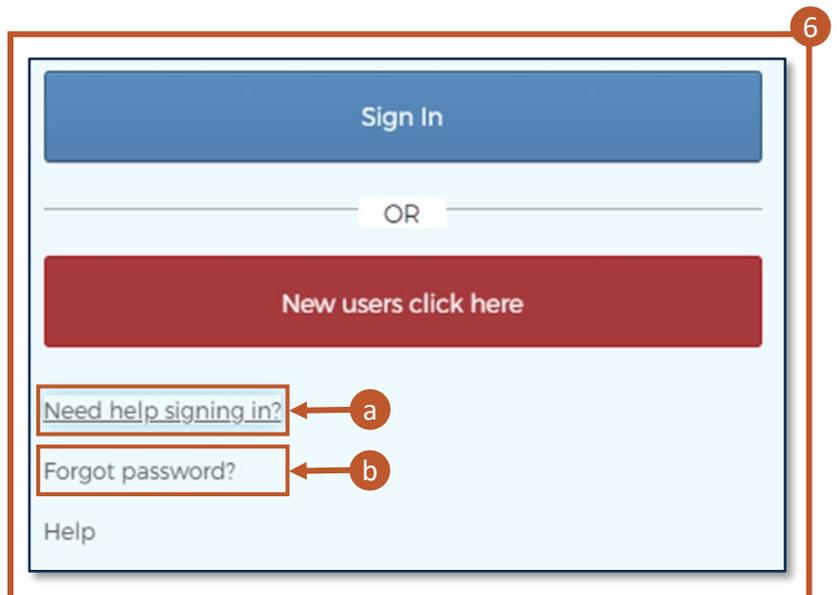
1. Use the following link to access the Medicaid website at:
<https://www.wyomingmedicaid.com>.
2. Select **Provider**.
3. Select **Provider Portal**.



4. Log in to the Provider Portal with your Single Sign-On (SSO) **Username** and **Password**.
5. Select **Sign In**.



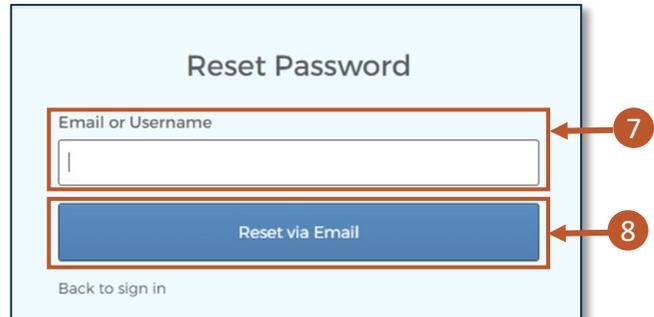
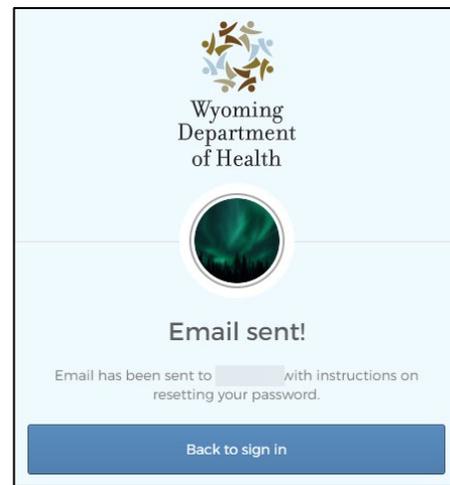
6. Complete the following steps so that you can reset your password via email:
 - a) Select **Need help signing in?**. The "Forgot password?" link appears just below.
 - b) Select **Forgot password?**. The Reset Password window appears.



Resetting Your Password via Email Cont'd

7. Enter your **Email or Username**.
8. Select **Reset via Email**. A message appears confirming that an email has been sent to the email address on file for your OKTA account.

Note: This email includes link and instructions on how to reset your password.

9. Once received, open the reset password email and carefully follow the steps provided in the email to reset your password.

Important! The *Reset Password* link provided in the email is only active for one (1) hour.

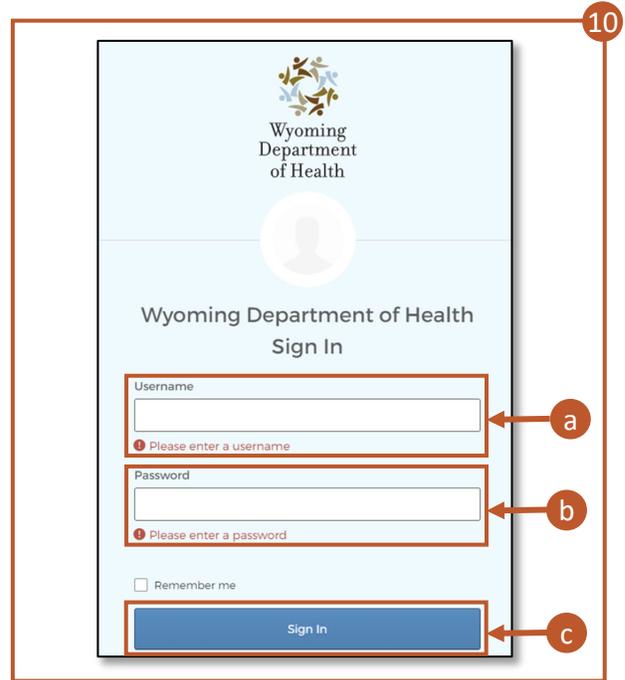
Note: The image to the right is an example of the email you may receive for password reset.



Resetting Your Password via Email Cont'd

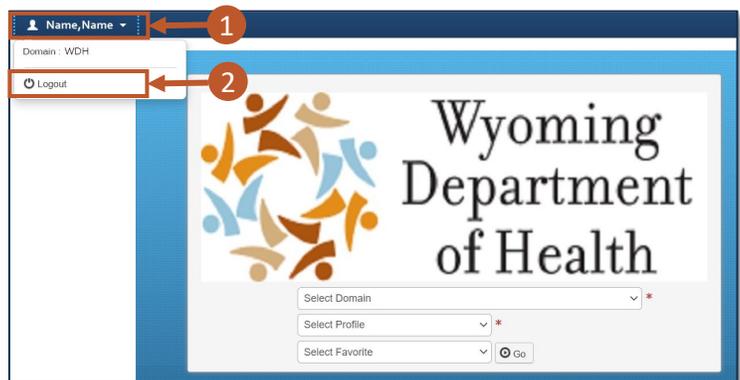
10. Log in to your Single Sign-On account:
 - a. Enter your **Username**.
 - b. Enter your new **Password**.
 - c. Select **Sign In**. A message appears confirming that an email has been sent to the email address on file for your OKTA account.

Note: This email includes link and instructions on how to reset your password.



Updating Multifactor Authentication and Your Password

1. Select your name from the top left.
2. Select **Logout** from the drop-down.

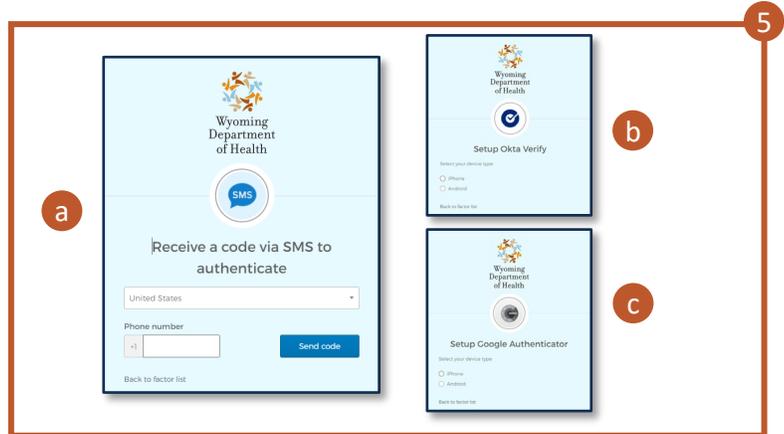


3. Once again, log in to the Provider Portal with your Single Sign-On (SSO) **Username** and **Password**.
4. Select **Sign In**.

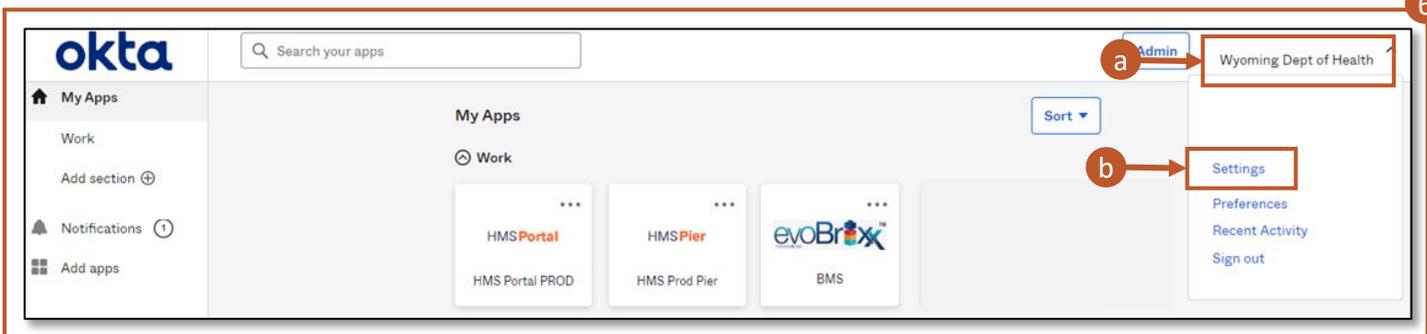


Updating Multifactor Authentication and Your Password Cont'd

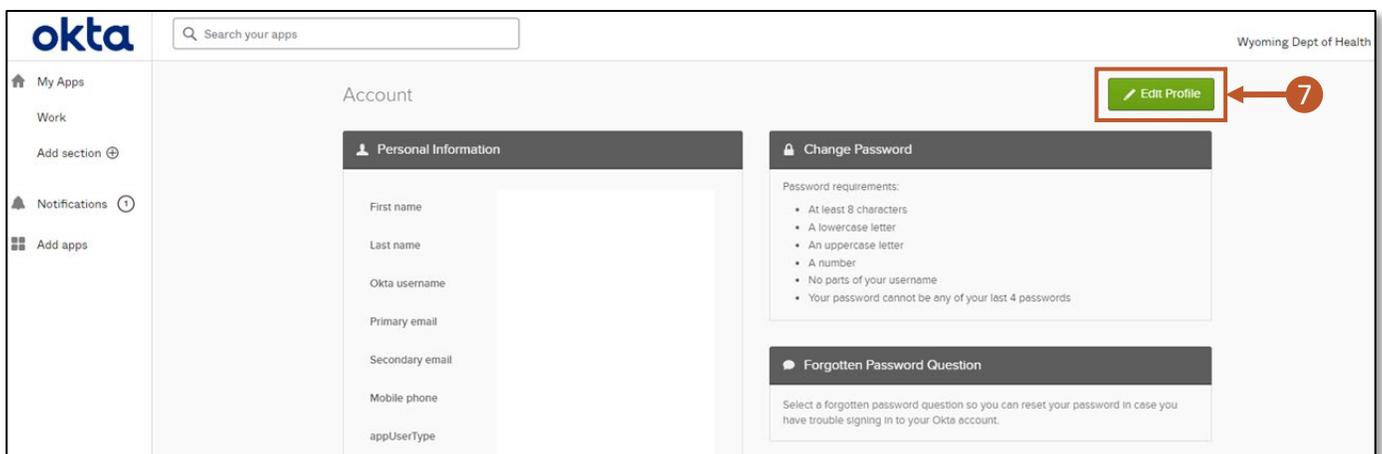
5. Verify authentication based on your setup selection:
- For SMS, select **Send code**.
 - If you selected an OKTA push, accept the push.
 - If you chose Google Authenticator, enter that code.



6. Once logged into your OKTA account, complete the following:
- Select your **domain name** at the top right side.
 - Select **Settings**.

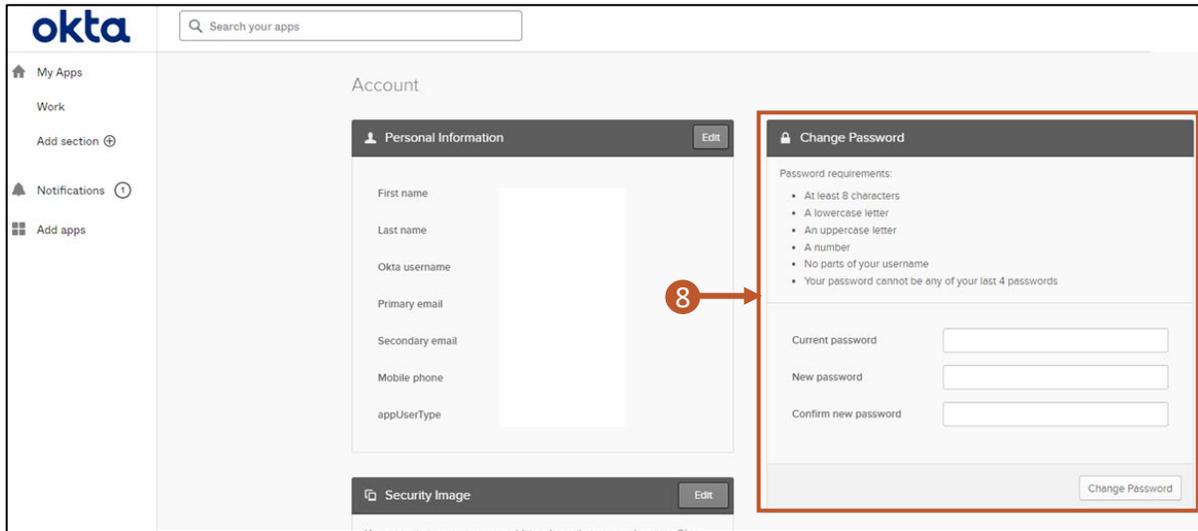


7. Select **Edit Profile**.

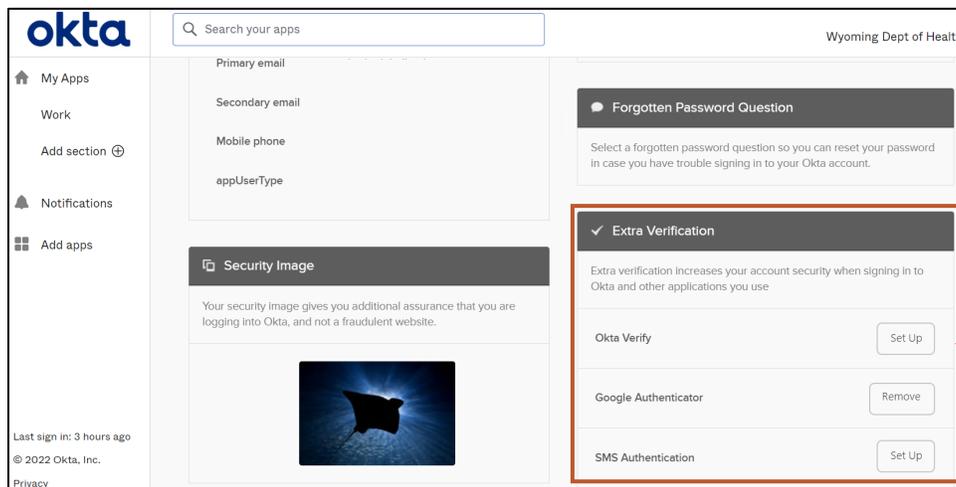


Updating Multifactor Authentication and Your Password Cont'd

8. If applicable, complete the **Change Password** section on the screen to change your password.



9. Complete the **Extra Verification** section on the screen to set up or remove a *multifactor authentication option*. Extra verification increases your account security when signing in. This section allows you to set up a new multifactor authentication option or to reset or remove an existing multifactor authentication option.



10. Select **My Apps** at the top left of the screen.

11. To return to the Provider Portal, select the **evoBrix X BMS** icon.

