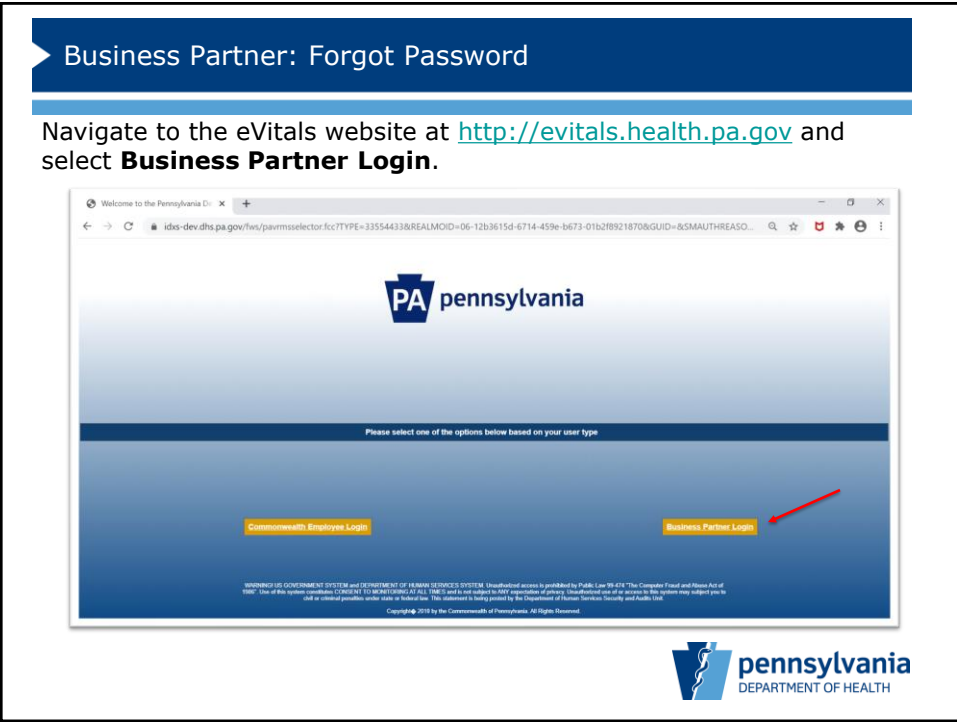


1



2

Business Partner: Forgot Password

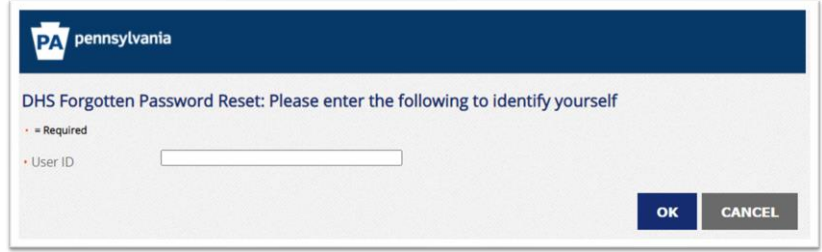
Select **Forgot Password**.



3

Business Partner: Forgot Password

Provide user ID to initiate the process.



4

Business Partner: Forgot Password

Answer security questions to continue.

PA pennsylvania

DHS Forgotten Password Reset: Please enter the following to verify your identity

- Required

User ID:

First Name:

Last Name:

Password Hint:

• Answer:

Password Hint:

• Answer:

OK **CANCEL**



5

Business Partner: Forgot Password

Choose a new password and confirm it.

PA pennsylvania

DHS Forgotten Password Reset

- Required

Organization:

User ID:

First Name:

Last Name:

• Password: Strong

• Confirm Password:

SUBMIT **CANCEL**

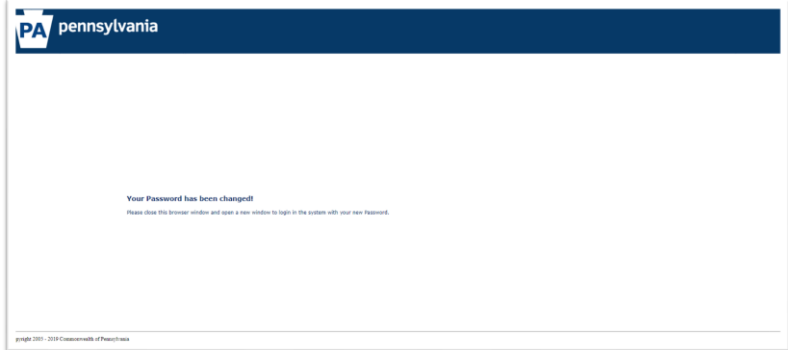
Password Policy Requirement:
 - minimum eight characters
 - at least one Uppercase Letter
 - at least one Lowercase Letter
 - at least one Number (0-9)
 - at least one Special Character (e.g. @!#\$%^&*)
 - May neither contain the user ID, nor any part of the user's full name.
 - May not reuse any of the last ten previously used passwords.




6

Business Partner: Forgot Password

View confirmation page and close the browser.



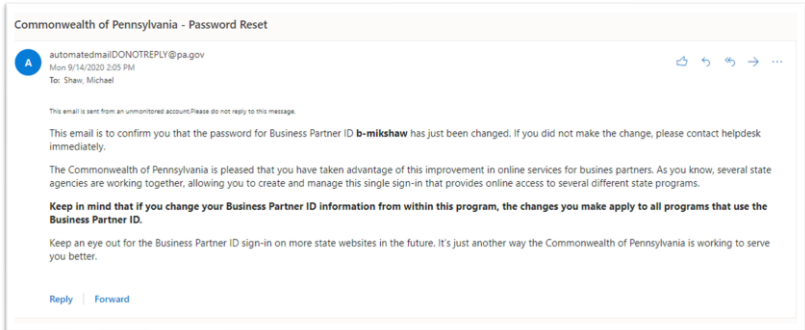
The screenshot shows a web browser window with the Pennsylvania Department of Health logo at the top left. The main content area displays the message: "Your Password has been changed!" followed by "Please close this browser window and open a new window to login in the system with your new password." At the bottom left of the page, it says "© 2018-2019 Commonwealth of Pennsylvania".



7

Business Partner: Forgot Password

Receive confirmation email.



The screenshot shows an email interface with the following content:

Commonwealth of Pennsylvania - Password Reset

automatedmailDONOTREPLY@pa.gov
Mon 9/14/2020 2:05 PM
To: Shaw, Michael

This email is sent from an unmonitored account. Please do not reply to this message.


This email is to confirm you that the password for Business Partner ID **b-mikshaw** has just been changed. If you did not make the change, please contact helpdesk immediately.

The Commonwealth of Pennsylvania is pleased that you have taken advantage of this improvement in online services for business partners. As you know, several state agencies are working together, allowing you to create and manage this single sign-in that provides online access to several different state programs.

Keep in mind that if you change your Business Partner ID information from within this program, the changes you make apply to all programs that use the Business Partner ID.

Keep an eye out for the Business Partner ID sign-in on more state websites in the future. It's just another way the Commonwealth of Pennsylvania is working to serve you better.

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