

# Your Access to the Portal Is More Secure with a Single Sign-on Password

*Effective October 8, reset your password on [provider.cahealthwellness.com](https://provider.cahealthwellness.com) to experience the benefits from a single sign-on*

## Benefits of the new single-password login:

- ✓ Allows for one password for all accounts using the same email.
- ✓ Gives you more control. You can now unlock your own account.
- ✓ Improves your account management and security.
- ✓ Provides email verification instead of security questions and codes.

## Who is impacted?

Providers who are registered on **[provider.cahealthwellness.com](https://provider.cahealthwellness.com)** must reset their password effective October 8, 2021.

## Additional information

For questions regarding password reset, contact California Health & Wellness Plan at 877-658-0305.

- ! Refer to page 2 for steps on how to change your password.

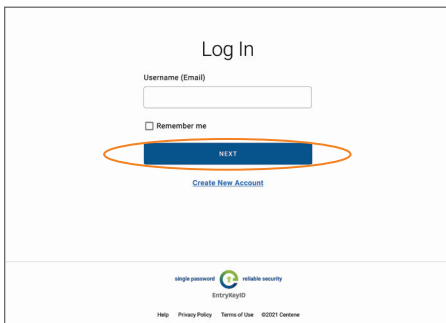


**Action is  
required!**

## Steps to change your password

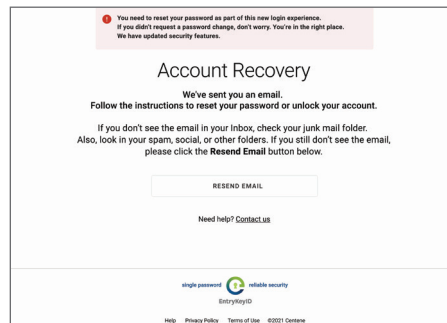
Follow the steps below to change your password effective **October 8**.

- 1 Enter current email address at the Log In screen and select *Next*.



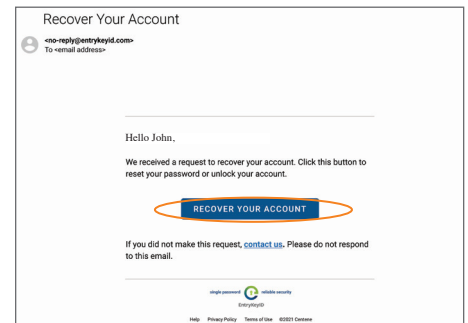
The screenshot shows the 'Log In' screen with a 'Username (Email)' input field. Below it is a 'Remember me' checkbox. The 'NEXT' button is highlighted with an orange oval. At the bottom, there is a 'Create New Account' link and a footer with 'single password', 'EntryKeyID', and 'reliable security'.

- 2 You are then taken to Account Recovery to reset your password.



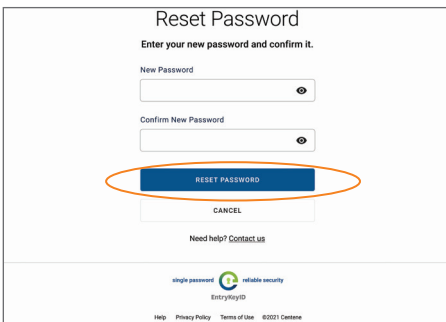
The screenshot shows the 'Account Recovery' screen. It includes a message about the new login experience and instructions to check the inbox or spam folder. The 'RESEND EMAIL' button is highlighted with an orange oval. At the bottom, there is a 'Need help? Contact us' link and a footer with 'single password', 'EntryKeyID', and 'reliable security'.

- 3 Check for the email. Select *Recover Your Account*.



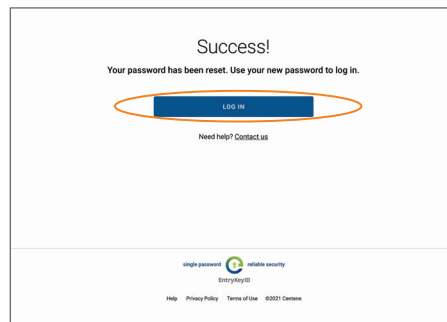
The screenshot shows the 'Recover Your Account' screen. It includes a message from 'no-reply@entrykeyid.com' and instructions to click the 'RECOVER YOUR ACCOUNT' button. The button is highlighted with an orange oval. At the bottom, there is a 'Need help? Contact us' link and a footer with 'single password', 'EntryKeyID', and 'reliable security'.

- 4 Enter your new password on the Reset Password screen and select *Reset Password*.



The screenshot shows the 'Reset Password' screen. It includes fields for 'New Password' and 'Confirm New Password'. The 'RESET PASSWORD' button is highlighted with an orange oval. At the bottom, there is a 'Need help? Contact us' link and a footer with 'single password', 'EntryKeyID', and 'reliable security'.

- 5 You will get the reset password Success! screen followed by a confirmation email. Select *Log In* to log into your account.



The screenshot shows the 'Success!' screen. It includes a message stating 'Your password has been reset. Use your new password to log in.' The 'LOG IN' button is highlighted with an orange oval. At the bottom, there is a 'Need help? Contact us' link and a footer with 'single password', 'EntryKeyID', and 'reliable security'.