



## Job Aid: Change Password

The Primary User is responsible for managing access to their organization's information on the MMIS Provider Online Service Center (POSC). The Primary User can create subordinate accounts and assign services, such as Claim Submission and Status, for your staff members. The Primary User can also link staff member accounts to other providers and billing entities in your practice.

The Primary User within each organization must ensure that each person who requires access is assigned a unique user ID. Sharing user IDs and passwords is a violation of the Virtual Gateway (VG) Terms and Conditions. Each user is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG-hosted application (MMIS, for example). Each user must be made aware that they are responsible for the use of the ID and that it may be terminated if the user violates the VG Terms and Conditions.

The Primary User will need to make subordinate account changes, such as changing services, resetting passwords, or removing subordinate accounts that are no longer in use. The Primary User must ensure that a backup Primary User (administrator) is assigned to support user access requests and resolve issues in the Primary User's absence.

This job aid describes how to change your password.

### Change Password

On the POSC home page:

1. Click **Administer Account**.
2. Click **Change Password**.

On the **Provider Change Password** panel:

3. Enter the current password in the **Current Password** field.
4. Enter a new password in the **New Password** field.
5. Retype the new password in the **Confirm New Password** field.
6. Click **Submit**.