NewMMIS Job Aid: Change Password

As an authorized provider user, you can create subordinate accounts and assign services, such as Claim Submission and Status, for your staff members and link staff member accounts to other providers and billing entities in your practice. In addition, you may want to change your password.

The Primary User within each organization must ensure that each person that 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 (e.g., MMIS). 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 changes to subordinate accounts such as changing services, resetting passwords, or removing subordinate accounts that are no longer in use.

This job aid describes how to change your password.

Change Password

On the **Provider Online Service Center** home page:

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

On the **Provider Change Password** home page:

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**.