

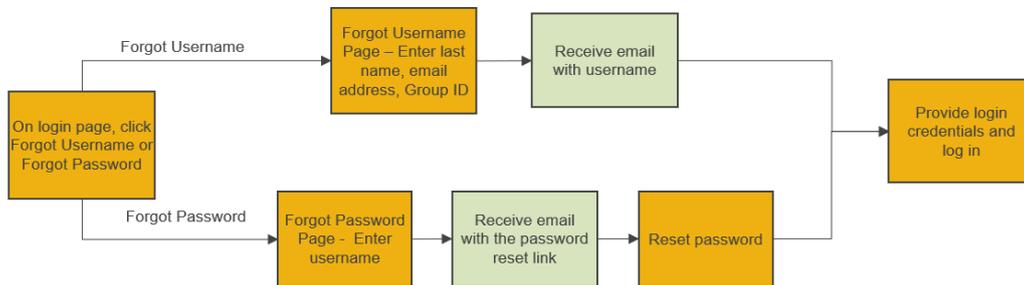
# Recover Username & Password

Quick Reference Guide (QRG)



# Employer Portal – Recover Username & Password

This Quick Reference Guide (QRG) will provide an overview of the process for recovering Username & Password:



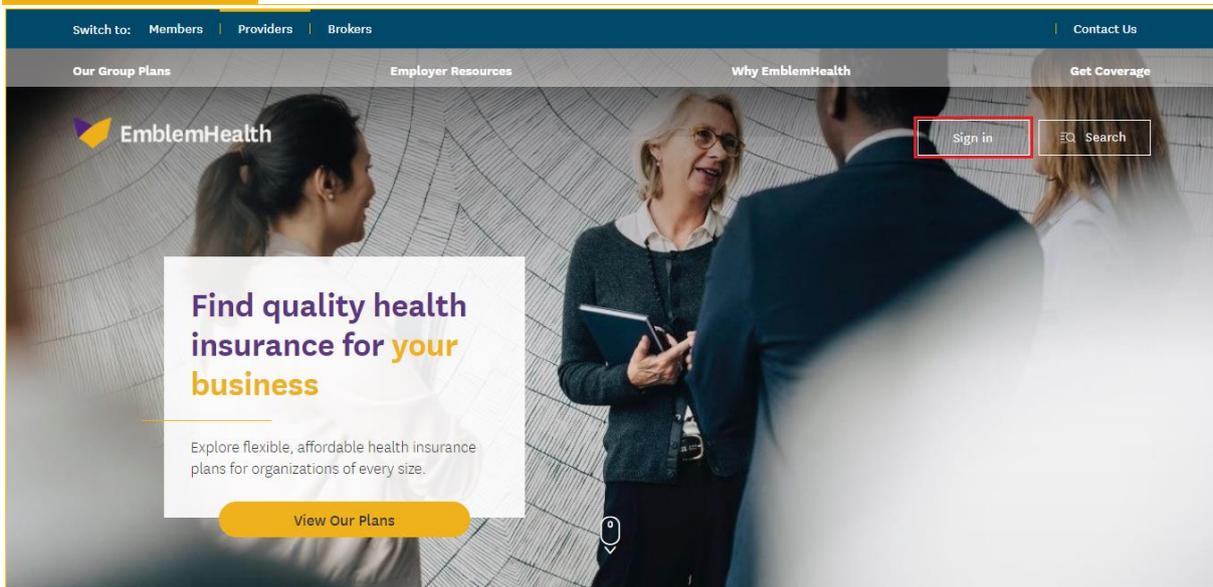
Let us look at the steps in detail for Recover Username & Password:

## Purpose: Recover Username & Password.



### Step 1:

1. In your browser, navigate to <https://www.emblemhealth.com/employers>.
2. Click **Sign In**.





## Step 2:

To retrieve username:

1. From the **EmblemHealth** login page, click **Forgot Username**.

The screenshot shows the EmblemHealth login interface. At the top is the EmblemHealth logo. Below it are two input fields: 'Username\*' and 'Password\*'. A yellow 'Sign in' button is positioned below the password field. Underneath the sign in button are two links: 'Forgot Username?' (highlighted with a red box) and 'Forgot Password?'. Below these links is a note: 'If you do not have an account, click below to request access.' At the bottom of the form is a 'Request Access' button.



## Step 3:

The Forgot Username screen displays.

1. Enter **Last Name, Email Address, and Group ID**.
2. Click **Retrieve my Username**.

The screenshot shows the 'Forgot Username?' screen. At the top left is the EmblemHealth logo. The main heading is 'Forgot Username?'. Below the heading is a message: 'Please enter your last name and email address below. We'll send your username to the email address we have on file for you.' There are three input fields: 'Last Name\*' (with a help icon), 'Email Address\*', and 'Group ID\*' (with a help icon). Below the fields is a note: '\*Required information'. At the bottom center is a yellow 'Retrieve my Username' button (highlighted with a red box). Below the button is a 'Cancel' link.



## Step 4:

The following screen displays.

1. Click **OK** to return to login screen.



< If the Last Name, Email and Group ID you entered matches what we have on record, an email with your username will be sent. Please allow a few minutes for the message to arrive. If you do not receive an email, or have other questions, please contact us.

OK



## Step 5:

1. Check your inbox for an email with your username.



EmblemHealth Communications <EHCommunications@emblemhealth.com>

Tue 12/14/2021 12:32 PM

To: vlocity\_employer\_tech\_Team



December 14, 2021



Hi Viji,

We received a request to send your username by email. Your username is: 1104000@cci.com

If you didn't ask for this username or have questions, please contact your primary administrator in your organization or your EmblemHealth account representative.

Thank you,  
EmblemHealth



## Step 1:

To retrieve password:

1. From the **EmblemHealth** Home page, click **Forgot Password**.

The screenshot shows the EmblemHealth login interface. At the top is the EmblemHealth logo. Below it are two input fields: 'Username\*' and 'Password\*'. A yellow 'Sign in' button is positioned below the password field. Underneath the sign in button are two links: 'Forgot Username?' and 'Forgot Password?'. The 'Forgot Password?' link is highlighted with a red rectangular box. Below these links is the text 'If you do not have an account, click below to request access.' and a 'Request Access' button.



## Step 2:

Forgot Password screen displays.

1. Enter **Username**.
2. Click **Reset Password**.

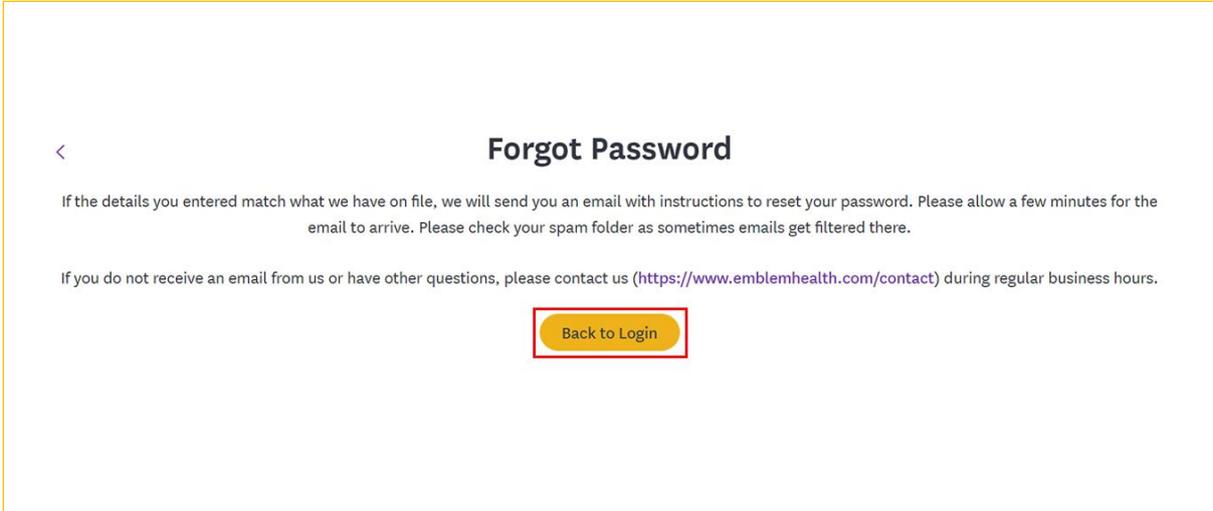
The screenshot shows the 'Forgot Password' screen. At the top, the title 'Forgot Password' is centered. Below the title is the text: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' Below this text is a text input field labeled 'Username\*'. The input field is highlighted with a red rectangular box. Below the input field is the text '\*Required information'. At the bottom of the screen is a yellow 'Reset Password' button, also highlighted with a red rectangular box. Below the button is a 'Cancel' link.



## Step 3:

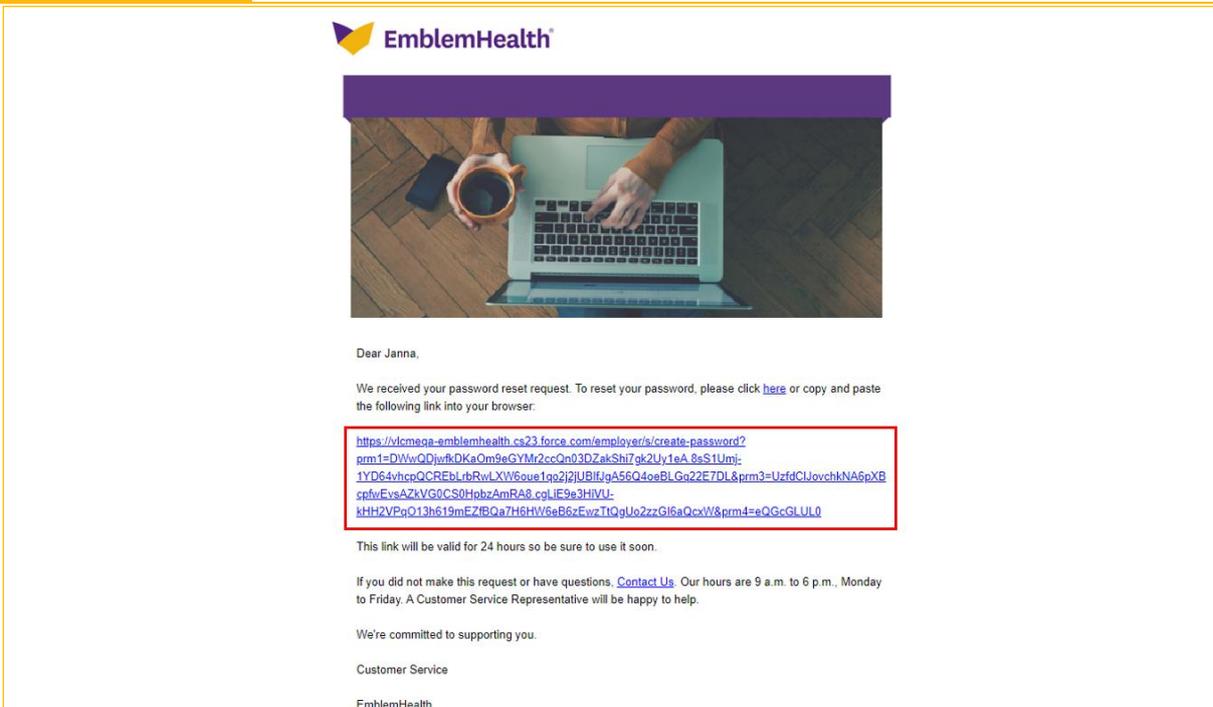
Forgot Password screen with password reset instructions displays.

1. Click **Back to Login** to return to login page.



## Step 4:

1. Check your inbox for an email with a link to reset your password.
2. Click password reset link.





## Step 5:

The Create & Confirm Password screen displays.

1. Enter a new password and re-enter the password to confirm.
2. Click **Next**.



### Create and Confirm Password

Choose a password that is hard to guess but easy to remember.

<input type="password" value="New Password* ⓘ"/>	<input type="password" value="Confirm Password*"/>
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**Your Password**

- Minimum of eight (8) characters long.
- Must be a combination of at least three of the following:
  - Upper case
  - Lower case
  - Numbers
  - Special characters

[Cancel](#)



## Step 6:

The Two-Step Account Verification screen displays.

1. Select Email Address or Mobile Number to choose where you want to receive a verification code.

**Note:** In this example, we will choose Email Address.

2. Click **Request Code**.
3. Check your inbox for an email with your verification code.
4. Enter the code.
5. Click **Next to my Account**.



< **Two-Step Account Verification**

For security reasons, we require a secondary verification step before you can access your account.

Where should we send this code?

Email Address  
 Mobile Number

**Request Code**

We've sent a code to your email address at jxxxxxy@emblemhealth.com. Please check your email now as this code will expire in 15 minutes.

Haven't received a code? [Request a new one.](#)

Having trouble receiving code? [Try a different way.](#)

Remember my browser

**Next to My Account**

Thank  
You

