User Management – Reset User Password/Resend Welcome Email

Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview of the process for Resetting a Password and Resending a Welcome Email.
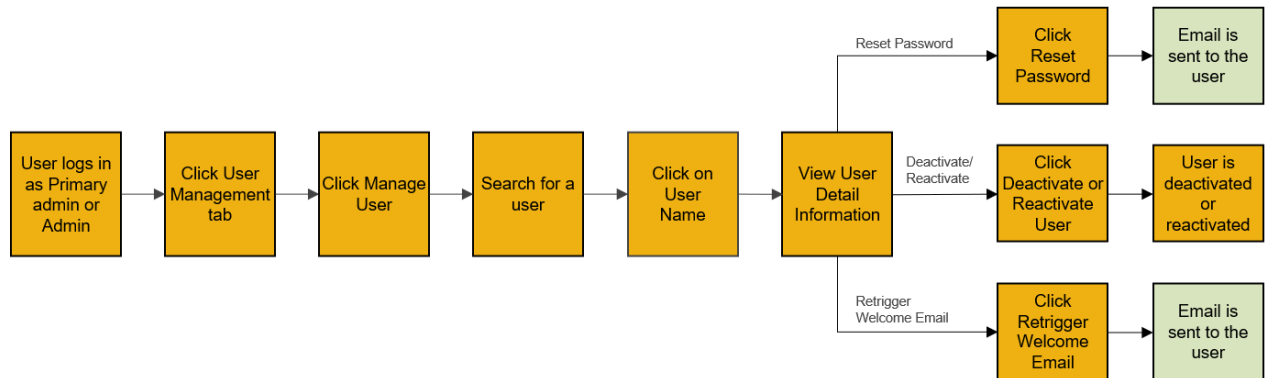
Let us look at the steps in detail for Resetting a Password and Resending a Welcome Email.

Purpose: Reset Password/Resend Welcome Email.

Step 1:

1. From the **EmblemHealth Home** page, select the **User Management** tab.
   Note: The User Management tab is only visible on the home page for Primary Admin and Admin users.
2. From the drop-down menu, select **Manage User**.

Step 2:

The User Management page displays.
1. Select a **User Name** from the displayed list.

Home > User Management

- GROUP

User Management

Add New Portal User

Q Search ⓘ   Reset Search   User Role
--None--

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
yellow, brown	brown@yellow.com	h_prasad@emblemhealth.com		12/14/2021	12/14/2021	Active	Employer All Access
PARestricted, Test	testpa_bothra@emblemhealth.com	p_bothra@emblemhealth.com	(989) 898-9898	12/01/2021	12/01/2021	Active	Admin
AdminRestricted, test	deepa.baskar@cognizant.com	deepa.baskar@cognizant.com		12/01/2021	12/02/2021	Active	Primary Admin

TOTAL RECORDS: 3

Step 3:

The User Detail Information screen displays.
1. Click **Reset Password.**

Home > User Management > User Detail Information

- GROUP

User Detail Information

Reset Password   Deactivate User   Retrigger Welcome Email

⌄ User Information

Edit

First Name	Last Name	User Name
brown	yellow	brown@yellow.com

Mobile	Phone	Extension

| Email ID | User Role | |

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Step 4:	The Confirmation screen displays. 1. View the confirmation message that the reset password email was resent to the user's registered email address.

Home > User Management > User Detail Information

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User Detail Information

Reset Password   Deactivate User   Retrigger Welcome Email

Reset Password Email triggered successfully

⌄ User Information

Edit

First Name
brown

Last Name
yellow

User Name
brown@yellow.com

Mobile

Phone

Extension

Step 5:	The user opens the email with the reset password instructions. 1. Within the email, the user clicks the **Change my password** button to set a new password.

[EXTERNAL] Sandbox: Reset password instructions

EmblemHealth

April 1, 2022

Changing your password

Dear brown@yellow.com,

We received a request to change your password for the EmblemHealth employer portal. Simply click the button below to set a new password.

Change my password

Or you can copy the link below into your web browser:

https://vlcmega-emblemhealth.cs23.force.com/employer/login?c=Qj3O4zBqdsihFBnf1ledJ6nvBOGD
R6Menqp2nyFU_2Ajf2q6AnA5Q8TFPuXa_RsGJlJOVhu5jZKoK_lpXRHbrahKFzKJWj6Urrn9oPP77G
AiTfuBHhLOYz38rnuFXUjJkfOHCPZlg53nctP0Tb3bMHwsYqkBINWFnjMSZi4KbtaclFGmRlgmJGjk
QcZJXwMJBt1PZ4HRN9jk2FCYkD4efQDqy0Olmg%3D%3D

The link is only valid for 60 minutes.

If you didn't ask to change your password, don't worry. Your password is still safe and you can ignore this email.

Please remember, your password for the EmblemHealth employer portal expires every 60 days. We require you to update passwords every 60 days in order to keep your portal account secure.

We're committed to supporting you.

Thanks,
EmblemHealth

Please do not reply to this message. Replies go to a mailbox that is not checked. If you have questions, please contact us.

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Step 6:	Return to the User Detail Information screen. 1. Click **Retrigger Welcome Email** to resend the employer portal account registration email to the user's registered email address.

Home > User Management > User Detail Information

- GROUP

User Detail Information

Reset Password   Deactivate User   Retrigger Welcome Email

∨ User Information

Edit

First Name	Last Name	User Name
brown	yellow	brown@yellow.com
Mobile	Phone	Extension
Email ID	User Role	

Step 7:	The Confirmation screen displays. 1. View the confirmation message that the welcome email was retriggered.

Home > User Management > User Detail Information

- GROUP

User Detail Information

Reset Password   Deactivate User   Retrigger Welcome Email

Welcome Email triggered successfully

∨ User Information

Edit

First Name	Last Name	User Name
brown	yellow	brown@yellow.com
Mobile	Phone	Extension

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Step 8:	The user opens the welcome email prompting them to complete web registration. 1. Within the email, the user clicks the **Complete web registration** button to complete user registration. **Note:** This will bring the user to the Group Verification screen, where they will follow the steps to register (refer to the Register for the Portal – New User Quick Reference Guide).

[EXTERNAL] Sandbox: Set up your EmblemHealth employer portal account : Complete your registration and check out all the features available to you online.

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April 1, 2022

Dear brown,

Thank you for choosing EmblemHealth.

Your EmblemHealth employer portal account is now ready.

Simply click on the button below to complete your registration. To set up your initial account, you will need this username:brown@yellow.com. You can always change your username once you've completed your registration.

Complete web registration

If you're having trouble signing in, please contact your primary administrator in your organization or your EmblemHealth account representative.

After you complete your web registration, use this link to sign in to your website account. Or you can simply go to [emblemhealth.com]emblemhealth.com

We're committed to supporting you.

Thank you,
EmblemHealth

Please do not reply to this message. Replies go to a mailbox that is not checked. If you have questions, please contact us.

Thank You