


## Summary

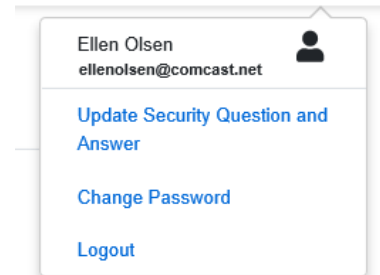
Anyone using the Provider Portal is able to change his/her password and security question. The system will prompt you to make these updates the first time you log-in. We recommend changing these periodically to ensure your account remains secure. This Quick Reference Guide will explain the steps to change your password and to change your security question and answer.

### 1 Change Your Security Question & Answer

Once you've logged into your account, you can update your security question and answer.

1. Click on the person icon next to your name in the upper right corner of the screen.
2. Select "Update Security Question and Answer."
3. Enter a new security question and answer, as well as your current password.
4. Click Update Security Question. The system will display a message that the update was successful.

Ellen Olsen 



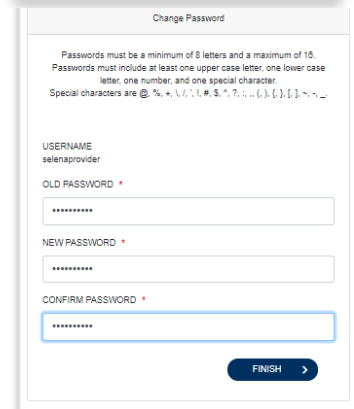
Ellen Olsen  
ellenolsen@comcast.net

- Update Security Question and Answer
- Change Password
- Logout

### 2 Change Your Password

You are able to change your password when you are logged into the system.

1. Click on the person icon next to your name in the upper right corner of the screen. Select "Change Password."
2. Enter your old password.
3. Enter your new password twice. Click FINISH.
4. You will receive a message that the update was successful. Click CONTINUE to return to the homepage.



Change Password

Passwords must be a minimum of 8 letters and a maximum of 16.  
 Passwords must include at least one upper case letter, one lower case letter, one number, and one special character.  
 Special characters are @, %, +, /, /, #, \$, %, ?, ., ., (, ), [ ], ~, ~, ~

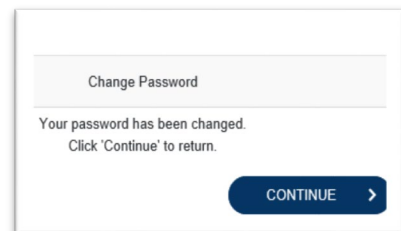
USERNAME  
selenaprovider

OLD PASSWORD \*

NEW PASSWORD \*

CONFIRM PASSWORD \*

FINISH >



Change Password

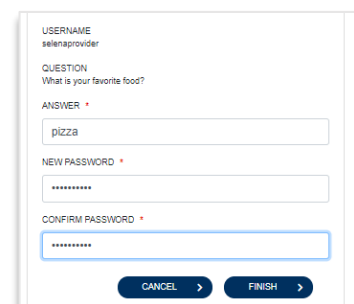
Your password has been changed.  
 Click 'Continue' to return.

CONTINUE >

### 3 Forgot Your Password

You are able to change your password before logging in.

1. Click on the "Forgot Password" link on the LogIn page.
2. Enter your username, click NEXT.
3. Answer your security question, then enter your new password twice. Click FINISH.
4. You will receive a message that the update was successful. Click CONTINUE to log in with your new password.



USERNAME  
selenaprovider

QUESTION  
What is your favorite food?

ANSWER \*

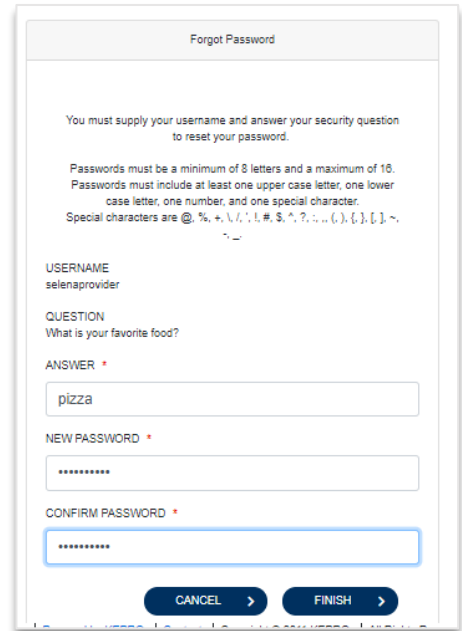
NEW PASSWORD \*

CONFIRM PASSWORD \*

CANCEL > FINISH >

## Important to Know:

- Your account will become inactive if you do not log in for more than 90 days.
- Your account will become locked if you enter the incorrect password too many times.
- If your account becomes locked or you suspect it is inactive, please contact KEPRO for assistance at **866-880-4080 ext. 1** or email us at [flpasrrmquestions@kepto.com](mailto:flpasrrmquestions@kepto.com)



- When selecting a password, you will need to follow the guidelines:
  - ✓ Passwords must be between 8 and 16 characters
  - ✓ One upper case letter, One lower case letter, One number
  - ✓ One special character such as @, !, +, etc.

## Need More Assistance?

- Training materials can be found by clicking on the Help icon on the left navigation pane as well as at <http://floridapasrr.kepto.com>.
- For technical assistance, please call KEPRO at **866-880-4080 ext. 1** Monday through Friday 8am to 5pm ET.