

Summary

Anyone using the Provider Portal can change his/her password. This Quick Reference Guide will explain the steps to change your password by using the [forgot password](#) link.

First verify your identity with Multi-Factor Authentication then create a new password.

To change your password if you want a new one or if you have forgotten yours, please follow these steps:

1. Click on “log in with phone” or “log in with email” under Customer/Provider.
2. When you see the blue screen, click “forgot password.”
3. Enter your work email address and click on send verification code.
4. You will receive an email with the verification code; enter the code and click verify code.
5. You will receive a message that your email address has been verified and you may now continue.
6. Click continue.
7. Next, enter your work email address and click send verification code in order to create a new password.
8. You will receive an email with a new verification code, enter the code and click verify code.
9. Click continue.
10. Create your new password and enter again to confirm new password.
11. Click continue. You will then be logged into the portal.

Important to Know:

- 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.
- Your account will become locked/inactivated if you enter the incorrect password too many times or if you have not logged in for 90 days. If either occurs, please contact Kepro for assistance at **866-880-4080 option 1** or flpasrrmquestions@kepro.com.

Customer/Provider

Use this login button if you are a customer or provider user.

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me



Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Cancel



Email Address

Send verification code

Continue