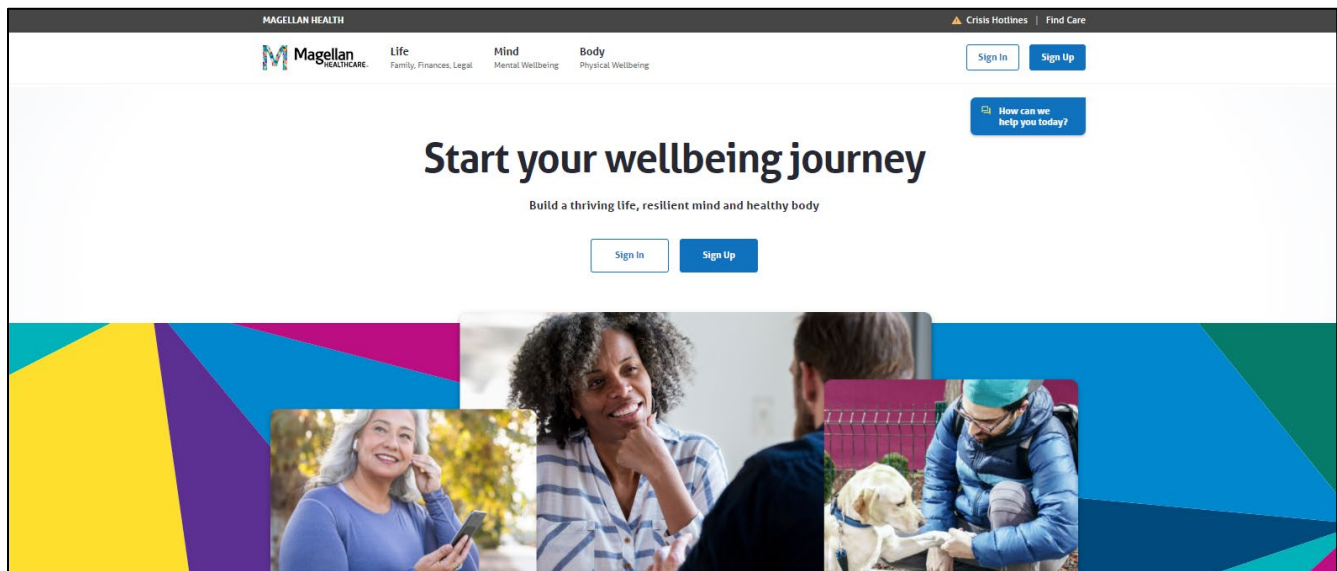


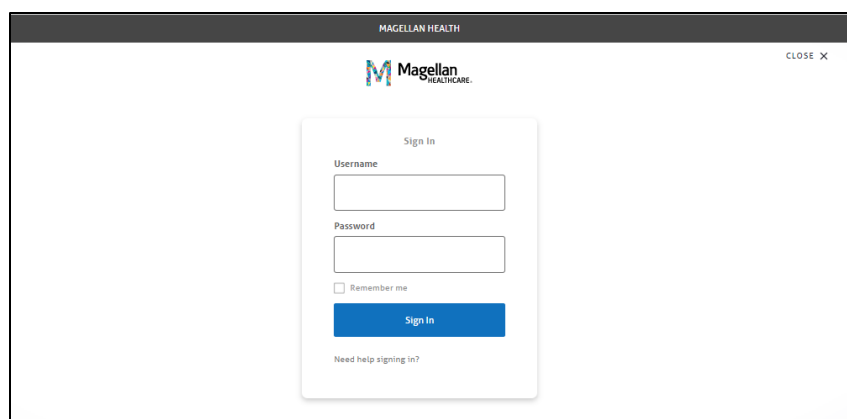
HOW TO RESET YOUR PASSWORD

As a security measure, if you request a new password more than once in a 48-hour period, your account will be locked. You'll need to wait 48 hours from when you received the password reset email. This is to ensure the security and privacy of your information.

1. Click on [this link](#). You should arrive at the “Start” page below. Click on the white “Sign In” button.



2. You should arrive at the login page below. Click on “Need help signing in?”



3. You should see the “Forgot password?” line below the “Need help signing in?” line. Click on “Forgot password?”

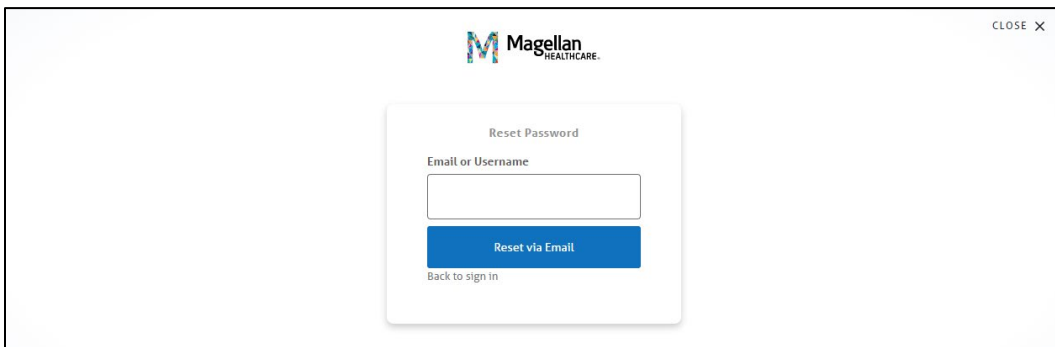
Remember, if you request a new password more than once in a 48-hour period, your account will be locked. You’ll need to wait 48 hours from the time of the email to reset your password. This is to ensure the security and privacy of your information.



The screenshot shows the Magellan Healthcare Sign In interface. At the top center is the Magellan Healthcare logo, and at the top right is a "CLOSE X" link. The main content is a white card with the title "Sign In". Below the title are two input fields: "Username" and "Password". Under the "Password" field is a checkbox labeled "Remember me". Below the checkbox is a blue button labeled "Sign In". At the bottom of the card are three links: "Need help signing in?", "Forgot password?", and "Help".

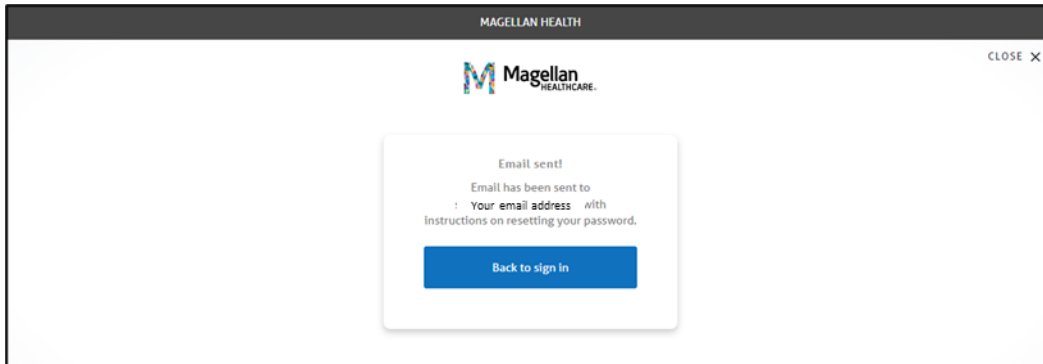
4. You should see the “Reset Password” screen below. Enter your email address in the “Email or Username” field and click the blue “Reset via Email button.”

Remember, if you request a new password more than once in a 48-hour period, your account will be locked. You’ll need to wait 48 hours from the time of the email to reset your password. This is to ensure the security and privacy of your information.



The screenshot shows the Magellan Healthcare Reset Password interface. At the top center is the Magellan Healthcare logo, and at the top right is a "CLOSE X" link. The main content is a white card with the title "Reset Password". Below the title is an input field labeled "Email or Username". Below the input field is a blue button labeled "Reset via Email". At the bottom of the card is a link labeled "Back to sign in".

5. You should see the “Email sent!” screen below. Check your email for a message from “Okta” with the subject line “Account password reset.” Click on the green “Reset Password” button in the email.



6. You should be taken to a screen that looks like the one below. Follow the instructions to create a new password. This will NOT reset your work Okta account.

A screenshot of a mobile browser displaying the 'Reset your Okta password' page. The address bar shows 'lthssso.okta.com'. The page has the Magellan HEALTH logo at the top. The main heading is 'Reset your Okta password'. Below it, 'Password requirements:' are listed with a bulleted list: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'A symbol', 'No parts of your username', 'Does not include your first name', 'Does not include your last name', 'Your password cannot be any of your last 24 passwords', and 'At least 2 day(s) must have elapsed since you last changed your password'. There are two input fields: 'New password' and 'Repeat password'. Below these is a blue 'Reset Password' button. At the bottom, there is a 'Back to sign in' link and footer text: 'Powered by Okta' and 'Privacy Policy'.

7. Once you have created your new password, [click here to go to the home page](#), and then click on the white “Sign In” button. Log in with your email and new password.