

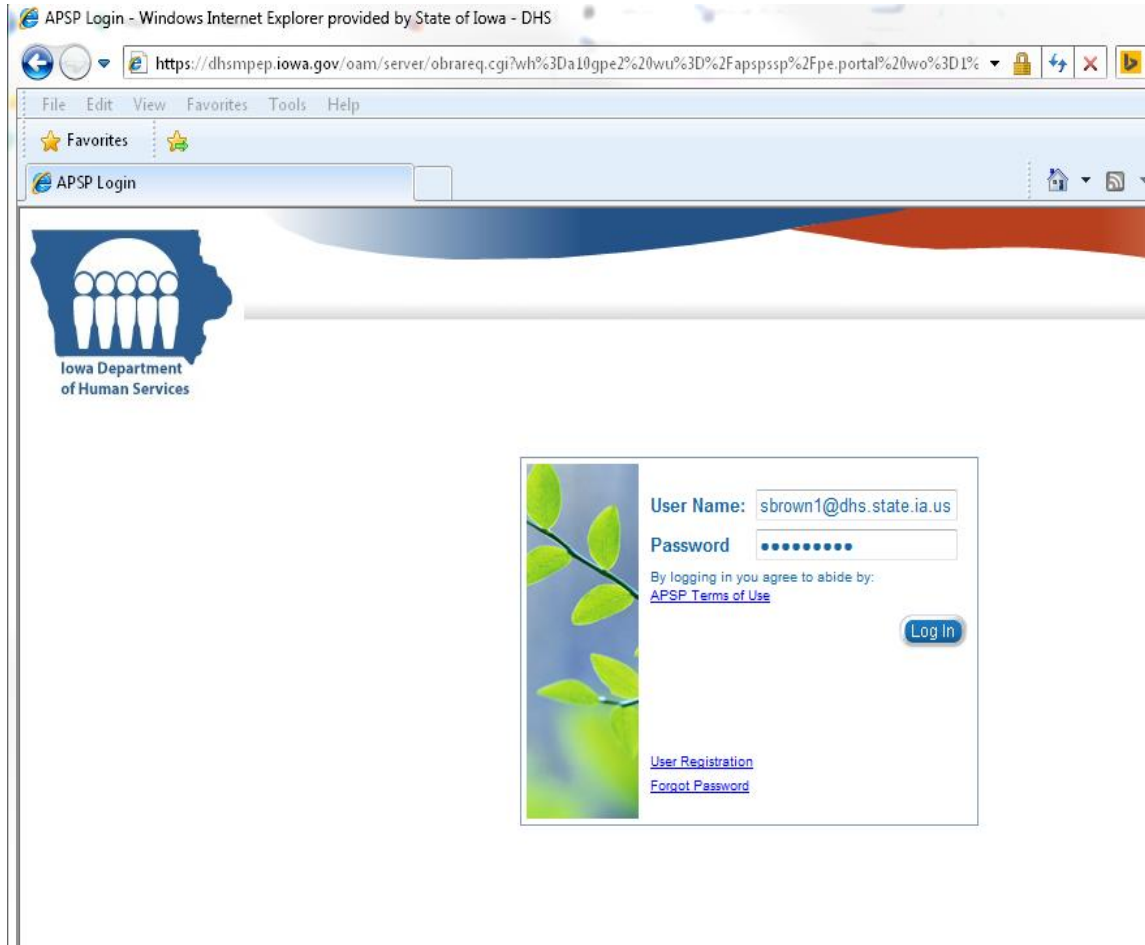


**Iowa Department of Human Services  
Medicaid Presumptive Eligibility Portal**

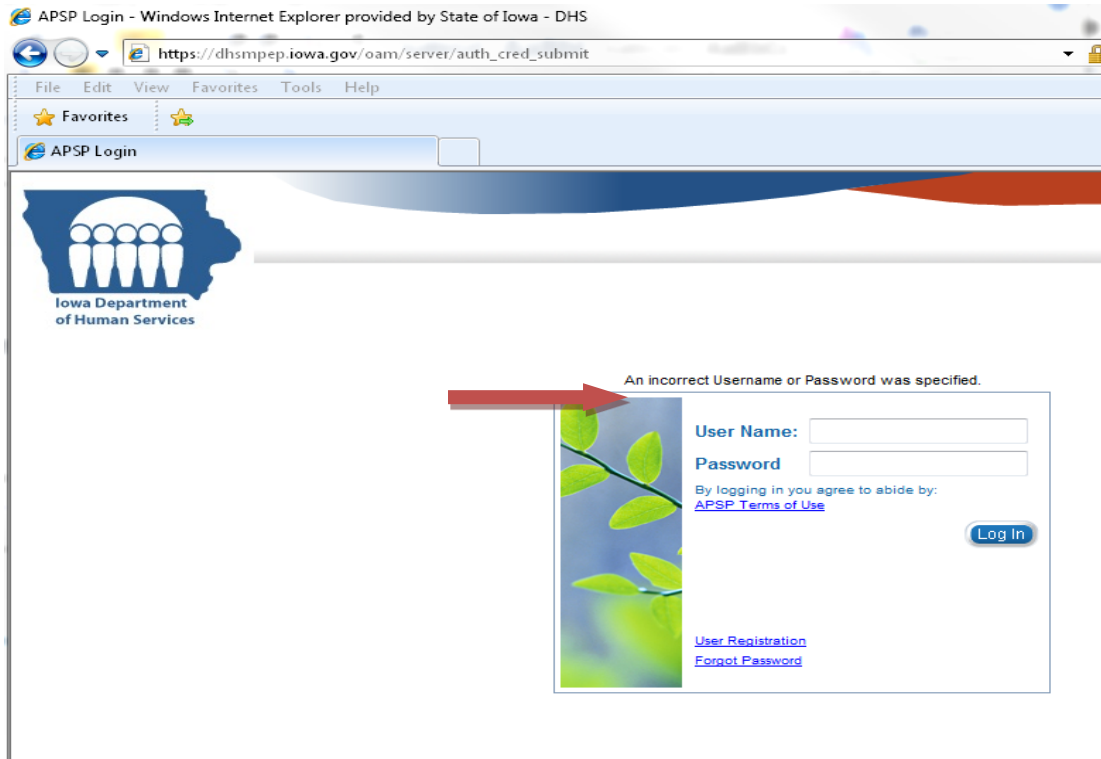
## **Medicaid Presumptive Eligibility Portal Resetting Password Request**

This section provides step-level guidance for a QE end user to follow when resetting their password as part of the forgotten password flow.

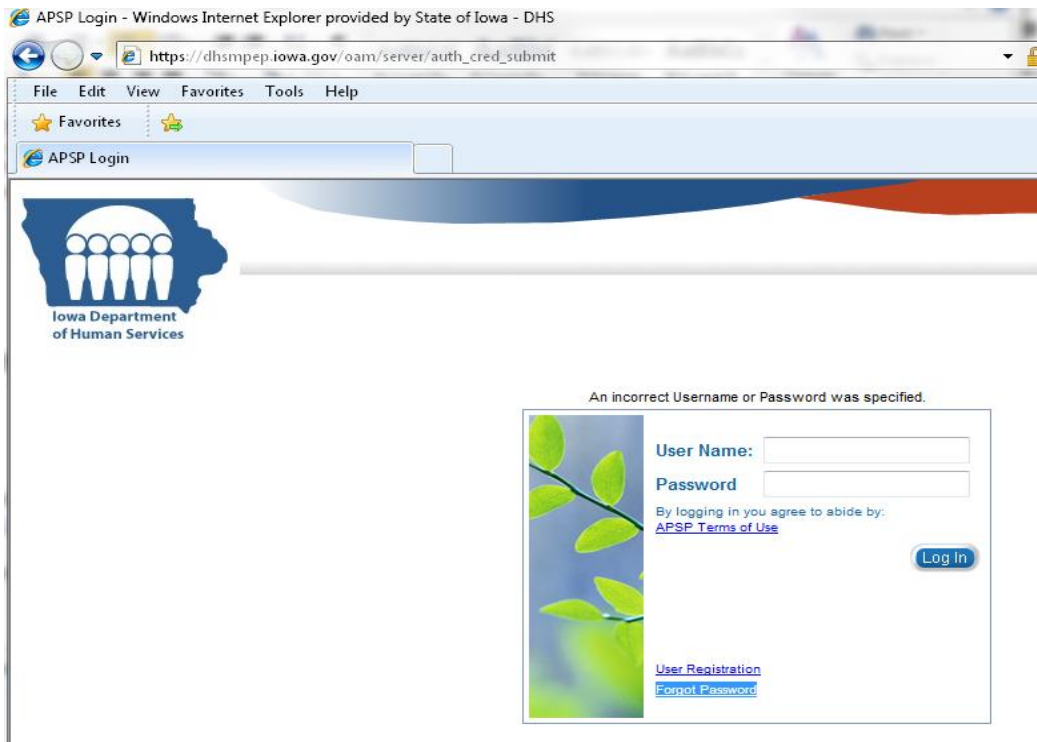
1. QE will attempt to login using the correct username and current password.



2. If the incorrect password is entered the error below will be shown:



3. QE should click on the 'Forgot Password' link on the MPEP page:



4. The system presents a 'Forgot Password' page. QE enters their User Login information and clicks the next button.

Identity Self Service - Windows Internet Explorer provided by State of Iowa - DHS

https://dhs.mpep.iowa.gov/identity/faces/forgotpassword?\_afriLoop=2632588907575382&\_afriWindowMode=0&\_adf.ctrl

Identity Self Service

Forgot Password

Identify Yourself Answer Challenge Questions Select A New Password

Please identify yourself \* Required field

\* User Login sbrown1@dhs.state.ia.us

Cancel Next

5. The system displays a Challenge Questions page. QE submits responses to all provided challenge questions and clicks the next button.

*Note:* Challenge response questions were setup when Self Registration was completed. Below is just an example of some challenge questions and what it will look like.

Identity Self Service

Accessibility Help

Forgot Password

Identify Yourself Answer Challenge Questions Select A New Password

Please answer your challenge questions \* Required field

Answer the challenge questions below with the answers you set during registration

What is your mother's maiden name?  
\* Berry


What is the name of your pet?  
\* Lion

What is your favorite color?  
\* Gray

Cancel Back Next

6. The system displays a 'New Password' page. QE submits a new password.

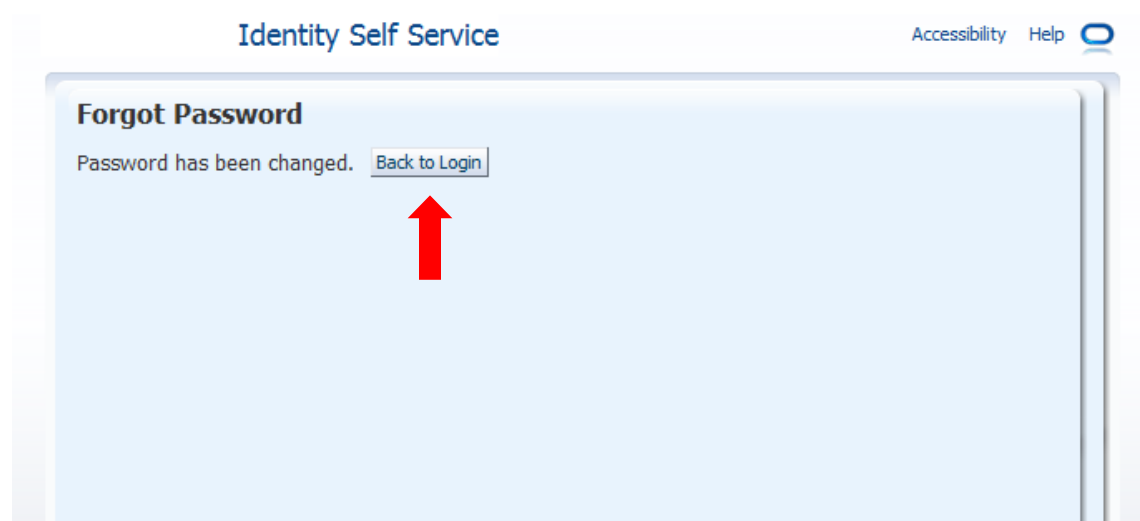
The screenshot shows the 'Identity Self Service' interface. At the top, there are links for 'Accessibility' and 'Help'. The main heading is 'Forgot Password'. Below it, a progress bar indicates three steps: 'Identify Yourself', 'Answer Challenge Questions', and 'Select A New Password', with the third step being the active one. There are 'Cancel', 'Back', and 'Save' buttons. The main content area is titled 'Please enter new password' and is marked as a '\* Required field'. It contains two input fields: '\* Enter new password' and '\* Re-enter new password', both with masked characters. An information icon (i) is located to the right of the first input field.

Note: password history and complexity requirements are shown when  is clicked. If any password requirement is not met, the system displays an invalid password error.

This screenshot shows the same 'Forgot Password' page as above, but with a 'Password Policy' popup window open. The popup lists the following requirements: 'Password must be at least 8 character(s) long.', 'Password must contain at least 1 lowercase letter (s).', 'Password must contain at least 1 numeric character (s).', and 'Password must contain at least 1 uppercase letter (s)'. The information icon (i) on the page is highlighted, indicating it was clicked to reveal this policy.

This screenshot shows the 'Forgot Password' page within a browser window. The browser's address bar shows the URL: 'https://dhsmpcp.iowa.gov/identity/faces/forgotpassword?\_afLoop=2632588907575382&\_afWindowMode=0&\_adf.ctrl'. The page content is the same as the previous screenshots. However, an 'Error' dialog box is displayed over the input fields. The error message reads: 'IAM-30-40027 : An error occurred while changing the user password.' The dialog box has an 'OK' button.

7. The system then updates your password. You can navigate back to the main login page by clicking on Back to Login.



If you have any issues with the above process or are unable to logging after attempting to reset password you can contact MPEP Support at 1-855-889-7985 Monday- Friday 7A.M. to 6P.M. or by email at [IMEMPEPSupport@dhs.state.ia.us](mailto:IMEMPEPSupport@dhs.state.ia.us)