

## Hints and Tips

Type: Provider  
Category: Portal Login

If you forget or misplace your password or user name for the IPOne portal, you have two options to get back into your account.

*NOTE: If you are LOCKED OUT of your IPOne account, call 844-240-1526.*

### Option One – Forgot Password

Step 1: Click on 'Forgot your username or password?'

Step 2: Enter your user name. Click 'Next'

Step 3: Enter your ProviderOne P1 ID, Last Name, and Email address. Click 'Next'

Step 4: Answer your security questions. Click 'Next'

Step 5: Enter a **new password** (click [here](#) for Password Rules) and **confirm** the password.

Step 6: The next screen will redirect you to the login screen.

### Option Two – Forgot User Name

Step 1: Click on 'Forgot your username or password?'

Step 2: Click the '[here](#)' hyperlink and register again.

Step 3: Select the options shown below. Then click 'Next'

Step 4: Enter your ProviderOne ID, last name, and social security number. Click 'Next'

Step 5: The next screen will display your user name and a hyperlink to redirect you to the login screen.

## Password Rules

To change or reset your password, the following rules apply:

- **You may not reuse your previous six passwords.**
- **Passwords must contain a minimum of 10 characters and must include these elements:**
  - **Special Character such as: # @ \$ %! + \***
  - **Upper Case Letter**
  - **Lower case letter**
- **Passwords will expire every 90 days.**

Click [here](#) to go back to Step 5, to create a new password.