

CEDI offers a Gateway Self-Service Password Portal to allow Trading Partners the ability to change or reset their password used to connect to the CEDI SFTP Gateway.

For additional assistance, contact the CEDI Help Desk at 866-311-9184 or via e-mail at [ngs.cedihelpdesk@anthem.com](mailto:ngs.cedihelpdesk@anthem.com).

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**CEDI Trading Partner ID Password Requirements**

**Passwords will expire every 60 days and Trading Partners must then reset with a new password.**

Password requirements are listed below:

- Passwords must be eight (8) characters in length; no more and no less.
- Passwords must contain a combination of numbers and alpha characters.
- Passwords must include at least 1 uppercase and 1 lowercase letter; case sensitive.
- Passwords must contain a special character; for example @, #, \$
- Passwords cannot contain dictionary words.
- Passwords must contain a minimum of four (4) characters different than the previous password.
- Passwords must be different than the last nine (9) passwords.
- Passwords cannot be changed more than once within a rolling 24 hour period. If a password needs to be reset more than once within a rolling 24 hour period, please contact the CEDI Help Desk at 866-311-9184 for assistance.
- After three (3) incorrect login attempts, the account will be locked. Please contact the CEDI Help Desk at 866-311-9184 to have your password reset.
- Passwords must not be stored in scripts, files, or applications unless compensating controls are in place.

CMS’ information security policy strictly prohibits the sharing or loaning of Medicare assigned IDs and passwords. Users should take appropriate measures to prevent unauthorized disclosure or modification of assigned IDs and passwords. Violation of this policy will result in revocation of all methods of system access, including but not limited to EDI front-end access or VDC RACF user access.

If you feel your ID has been compromised, please contact the CEDI Help Desk at 866-311-9184 immediately so we can assist you in taking proper measures to secure a new Trading Partner ID and password.

### **Changing Your CEDI Password**

To change your password, go to the CEDI Web site [www.ngscedi.com](http://www.ngscedi.com), select “Gateway Self-Service Password Reset Portal” and then click on the “Change/Reset Your Trading Partner Password” button.

**Change/Reset Your  
Trading Partner Password**

Or use this link ([Gateway Self-Service Password Reset Portal](#)) to go directly to the Portal.

The following screen will display:



A screenshot of a login form with two input fields: "Username" and "Password". Below the fields is a green "Login" button with a person icon. A link "Forgot Your Password?" is located below the button.

1. Type in your Username and current Password
2. Select “Login”

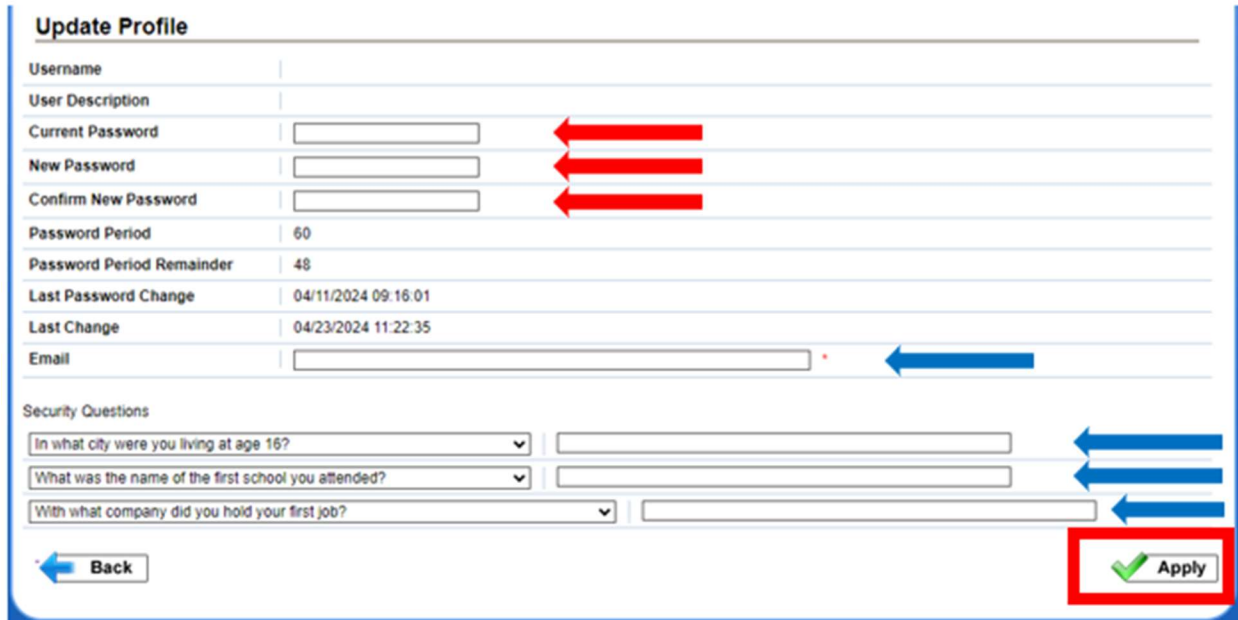
The following screen will display:



A screenshot of a user profile page. At the top right, it displays "User:", "Logged In Trading Partner:", and "Current Trading Partner:" with a red arrow pointing to a blue "Update Profile" link. Below this is a yellow box containing the text: "Welcome back, [redacted]", "Last login: 04/23/2024 11:21:27", and "Last failed login: 04/23/2024 11:19:53".

3. Select “Update Profile”

Your “Update Profile” page will be displayed as shown on the following page.



4. To change your password, type the current password in the “Current Password” field.
5. Type the new password in the “New Password” field.
6. Type the password again in the “Confirm New Password” field.
7. Select “Apply” to accept the new password.

**Note:** An “Email” address must be entered to change the password information.

The “Security Questions” should be answered in case you forget your password. The answers can be used to reset the password if needed. If you have already answered the security questions, you do not need to answer them again unless you want to change the question(s) used or the answer(s) provided. More information about the “Security Questions” is provided later in this document.

If the password change was successful, the following will be displayed:



If the change was not successful, a message will be displayed indicating what information is needed. Make the corrections and select “Apply” again.

You will now use your new password to connect to the CEDI SFTP Gateway.

You can either Logout or return to the Home page using the icons in the top right corner of the page.



## **Using the Forgot Your Password Option**

If you have forgotten your password, go to the CEDI Web site [www.ngscedi.com](http://www.ngscedi.com), select “Gateway Self-Service Password Reset Portal” and then click on the “Change/Reset Your Trading Partner Password” button.



Or use this link (<https://pwr.ngscedi.com/authentication>) to go directly to the Portal.

The following screen will display:

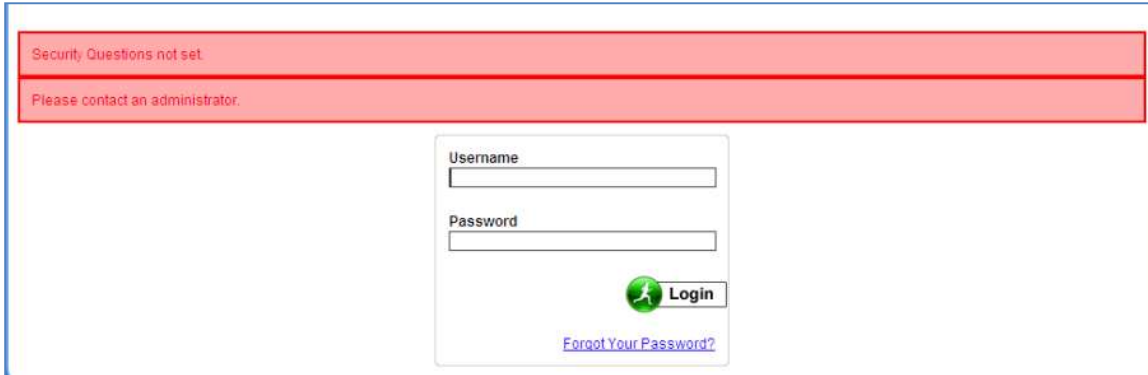
A screenshot of a login form. It has two input fields: "Username" and "Password". Below the "Password" field is a green circular icon with a white person silhouette and the word "Login" next to it. At the bottom of the form, there is a red arrow pointing to a blue underlined link that says "Forgot Your Password?".

1. Enter your “Username” and select “Forgot Your Password?”
2. You will need to answer the security questions you pre-set and select “Apply”.

A screenshot of a "Security Questions" form. It has three questions, each with a corresponding input field: "In what city were you living at age 16?", "What was the name of the first school you attended?", and "With what company did you hold your first job?". At the bottom right of the form is a green checkmark icon and the word "Apply".

All questions must be answered correctly in order to reset the password.


If you have not set your security questions, you will receive the following error, “Security Questions not set. Please contact an administrator.” as shown below:



Security Questions not set  
Please contact an administrator.

Username

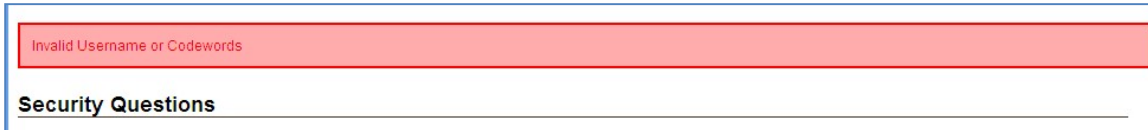
Password

 Login

[Forgot Your Password?](#)

You will need to contact the CEDI Help Desk at 866-311-9184 to have your password reset. Once your password is reset, you will be able to log in and set your security questions.

If the answers to the security questions are not correct, you will receive the following error, “Invalid Username or Codewords” as shown below:



Invalid Username or Codewords

Security Questions \_\_\_\_\_

You will have three (3) attempts to answer the security questions correctly. If the security questions are not answered correctly, your account will be locked and you will need to contact the CEDI Help Desk at 866-311-9184 to have your password reset in order to unlock your account. Once your password is reset, you will need to log in and update your security questions under “Update Profile”.

3. If the information was entered correctly, the following screen will display:



**Reset Password Complete**

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The following temporary password was assigned to your username

Password: **Your temporary Password would be displayed here**

4. Your temporary password will be displayed on the Reset Password Complete screen.
5. You will use your Username and temporary password to login. The following screen will be displayed when you login with the temporary password:

User:   
 Current Trading Partner:   
[Update Profile](#)

Welcome back Please change your password.  
 Last login:  
 Last failed login:

## Change Password

Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

 **Apply**

6. Enter your current temporary password, the new password, and confirm the new password.
7. Select "Apply".

If the password change was successful, the following will be displayed:

[Update Profile](#)  
 Your password has been updated

If the change was not successful, a message will be displayed indicating what information is needed.

Make the corrections and select "Apply" again.

You will now use your new password to connect to the CEDI SFTP Gateway.

If you would like to make any changes to your profile or security questions, select "Update Profile".

Or you can Logout or return to the Home page using the icons in the top right corner of the page.



## Setting Your Security Questions

To setup or update your security questions, you will need to go to the CEDI Web site [www.ngscedi.com](http://www.ngscedi.com), select "Gateway Self-Service Password Reset Portal" and then click on the "Change/Reset Your Trading Partner Password" button.



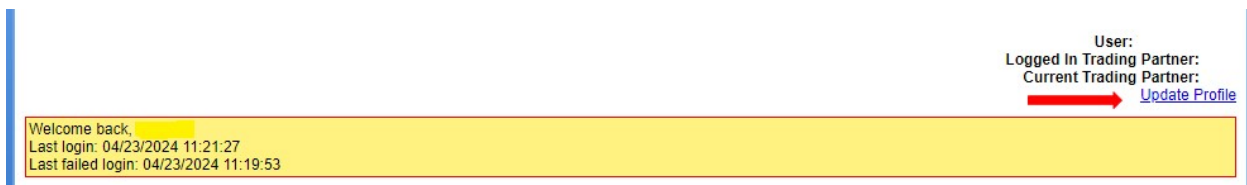
Or use this link (<https://pwr.ngscedi.com/authentication>) to go directly to the Portal.


The following screen will display:



1. Type in your Username and current Password
2. Select "Login"

The following screen will display:

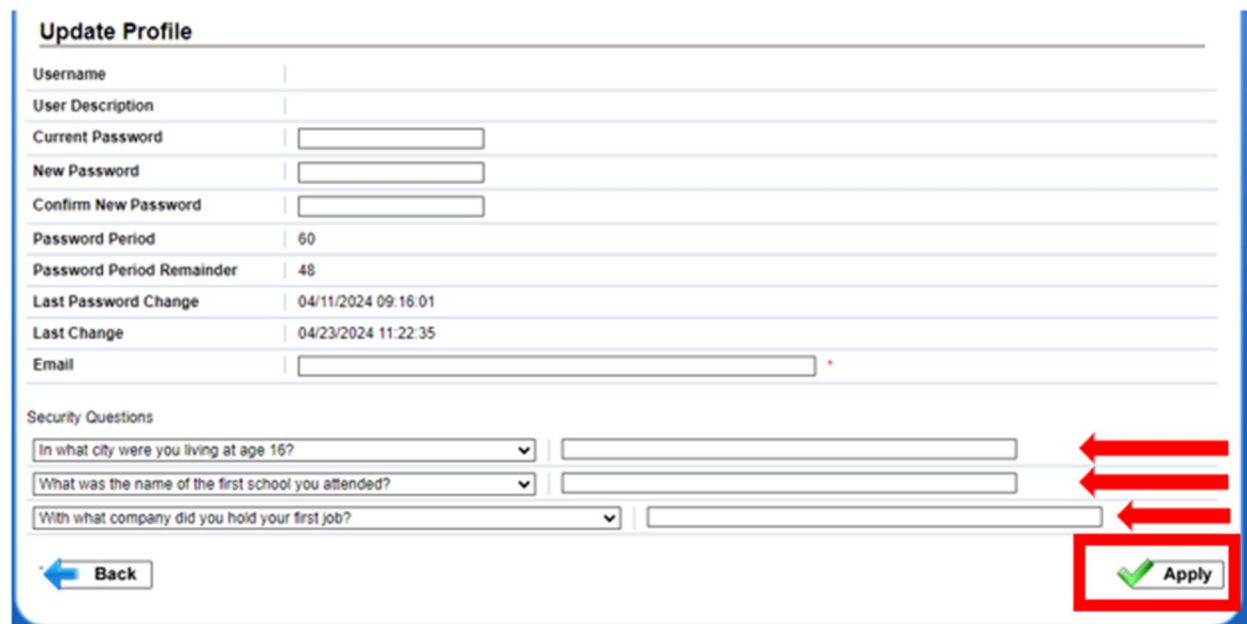


User:  
 Logged In Trading Partner:  
 Current Trading Partner:  
 [Update Profile](#)

Welcome back,  
 Last login: 04/23/2024 11:21:27  
 Last failed login: 04/23/2024 11:19:53

3. Select "Update Profile"

Your "Update Profile" page will be displayed.



**Update Profile**

Username |

User Description |

Current Password |

New Password |

Confirm New Password |

Password Period | 60


Password Period Remainder | 48


Last Password Change | 04/11/2024 09:16:01


Last Change | 04/23/2024 11:22:35



Email |

Security Questions

In what city were you living at age 16?  

What was the name of the first school you attended?  

With what company did you hold your first job?  

There are ten (10) questions you can choose from for each of the three (3) security questions.

4. You will need to choose the questions you wish to answer and provide your responses. The answers are case sensitive.

5. Once three questions have been chosen and answered, select “Apply”.

If you forget your password, you will be asked to provide the answers you have entered to reset the password.

If you return to the “Update Profile” page, the security questions will display the 1<sup>st</sup> question in each set even if you chose a different question to answer. The questions and answers you selected will still be saved with your profile unless you select new questions and provide new responses.

If you have any questions about using the CEDI Gateway Self-Service Password Portal, please contact the CEDI Help Desk at [ngs.cedihelpdesk@anthem.com](mailto:ngs.cedihelpdesk@anthem.com) or at 866-311-9184.