

Thank you for joining the CEDI Webinar, "CEDI Self-Service Password Portal Overview". The slides in this presentation are available on the CEDI Web site <http://www.ngscedi.com> under the Webinar link.

In this presentation, we will be discussing how to access the password portal, setup your profile and security questions, change your password, and use the "Forgot Your Password?" option.

CEDI offers an online self-service password portal that Trading Partners can use to change and reset their password 24 hours a day, 7 seven days a week.

To use the online password portal, go to the CEDI Website <http://www.ngscedi.com>. You will need to select the CEDI Gateway Self-service Password Portal link on the left-hand side of the screen. Next you will need to select the Change/Reset Your Trading Partner Password button.

The screen displayed will ask for your Username and Password. The Username will be your login ID. The login or username will be your Trading Partner ID @ your Trading Partner ID. Once you have entered the Username and password, select Login. This will take you to the welcome page.

On the welcome page, you can select Update Profile.

By updating your profile, you will be able to change your current password and/or set your security questions.

You will need to select Apply to accept any changes made.

You will need to select 3 security questions and provide answers to the questions you will use to reset your password if it is forgotten. Each drop down menu has a list of 10 questions that you can choose from.

Once the security questions and answers have been entered and saved, you will be able to use the "Forgot Your Password?" feature to reset the password if it is lost or forgotten later. If you return to the Update Profile page, the questions at the bottom of the screen will return to the first 3 questions in the lists and the answer fields will appear blank. This does NOT mean that the information was not saved. The security questions and answers you set will remain in our system until you select new questions and answers which you can do at any time.

When updating the profile information, Trading Partners can choose to change their password without changing the security question information that has been set. They can also change the security questions without changing the password.

Trading Partners do not have to wait for passwords to expire to change or reset them using the password portal. Passwords can be changed at any time.

When changing or resetting passwords, the new password must meet the following requirements:

- 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.
- Password must contain a special character; for example @, #, \$



## CEDI Self-Service Password Portal Overview Transcript

- Password must be different than the last nine (9) passwords.
- Password will expire every 60 days.
- 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.

This screen will be displayed if changes were successfully applied to the Profile page.

Once you have updated your profile with the security questions, if you forget your password, you can use the "Forgot Your Password?" option to reset your password.

To reset the password, type in the Username and select "Forgot Your Password?".

Please remember that the Username is your Trading Partner ID @ Your Trading Partner ID.

This will take you to a screen where you can answer your security questions. You must answer all 3 questions and select apply to reset the password. The answers are case sensitive so be sure you enter them exactly as you typed them when setting the questions in your profile. If you do not answer the questions correctly, you will receive the error message "Invalid Username or Codewords".

If you try to use the "Forgot Your Password?" option before setting the security questions, you will receive the following error message, "Security Questions not set. Please contact an administrator." At this point, you will need to contact the CEDI Help Desk at 866-311-9184 and have your password reset. Once your temporary password is assigned, you can use the password portal to log in, change the password, and setup the security questions.

Once you answer the security questions correctly, you will be redirected to the log in screen where it will indicate that the password reset was successful and a temporary password will be e-mailed to the e-mail address on file. Once you have the temporary password, you can log in and change the password.

There is an instruction guide with more information about the password portal available on the CEDI Web site at <http://www.ngscedi.com>.

The instruction guide will also provide a list of all the security questions available in case you want to review the question options before logging in to set your questions.

Thank you for taking the time to review this presentation. If you have any questions, please contact the CEDI Help Desk at 866-311-9184 or at [ngs.cedihelpdesk@wellpoint.com](mailto:ngs.cedihelpdesk@wellpoint.com).