



1. [Navigate to the Healthcare Portal.](#)
2. Enter your **User ID** and click **Log In**.
3. Answer the **Challenge Question**.
4. Click **Forgot Password Link**.

**Make sure your site key token and passphrase are correct.**

If the site key token and passphrase are correct, type your password and click **Sign In**.  
If this is not your site key token or passphrase, do not type your password.  
Call the [customer help desk](#) to report the incident.

Site Key: 

Passphrase: Password1234

\*Password:

[Sign In](#)

[Forgot Password?](#)

5. Answer the **Challenge Question** on the **Forgot Password** screen.

**Forgot Password** ?

The \* (in red) indicates required fields when the ADD button is selected.

Answer the following challenge question. We will use the answer to help authenticate your identity. If we find a match, an email will be sent to your email address on record.

**Challenge Question** What was your favorite place to visit as a child?

\*Your Answer:

[Submit](#) [Cancel](#)

6. Once you answer the Challenge Question, you will receive a message stating an email has been sent with your account information to the address on record.

**Forgot Password** x

You have successfully validated your Password.

We have sent an email with your account information to the email address on record. Email notifications can take 15 to 30 minutes to be delivered.

[OK](#)

7. The email will contain a temporary password which will allow you to reset your password.

**Note: If unable to reset your password, please contact Gainwell Technologies' Electronic Data Interchange (EDI) Department at 1-800-457-4454 (toll-free) or 501-376-2211.**

**For more Training Tools and Resources, please visit the [Arkansas Medicaid Training Webpage](#).**



For more information call **1-800-457-4454**

