

Security Update

Telligen Provider Portal

Overview

- Telligen understands how important it is to keep data secure
- To maintain high security standards, Telligen frequently engages in security audits and testing
- Through our continuous improvement process, Telligen will implement the following changes:
 - Increased frequency and complexity of user password updates
 - Improved user deactivation processes



Passwords

- New password requirements:
 - Passwords will need to be at least eight (8) characters long
 - Passwords will need to contain at least one (1) special character, one (1) letter, and one (1) number
 - Special characters can only include: ! @ # \$ % & * () - = + [{] } ; : , /
- Passwords will change every 60 days. They cannot be reused.
 - Users will receive a notification that their password is going to expire stating:
Warning! Your login password will expire soon. Please change your password.
 - Users will be allowed two (2) grace logins if the password is expired. At the second log-in, the user will be forced to reset their password.

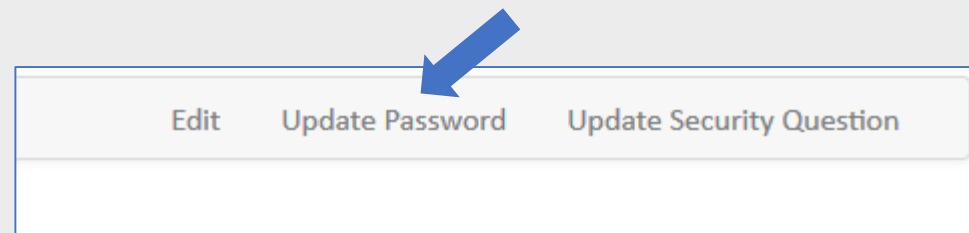
How to change your password.

- Log in to the Telligen Provider Portal
- Click on “My Account” in the top right corner of the page



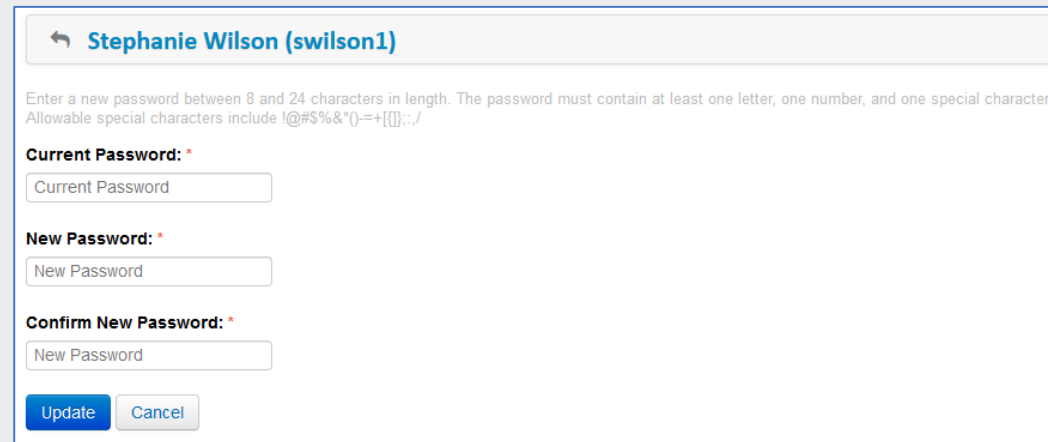
How to change your password.

- Select Update Password in the top right section of the page



How to change your password.

- Enter your Current Password
- Enter your New Password
- Enter the New Password in the Confirm New Password box
- Select Update to complete



← Stephanie Wilson (swilson1)

Enter a new password between 8 and 24 characters in length. The password must contain at least one letter, one number, and one special character.
Allowable special characters include !@#%&*()-+{[]:;./

Current Password: *

New Password: *

Confirm New Password: *

- Your Password has been changed.

Thank You!

- Thank you for reviewing this important message concerning improvements to the security of the Telligen Provider Portal.
- If you have any questions concerning this information, you can contact the Help Desk at:

email: idmedicaidsupport@Telligen.com
phone: 1 (866)538-9510