



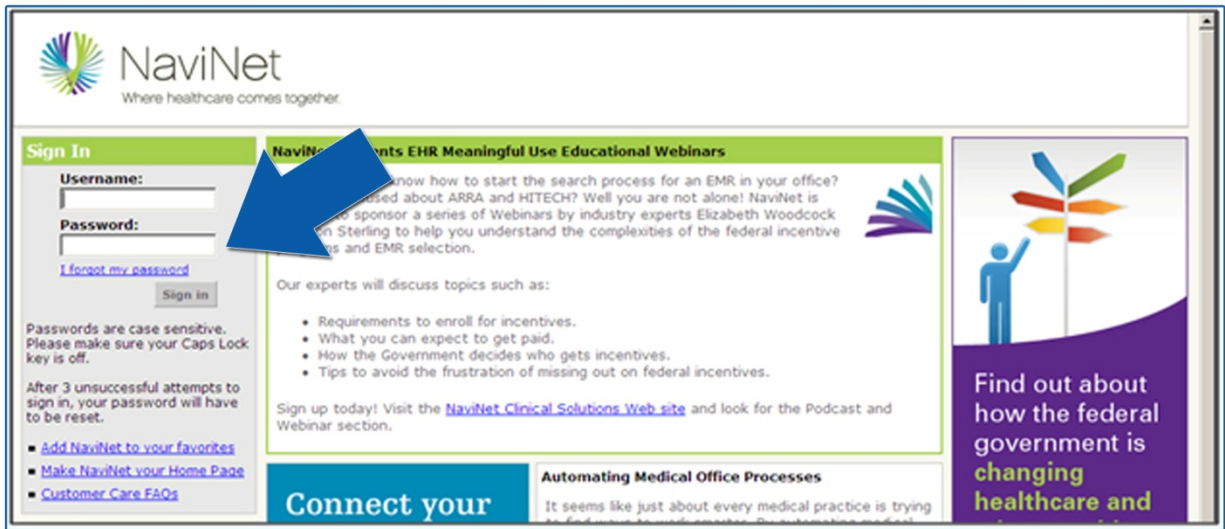
Resetting your NaviNet[®] password

July 2011



Follow these steps on the NaviNet web portal to reset your NaviNet password:

1. Enter your NaviNet username on the NaviNet Sign In screen.
2. Click on the *I forgot my password* link.



3. Enter your NaviNet username, then select *Continue*.



4. Answer the challenge questions with the same responses you provided at the time of your first NaviNet login, then select *Submit*.



5. Enter your new password.
6. Re-enter your new password.
7. Select *Submit* at the bottom of the screen.

Change Password

Instructions:

1. Enter your new password into the first field (see guidelines below).
2. Re-enter your new password into the second field to confirm your choice.
3. Click Submit.

New Password:

Re-enter New Password:

Password Guidelines:

- A NaviNet®-generated password only allows you to get into the system to create your own password.
- Create a password that will be easy to remember, but not easy for someone else to guess.
- A password is case sensitive, which means you must always enter it using the same combination of upper and lower case letters (remember to check that your Caps Lock key is not accidentally on when entering your password).
- A password must include a combination of numbers and letters.
- NaviNet will not allow your username, your first and last name, or the word 'password' to be used as your password, or as part of your password.
- Do not keep your password where it would be easy for others to find (for example, on a bulletin board, under a keyboard).

Please keep the following in mind:

- NaviNet passwords are case-sensitive.
- Your new password must include a combination of letters and numbers.
- Your new password must be at least six characters in length.
- NaviNet will not allow certain words to be used as passwords, such as your name or your NaviNet username.

Note: Your designated NaviNet Security Officer can generate temporary passwords, add new users, and terminate user access.

If your office has additional questions or requires training for NaviNet, please call the eBusiness Provider Hotline at 215-640-7410.

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