Resetting your NaviNet® password
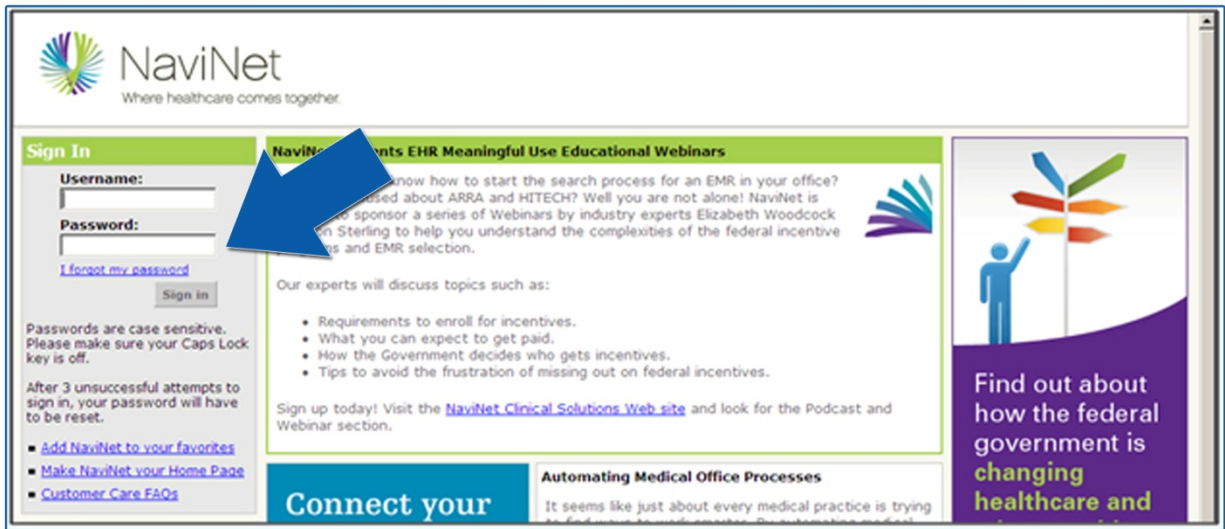
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Follow these steps on the NaviNet web portal to reset your NaviNet password:
1. Enter your NaviNet username on the NaviNet Sign In screen.
2. Click on the *I forgot my password* link.

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.

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 SecurityOfficer 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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