

EDI Support Services

Changing Iowa Medicaid Passwords in the EDISS Gateway SSPR

Due to security policy, all Submitter passwords expire 60 days after issuance. EDISS offers a Self-Service Password Reset (SSPR) portal to manage EDISS Gateway credentials. The EDISS Gateway SSPR allows passwords to be reset at the Submitter's convenience.

In this document:

- [Changing EDISS Gateway Password for the First Time](#)
- [Changing EDISS Gateway Password After Logging In](#)

Changing EDISS Gateway Password for the First Time

1. Log into the EDISS Gateway SSPR by entering the username (ex. BS99999, no / should be utilized) and password provided by EDISS on the Test/Production fax sent to the Trading Partner from EDISS and click Log In.
 - a. Web Portal Users should use <https://accountmgt3.edissweb.com/>
 - b. All other users should use <https://accountmgt2.edissweb.com>

EDI SUPPORT SERVICES | EDISS Gateway

Already have an account?

Log In

Username

Password

Log In

[Forgot username? >](#)

[Forgot password? >](#)

2. Upon the first login, users will be required to setup security questions.

Changing Passwords in the EDISS Gateway Continued...

Note: Security questions must be at least 4 character long and are not case sensitive.

3. Select the question from the drop down and enter the answer below.
4. Once all five (5) have been completed, click *Save Answers*.

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Setup Security Questions

Help | Self Service | Password Reset

Home Logout

In you forget your password, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Your answers meet the requirements. Click Save Answers when ready.

What city / town were you born in?

What is the name of your favorite pet?

Who is your favorite author?

What was your favorite show as a child?

What was the name of your childhood best friend?

Save Answers Cancel

5. Review the answers to ensure they are correct.
 - a. If they are correct, print the screen.
 - b. After printing the screen, click on *Confirm Security Answers*.
 - c. If they are incorrect, click *Go Back* and make corrections.

Changing Passwords in the EDISS Gateway Continued...

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Confirm Security Questions

HWQ Self Service Password Reset

Home Logout

Be sure your answers and questions are correct. Check the spelling and punctuation. In you are unable to remember your password, you will be able to access your account by supplying the answers to these security questions.

What city / town were you born in?

springfield

What is the name of your favorite pet?

oldyeller

Who is your favorite author?

Jones

What was your favorite show as a child?

sesame street

What was the name of your childhood best friend?

Jimmy

Confirm Security Answers Go Back Cancel

6. Once the answers have been confirmed, a *Success* notification will appear. Click *Continue*.

EDI SUPPORT SERVICES

Success

HWQ Self Service Password Reset

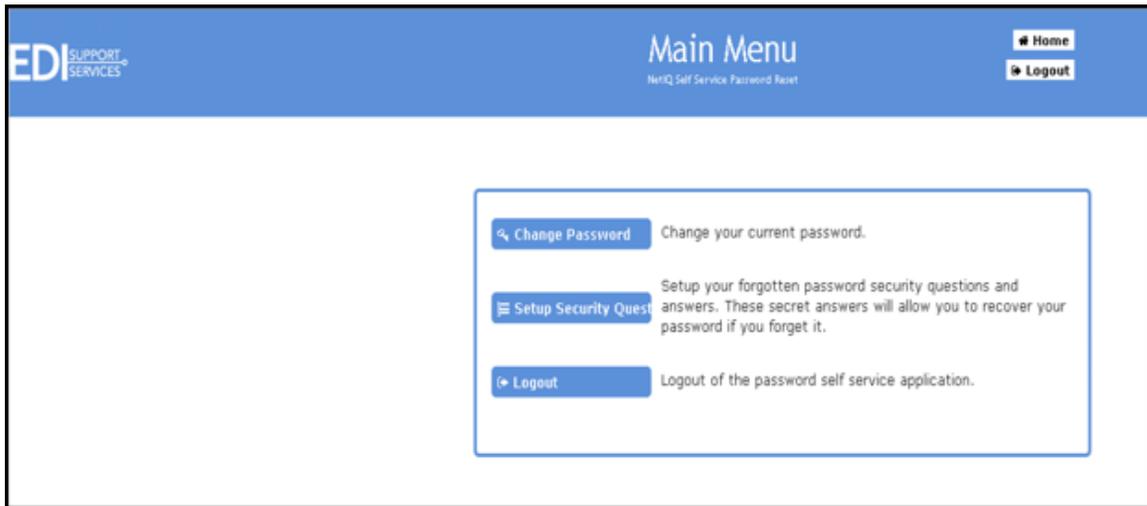
Home Logout

Thank you. Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

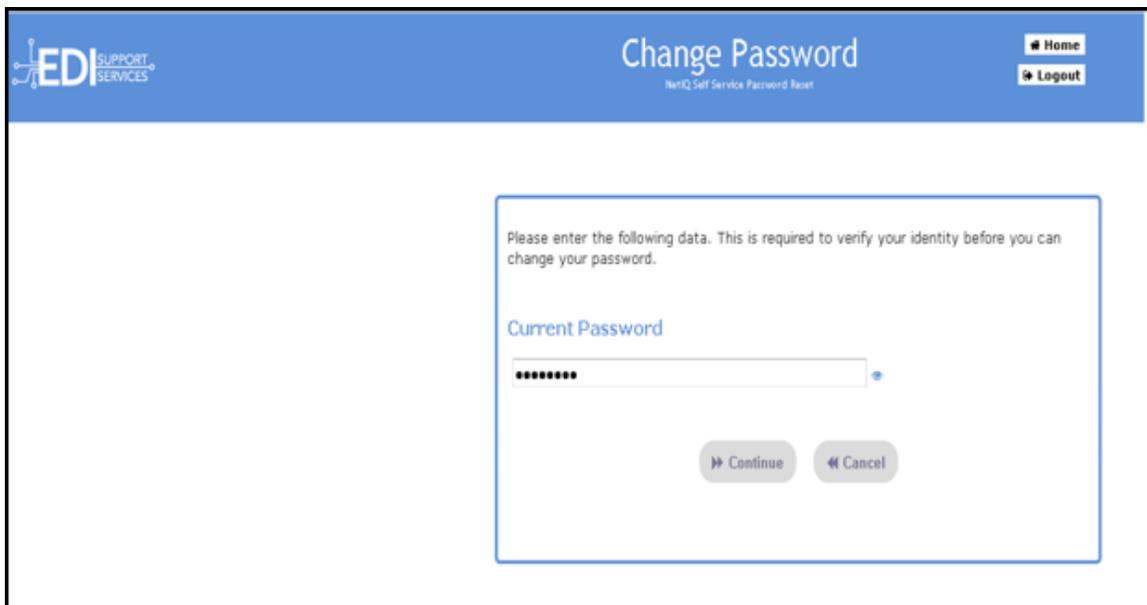
Continue

7. Select *Change Password*.

Changing Passwords in the EDISS Gateway Continued...



8. Enter the temporary/existing password and click *Continue*.



9. Enter the new password.

Password criteria:

- At least eight (8) characters, maximum of 16
- At least one upper-case letter
- At least one lower-case letter
- At least one number
- At least one special character (\$, #, *, -, or _). Do not use '&' or '+'
- The use of dictionary names or words as passwords is prohibited.
- The same password cannot be reused for six (6) generations.
- Maximum Sequential Repeat: 2 (e.g. LL or GG or 00 is the max of repeats of a character allowed)

Changing Passwords in the EDISS Gateway Continued...

- Maximum characters from previous password: 4

10. Enter the new password again to confirm.

11. Click *Change Password*.

EDI SUPPORT SERVICES

Change Password

NetIQ Self Service Password Reset

Home Logout

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.

Please type your new password

New Password

Confirm Password

Change Password Cancel

EDI SUPPORT SERVICES

Please Wait

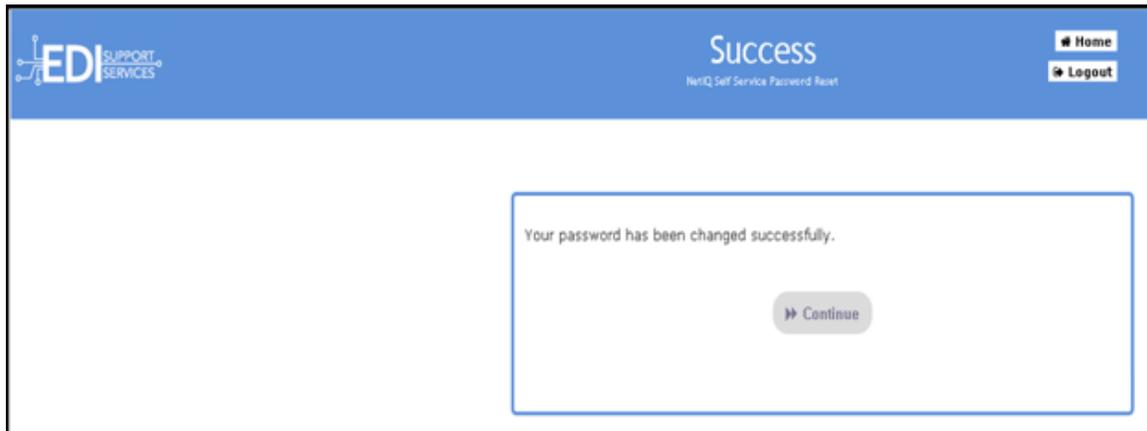
NetIQ Self Service Password Reset

Your password is being changed. This process may take several minutes, please be patient.

24%

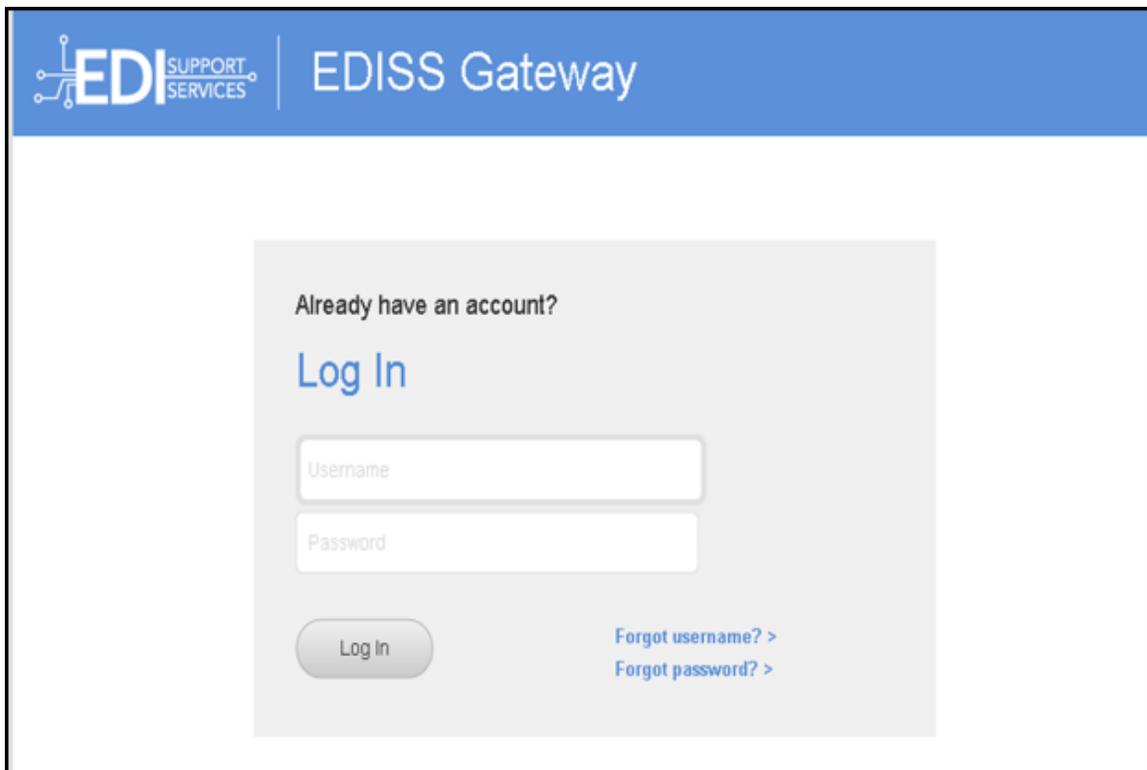
12. A confirmation will appear once the password has been successfully changed.

Changing Passwords in the EDISS Gateway Continued...



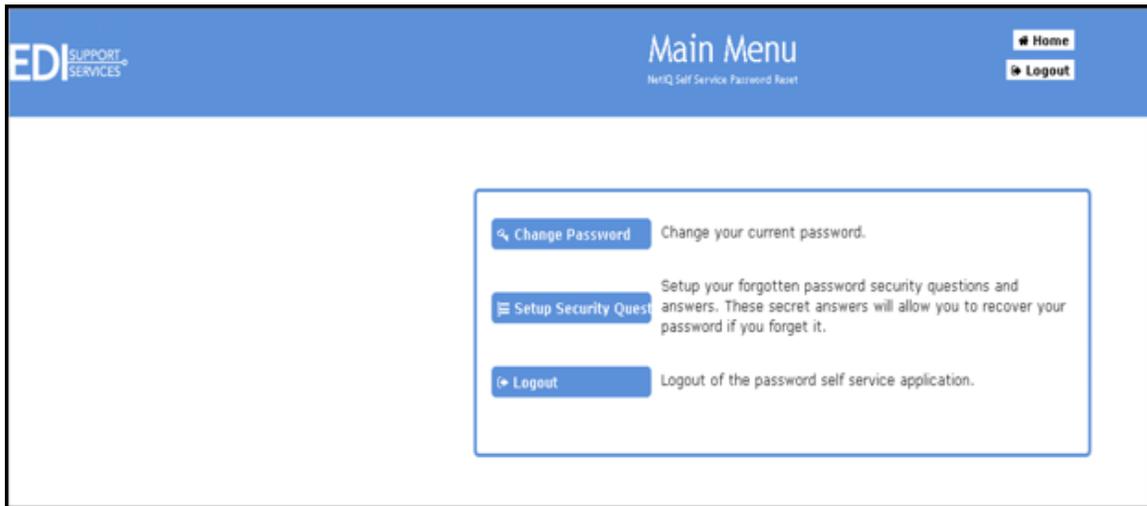
Changing EDISS Gateway Password After Logging In

1. Log into the EDISS Gateway SSPR by entering the username and password. Click *Log In*.

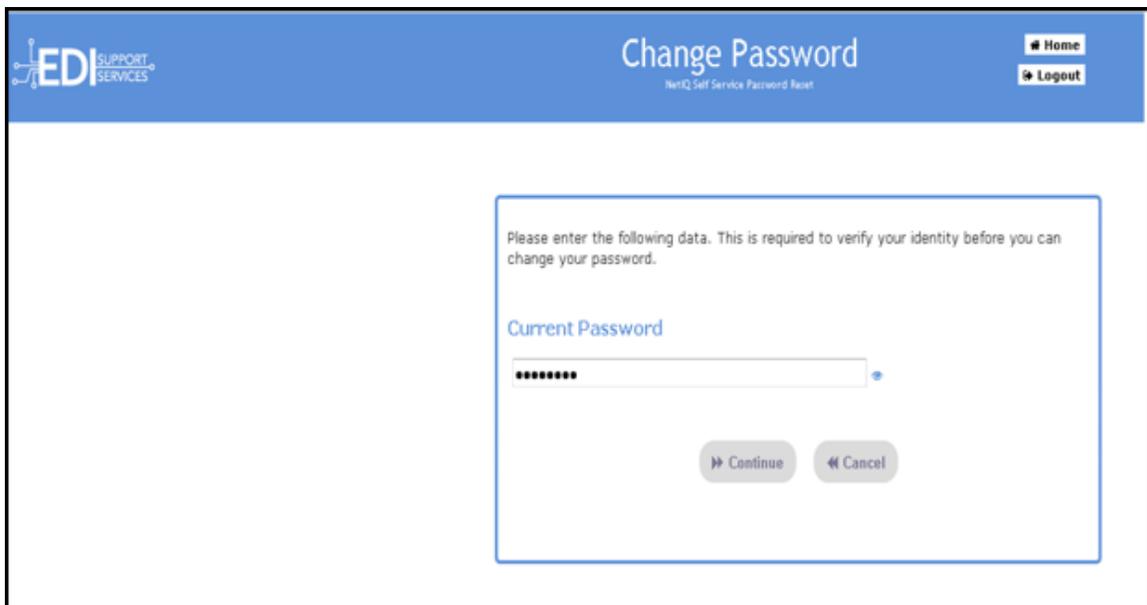


2. Select *Change Password*.

Changing Passwords in the EDISS Gateway Continued...



3. Enter the current password and click *Continue*.



4. Enter the new password.

Password criteria:

- At least eight (8) characters, maximum of 16
- At least one upper-case letter
- At least one lower-case letter
- At least one number
- At least one special character (\$, #, *, -, or _). Do not use '&' or '+'
- The use of dictionary names or words as passwords is prohibited.
- The same password cannot be reused for six (6) generations.
- Maximum Sequential Repeat: 2 (e.g. LL or GG or 00 is the max of repeats of a character allowed)

Changing Passwords in the EDISS Gateway Continued...

- Maximum characters from previous password: 4
5. Enter the new password again to confirm.
 6. Click *Change Password*.

EDI SUPPORT SERVICES

Change Password

NetIQ Self Service Password Reset

Home Logout

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.

Please type your new password

New Password

Confirm Password

Change Password Cancel

EDI SUPPORT SERVICES

Please Wait

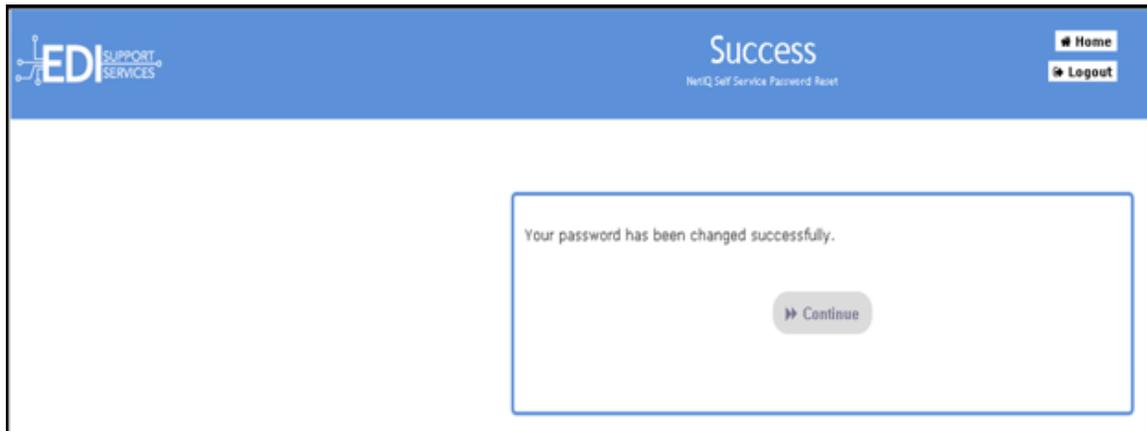
NetIQ Self Service Password Reset

Your password is being changed. This process may take several minutes, please be patient.

24%

7. A confirmation will appear once the password has been successfully changed.

Changing Passwords in the EDISS Gateway Continued...



The screenshot displays the EDISS Gateway interface. At the top left is the logo for EDI SUPPORT SERVICES. The top center features the word "Success" in a large font, with "NetIQ Self Service Password Reset" in a smaller font below it. At the top right, there are two navigation links: "Home" and "Logout". The main content area contains a message box with the text "Your password has been changed successfully." and a "Continue" button with a right-pointing arrow.