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**AuthentiCare®
Palco Jurisdictions**

Self-Service
Password Reset and
Username Recovery

March 29, 2021

Functionality Overview

Self-service password reset and username recovery is the process that enables users who have forgotten their username, password, or are locked out of their account, to securely resolve their account access issues without dependency on an administrator.

When a new AuthentiCare Palco New Mexico user registers for access through the web portal, they will be asked to create a user profile, which includes three security questions to be used in the event that a user forgets their password.

Existing AuthentiCare Palco New Mexico users will also be required to create their profile, along with answers to the three security questions.

Creating a User Profile

New and existing AuthentiCare Palco New Mexico users will be required to enter the following fields marked with an asterisk:
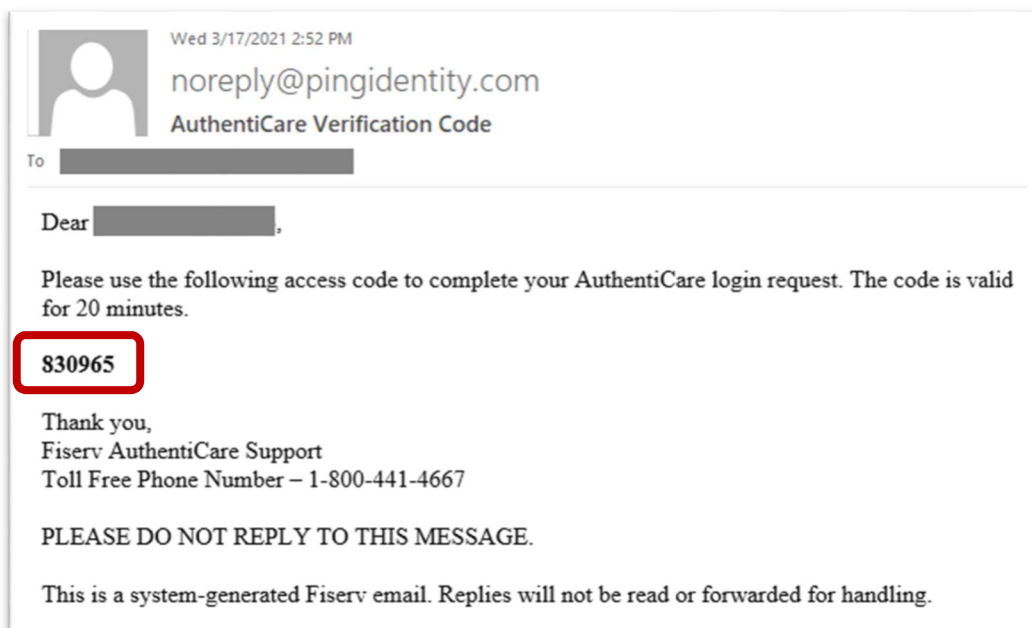
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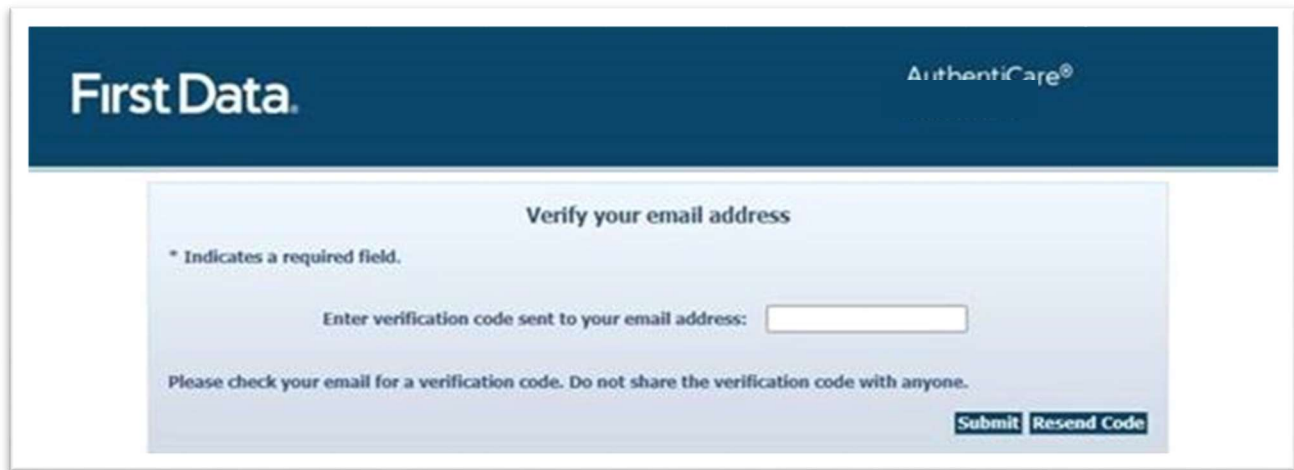
NOTE: The email address entered above needs to be a valid email address. A code will be sent to this email address on the next step, as shown below.

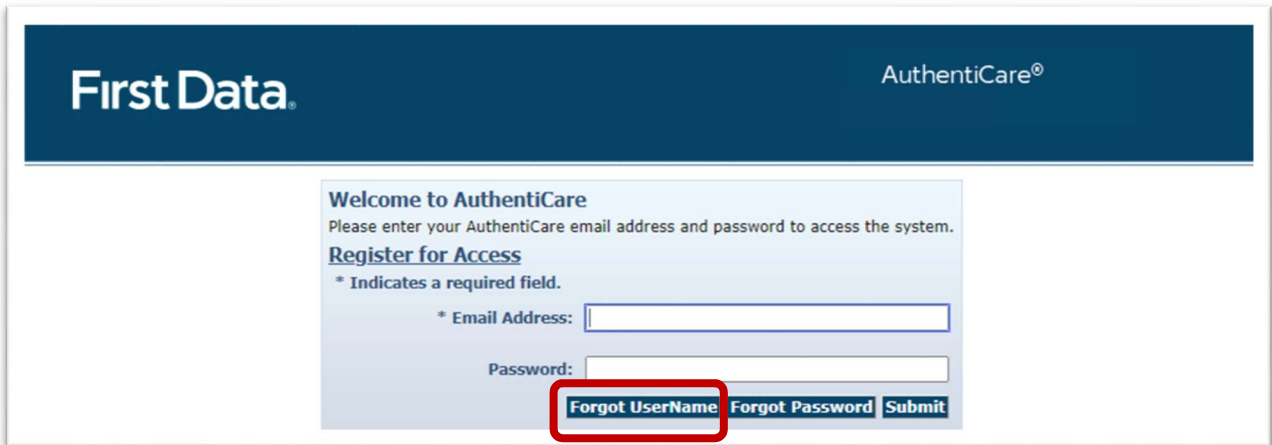
The automated email contains a 6-digit code to be entered in the field above:

Username Recovery Instructions

1. Type https://www.authenticare.com/palconm into your web browser.
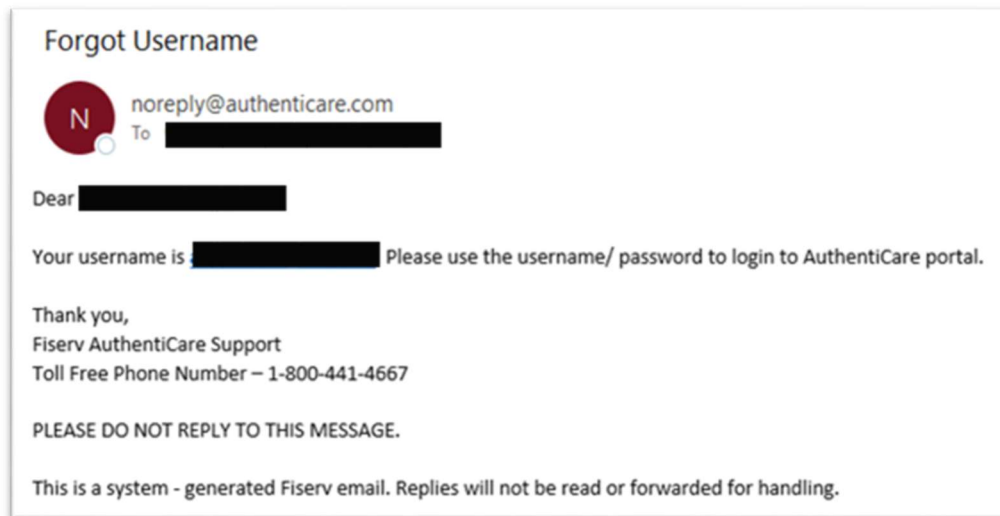2. Click the **Forgot Username** button:

3. Type your email address, type the moving characters, and click **Submit**:

4. You will receive an email notification with your username information:

Password Reset Instructions

1. Type the correct address into your web browser. Please refer to the table containing "Production URLs" on page 2.

2. Click the **Forgot Password** button:

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3. Type your email address, type the moving characters, and click **Submit**:

4. Type the answer to the security question shown, and type the moving characters:

5. You will receive an email notification with a link to reset your password:

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Password Rules

When creating a password, please follow the requirements outlined below:

1. Minimum of nine (9) characters
2. Have at least one (1) lower-case letter
3. Have at least one (1) upper-case letter
4. Have at least one (1) number
5. Have at least one (1) special character → @ # $ % ^ & ? ! + =
6. Not contain user's name or email
7. Not contain commonly used dictionary words or passwords, such as "Password"
8. Not contain strings of consecutive numbers or characters, e.g. 123, AAA, 555, !!!

Note:

New passwords should not be the same as any previous password you have used to log into AuthentiCare.