



# First Data<sup>®</sup>

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AuthentiCare<sup>®</sup>  
Palco Jurisdictions

## Self-Service Password Reset and Username Recovery

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March 29, 2021

## Functionality Overview

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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

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New and existing AuthentiCare Palco New Mexico users will be required to enter the following fields marked with an asterisk:

**Create User Profile**

\* Indicates a required field.

\* First Name:

Middle Name:

\* Last Name:

\* Mobile phone number:

\* Email Address:

\* Username:

\* Security Questions:

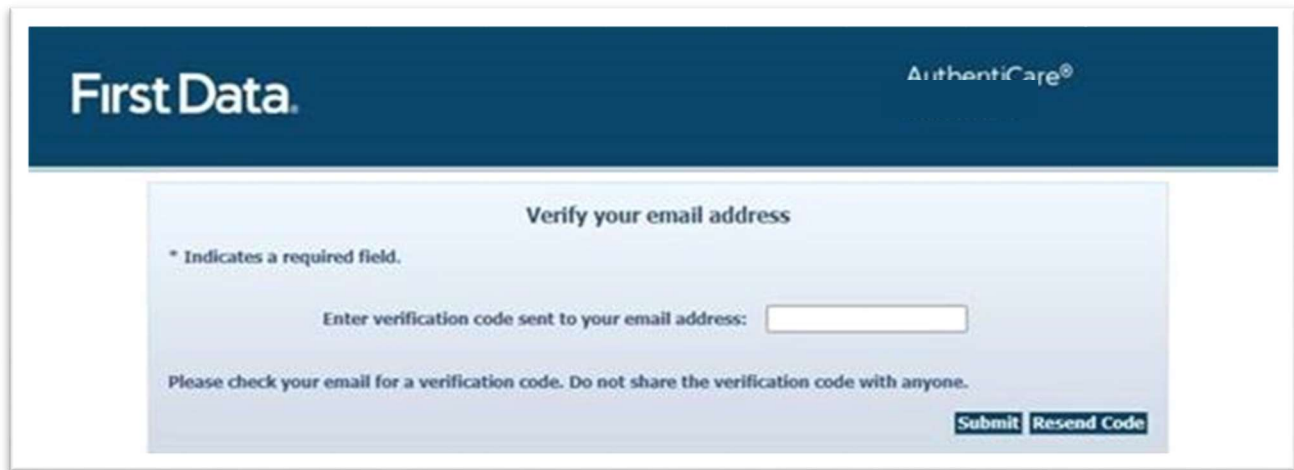
What is the first name of your oldest uncle/aunt?  
In what city did you meet your spouse/significant other?  
In which city did your father grow up?  
In which city were you living at age 16?  
What is the nickname of your oldest sibling?  
What was the make/model of your first car?

**XAPG**

Type the moving characters

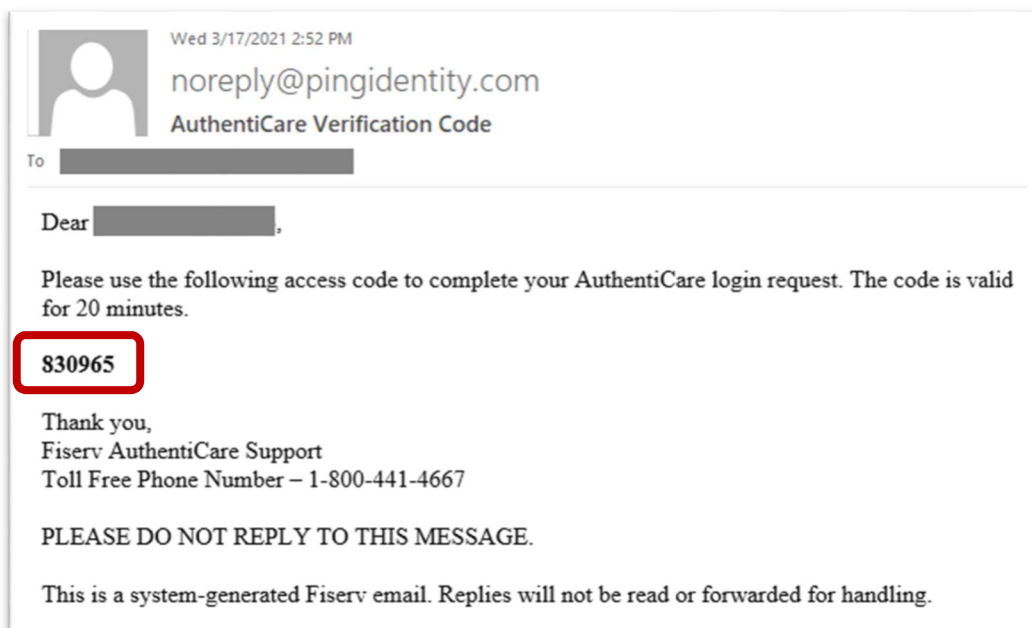
**Save Cancel**

**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 image shows a web interface for First Data's AuthentiCare system. At the top, there is a dark blue header with the 'First Data.' logo on the left and the 'AuthentiCare®' logo on the right. Below the header is a light blue box titled 'Verify your email address'. Inside this box, there is a small asterisk note: '\* Indicates a required field.' Below this, a label reads 'Enter verification code sent to your email address:' followed by a text input field. Underneath the input field, a message states: 'Please check your email for a verification code. Do not share the verification code with anyone.' At the bottom right of the box, there are two buttons: 'Submit' and 'Resend Code'.

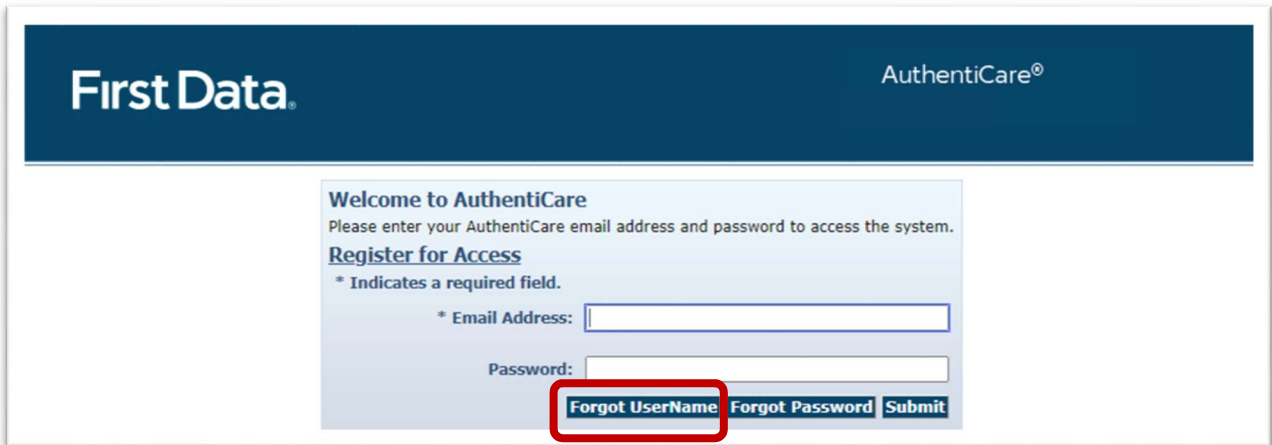
The automated email contains a 6-digit code to be entered in the field above:



## Username Recovery Instructions

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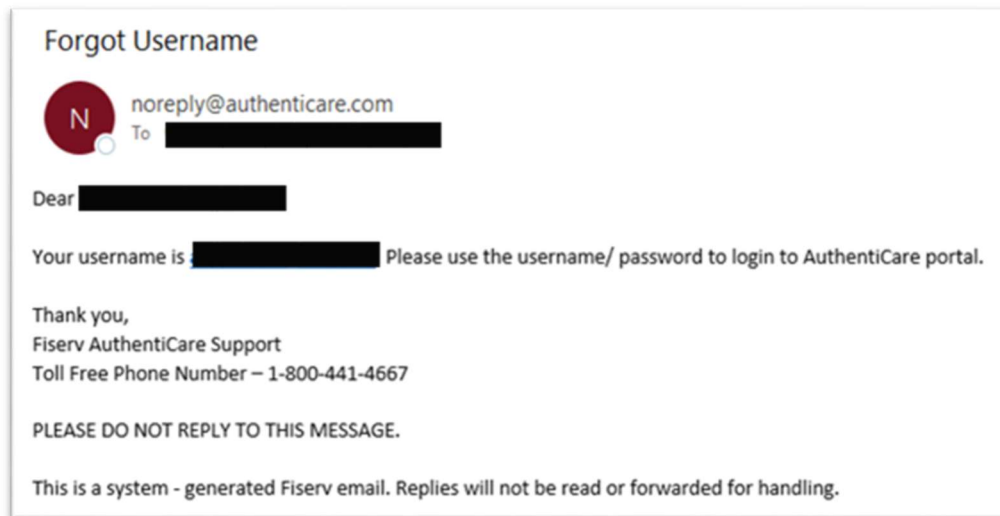
1. Type <https://www.authenticare.com/palconm> into your web browser.
2. Click the **Forgot Username** button:



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:

The image shows the AuthentiCare login page. At the top, there is a dark blue header with the "First Data" logo on the left and "AuthentiCare®" on the right. Below the header, the main content area has a light blue background. It starts with the text "Welcome to AuthentiCare" and "Please enter your AuthentiCare email address and password to access the system." Below this is a link "Register for Access". A note says "\* Indicates a required field." There are two input fields: "\* Email Address:" and "Password:". At the bottom, there are three buttons: "Forgot UserNam", "Forgot Password", and "Submit". The "Forgot Password" button is highlighted with a red rectangular box.

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

\* Confirm Email Address:

**GNGA**

Type the moving characters

To recover the username, you must provide the email address associated with your account. An email will be sent to your attention with the username. For additional questions please reach out to Authenticare support at 1-800-441-4667.

**Submit** **Cancel**

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

Follow the prompts to reset password

What was your first pet's name:

**CRPG**

Type the moving characters

**Continue** **Return to Login Page**

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

noreply@authenticare.com  
Reset Password  
Retention Policy 14 Month Delete (1 year, 2 months)

Dear [REDACTED],

You have requested to reset your Authenticare password. Please use the following link to reset your password. The link will expire in 60 minutes.

[Reset Password](#)

Thank you,  
Fiserv Authenticare Support  
Toll Free Phone Number – 1-800-441-4667

PLEASE DO NOT REPLY TO THIS MESSAGE.

This is a system - generated Fiserv email. Replies will not be read or forwarded for handling.

## 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.