



First Data[®]

**AuthentiCare[®]
New Mexico
Centennial Care
Self-Service
Password Reset and
Username Recovery**

April 6, 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 New Mexico Centennial Care (NMCC) 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 NMCC users will also be required to create their profile, along with answers to the three security questions. The system will prompt them to enter this information when they log in for the first time on, or after **Wednesday, April 21st, 2021**.

Creating a User Profile

New and existing AuthentiCare NMCC 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:

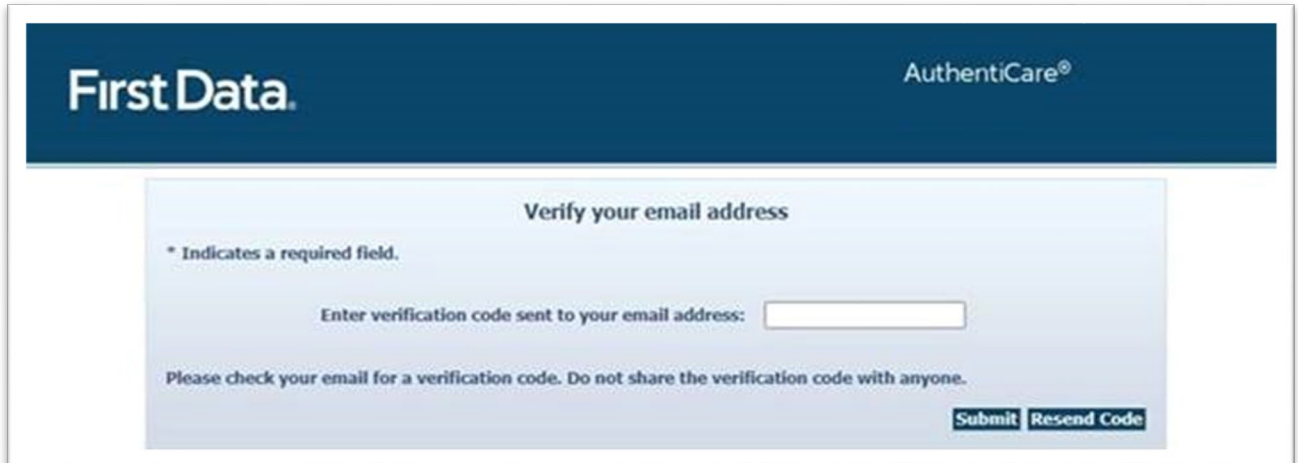
* Security Questions:

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?

Type the moving characters

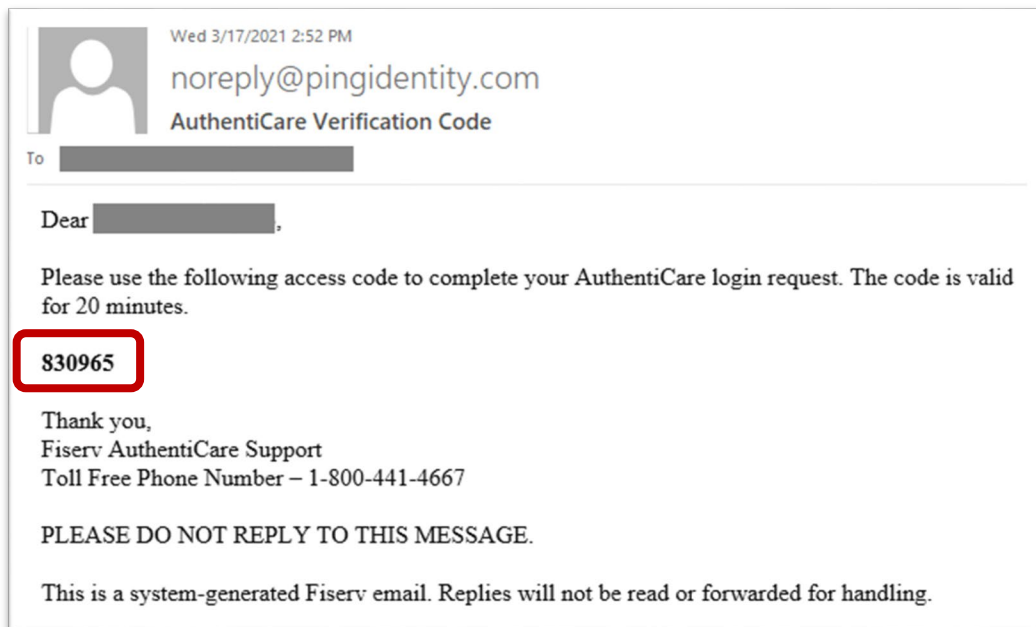
Save Cancel

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.



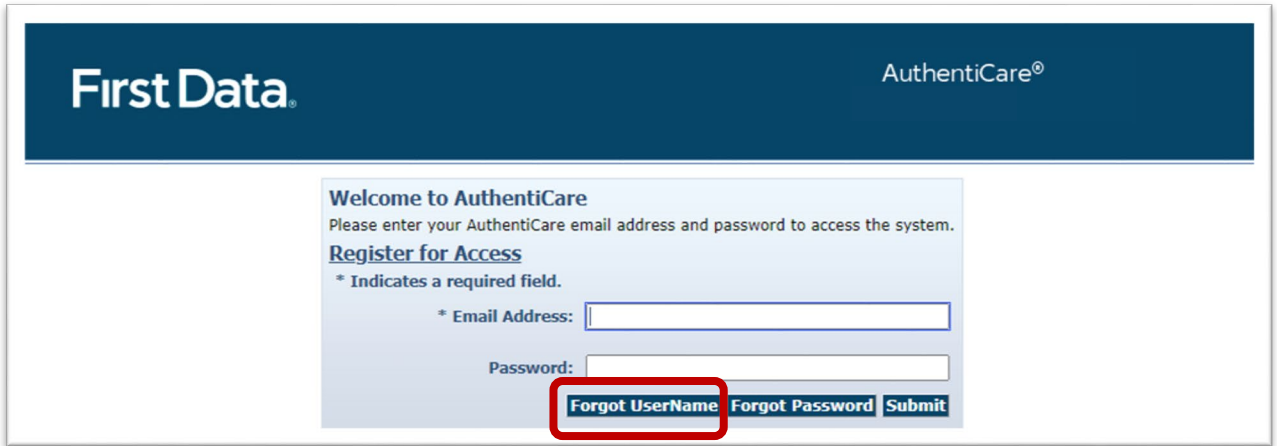
The image shows a web page for First Data AuthentiCare. At the top, there is a dark blue header with the 'First Data' logo on the left and 'AuthentiCare®' on the right. Below the header, the main content area has a light blue background. It starts with the title 'Verify your email address'. Below this, there is a note: '* Indicates a required field.' Then, there is a label 'Enter verification code sent to your email address:' followed by a text input field. Below the input field, there is a message: 'Please check your email for a verification code. Do not share the verification code with anyone.' At the bottom right of the form, there are two buttons: 'Submit' and 'Resend Code'.

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

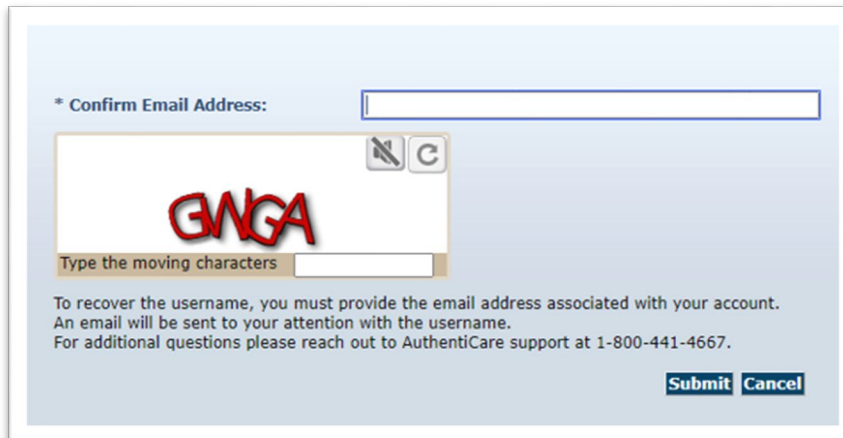


Username Recovery Instructions

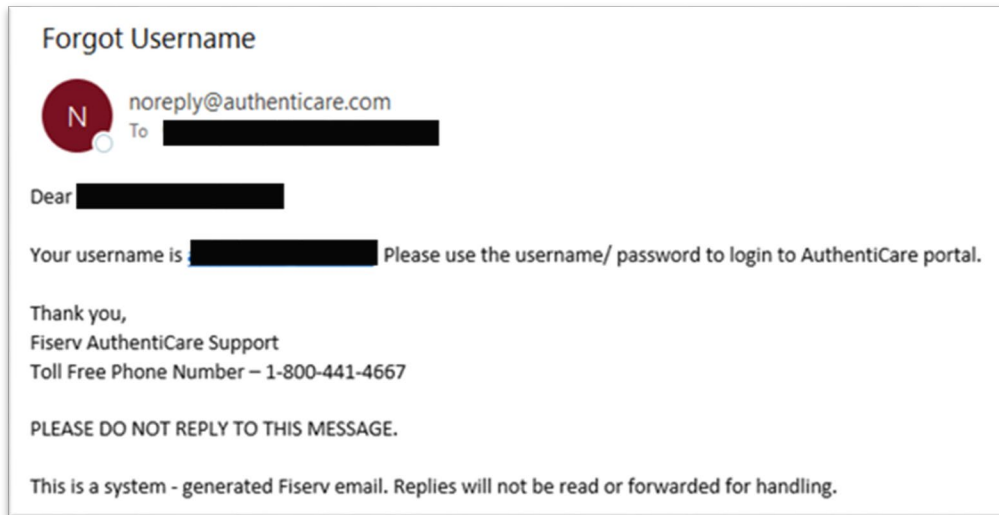
1. Type www.authenticare.com/nmcc into your web browser.
2. Click the **Forgot Username** button:



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 www.authenticare.com/nmcc into your web browser.
2. Click the **Forgot Password** button:

The screenshot shows the First Data AuthentiCare login page. The header has the First Data logo on the left and AuthentiCare® on the right. The main content area has a light blue background 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" (which is highlighted with a red rectangle), and "Submit".

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

* Confirm Email Address:

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:

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.