## Centene Learning Center: Reset Your User Password

## **Purpose:**

To help navigate through the process of resetting your password by using the self-service link located on the Pre-Login page of the Centene Learning Center (CLC) training site. You may print this document and use it to assist yourself in the process.

1. Navigate to CLC training site at <u>https://wellcare.cmpsystem.com</u>.

Centene Le	arning Center
Returning User Login Username (NPN or Email) Password Login Eorgat your username2 Eorgat your username2	First Time Visitor? All first time visitors, please click here to register an account. Create a New Account
Site Registration Instructions zglorarion Tutorial iser Guide assword Reser Guide	Medicare Broker Support           For all health plans:

2. Select the Forgot your password? link.

Returning User Login	
Username (NPN or Email)	
Password	
l	Login
+	<u>Forgot your username?</u> <u>Forgot your password?</u>

A search can be conducted two different ways to locate your profile on the site to reset your password.

- Search by username (this is your NPN if you have one, or your email address if you do not have an NPN)
- Search by email address (email address listed on your account)

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To ensure you receive emails from the site, please add <u>centene@cmpsystem.com</u> to your contacts or email approved senders list.

3. Enter NPN or email address to conduct search. Select the **Search** button.

=	You are not bagged in
	Centene Learning Center
wellcare	CENTENE
Your details must first be found in the user d senders list.	statures. Please enter your username (this is your NPRI if you have one, or your email address if you don't have an NPRI, To ensure you receive emails from the site, please add <u>centers@cmoostem.com</u> to your contacts or email approved
Search by username	
Columnitie	Search
Search by email address	
	Search
	Cancel

4. You will see a confirmation message. Select the **Continue** button.

=		You are not logged in.
wellcare	Centene Learning Center	
If you supplied a correct username then an email should have been It contains easy instructions to confirm and complete this password	sent to you. To ensure you receive emails from the site, please add <u>centered/cmosystem com</u> to your contacts or email approved senders list, change. If you continue to have difficulty, please contact 1-366-322-1339.	
	Costmar	

Navigate to your email inbox and open the email you have received from Administrator (via Centene). The Subject line will be Centene Learning Center: Change password confirmation.

5. Select the link in the email. You will be directed to a page showing the password requirements.

Centene Learning Center: Change	password confirmat	
Retention Policy Centene - Betain 2 Years - All Other Folders	(2 years)	Expires 6/8/2023
Click here to download pictures. To help protect yo	ur privacy, Outlook preve	ted automatic download of some pictures in this message.
	Caution: External Email	Do not click on links or open any attachments unless you recognize the sender and know the contents are safe. Think before you click!
HI		
We recently received a request for assistance loggin	g into your account at Ce	ntene Medicare Certification Site.
To confirm that this is a valid request, please click th	e following link. The pag	that loads will allow you to enter a new password.
https://centene.cmpsystem.com/local/passkey/logi	n.php?pk=0a56a71a889	7a438e574fa086d6745e
In most mail programs, this should appear as a blue	link which you can just c	ick on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.
If you did not initiate this request, please contact cu	stomer support immedia	tely at 1-866-822-1339.
Should you encounter any problems you may conta	ct a customer support re	presentative by calling 1-866-822-1339.
Medicare Broker Support		

6. Select the Redeem Passkey button.

wellcare	Centene Learning Center	
The password must have: • at least 12 characters • 1 numeric digit • 1 uppercase letter • 1 upwarcase letter • Not been used as one of your last 4 passwords	Redeem Ressley Cancel	

7. You will be directed to this page where you may enter a new password.

Your current password no longer matches the set pass Passwords must have at least 1 upper case letter(s).	verd policy.	×
You must change your password to proceed.		×
Change password Username New password New password (again)	The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of secu Passwords can be reused after 4 changes O Click to enter text  ©  ©	urity controls
There are required fields in this form marked <b>()</b> .	Save changes	

8. Enter your new password twice, then select the **Save changes** button.

Your current password no longer matches the set pas Passwords must have at least 1 upper case letter(s).	aword policy.	×
You must change your password to proceed.		×
Change password Username New password	The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of security or Passwords can be reused after 4 changes	ontrols
There are required fields in this form marked <b>0</b> .	Sove changes	

9. You will receive a confirmation of the password change and can select the **Continue** button to be directed to your dashboard.

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	Pessword has been changed.

## We're Here to Help!

If you have any questions, concerns or need assistance with any of the instructions provided pertaining to the Centene Learning Center, please feel free to contact Medicare Broker Support.

Centene Learning Center: wellcare.cmpsystem.com Medicare Broker Support

For all health plans: **Phone:** 1-866-822-1339 **Hours:** Monday – Friday, 8:00 a.m. - 8:00 p.m. ET (excluding holidays)

If assistance is needed pertaining to the **AHIP Training Site**, please contact AHIP's Technical Support department. Centene Medicare Broker Support will be unable to assist with any AHIP site questions and/or issues.

## AHIP Training Site: ahipmedicaretraining.com

Technical Support **Phone:** 866-234-6909 **Email:** Support@AHIPInsuranceEducation.org