Reset your Password or User Name, or Change Your Security Questions
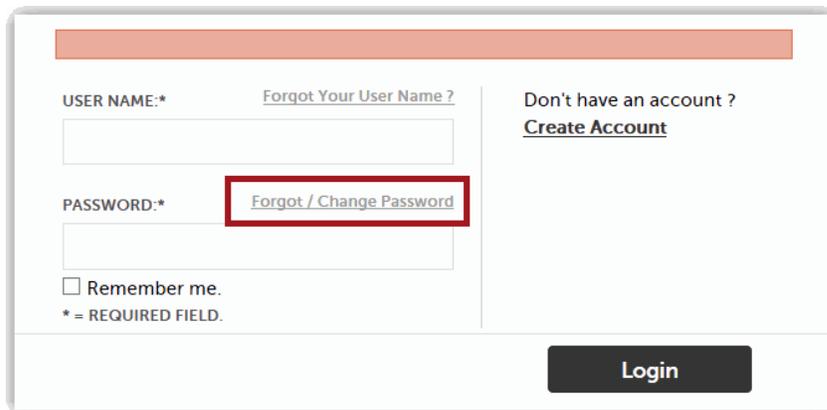
Overview	You can retrieve your username if you forgot it; change your password; or change your security questions after you have created your account if you need to. Read below for more information.
Reset Password	You can reset your password directly from the login page when you forget it, if you can remember and answer the security questions you set up. If you don't remember your security questions, please go to that section below or call the consumer support center at 1-855-642-8572.

To Reset Password:

From www.marylandhealthconnection.gov

1. Click **Forgot/Change Password** from the login page
2. Enter your user name in **User Name** field
3. Click **I forgot my password** link

Security Questions appear

4. Answer the security questions chosen when the account was created
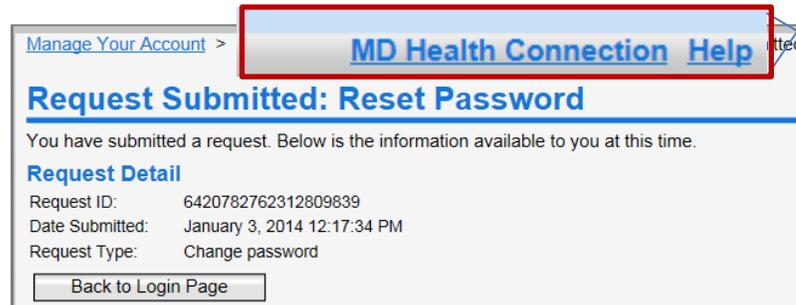

If the answers to the security questions are not known, contact the Customer Service Center at 1-855-642-8572.

5. Click **OK**
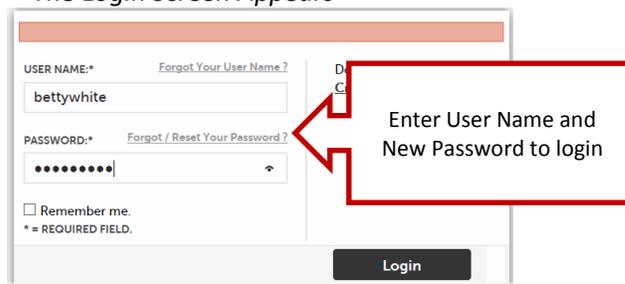
New Password Screen appears

6. Enter New Password

7. Click **OK**

   Request Submitted screen appears

   Manage Your Account >

   MD Health Connection Help

   Request Submitted: Reset Password

   You have submitted a request. Below is the information available to you at this time.

   Request Detail

   Request ID: 6420782762312809839
   Date Submitted: January 3, 2014 12:17:34 PM
   Request Type: Change password

   Back to Login Page

8. Click the **MD Health Connection** in upper right corner and the login screen will appear to login with new password
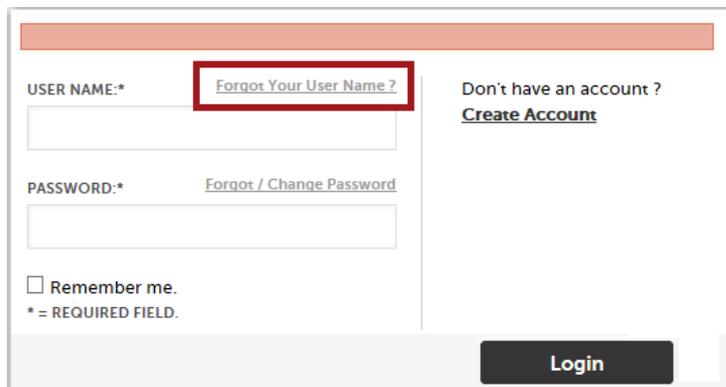
   The Login Screen Appears

   USER NAME:*   Forgot Your User Name ?

   bettywhite

   PASSWORD:*   Forgot / Reset Your Password ?

   •••••••••

   □ Remember me.
   * = REQUIRED FIELD.

   Login

   Enter User Name and New Password to login

Retrieve Usernames

If you forget your user name you can retrieve it from the login page. Read the how to steps below.

To Retrieve your username

From the Login Screen

1. Click **Forgot Your User Name?**

   USER NAME:*   Forgot Your User Name ?   Don't have an account ?
                                                                    Create Account

   PASSWORD:*   Forgot / Change Password

   □ Remember me.
   * = REQUIRED FIELD.

   Login

2. Complete required user information in the identity information screen

3. Click **Next**

   Status Screen appears with your username originally created

4. Click **OK** to return to the Login screen

Change
Security
Questions

When you first set up your account, you answered security questions to enable you to reset your password if you forgot it. To change these security questions and answers, you must remember your current user name and password. Follow the steps below to change your security questions and answers.

Change Security Questions:

From the login page:

1. Click **Forgot/Change Password**

   User Account Management Screen appears.

2. Enter your **user name**

3. Enter your **Password**

4. Click **Manage Your Account**

5. Select **Change Security Question and Answers Information**

6. Select **Edit** to change the question and/or answer

7. Type a new question and answer

8. Click **OK** after change all desired questions and answers

   Requested Complete page appears informing successfully completion