Retrieving Username and/or Resetting Password/E-mail Quick Reference Guide
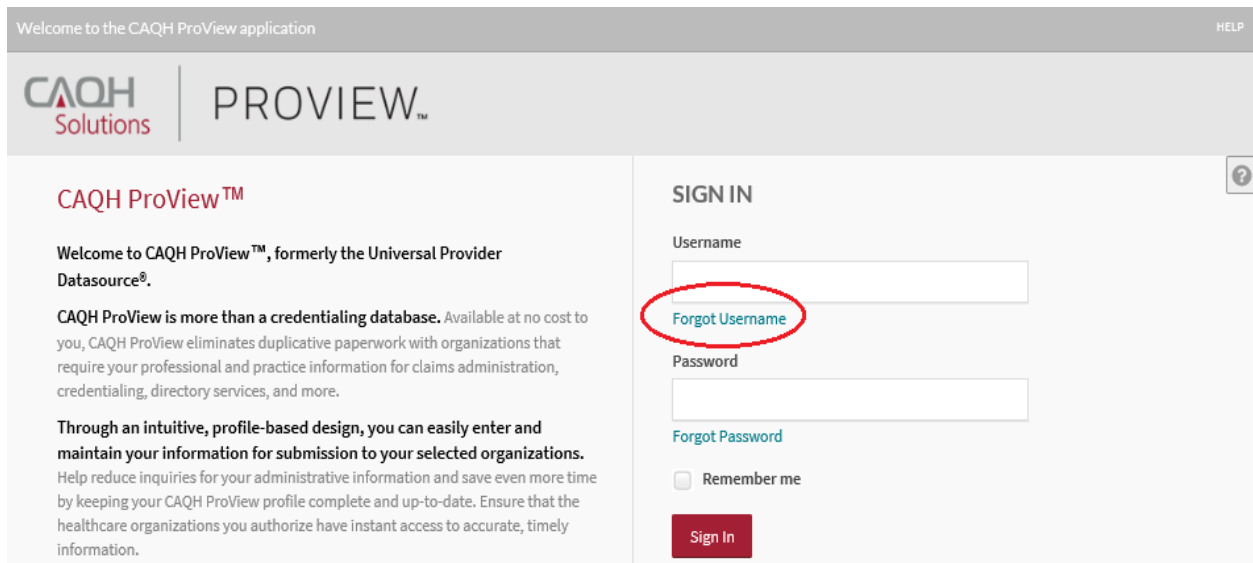
Version: 1.0
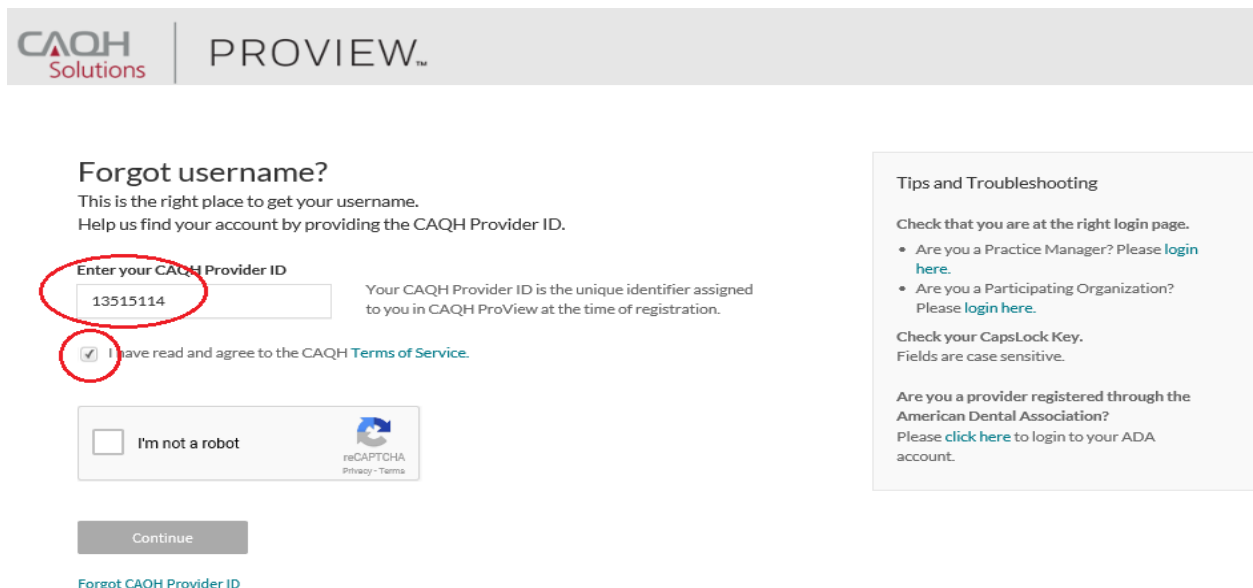**Last updated: 01/11/2018**

With the aim of making it easier for you to retrieve your username and reset your password or e-mail address listed on your profile, CAQH ProView has been updated with new self-service functionality. This is how it works.

Retrieve Username

1. If you have forgotten your username, go to CAQH ProView login page and click *Forgot Username.*


2. You will be prompted to enter your CAQH Provider ID number to retrieve your username. Your CAQH Provider ID number is the unique identifier assigned to you in CAQH ProView at the time of registration. Enter your CAQH Provider ID number. Click the checkbox indicating that you have read and agree to the CAQH Terms of Service.

3. Click the checkbox to confirm you are not a robot. You'll be asked to select images based on the instructions shown on the page, then click *Verify*.
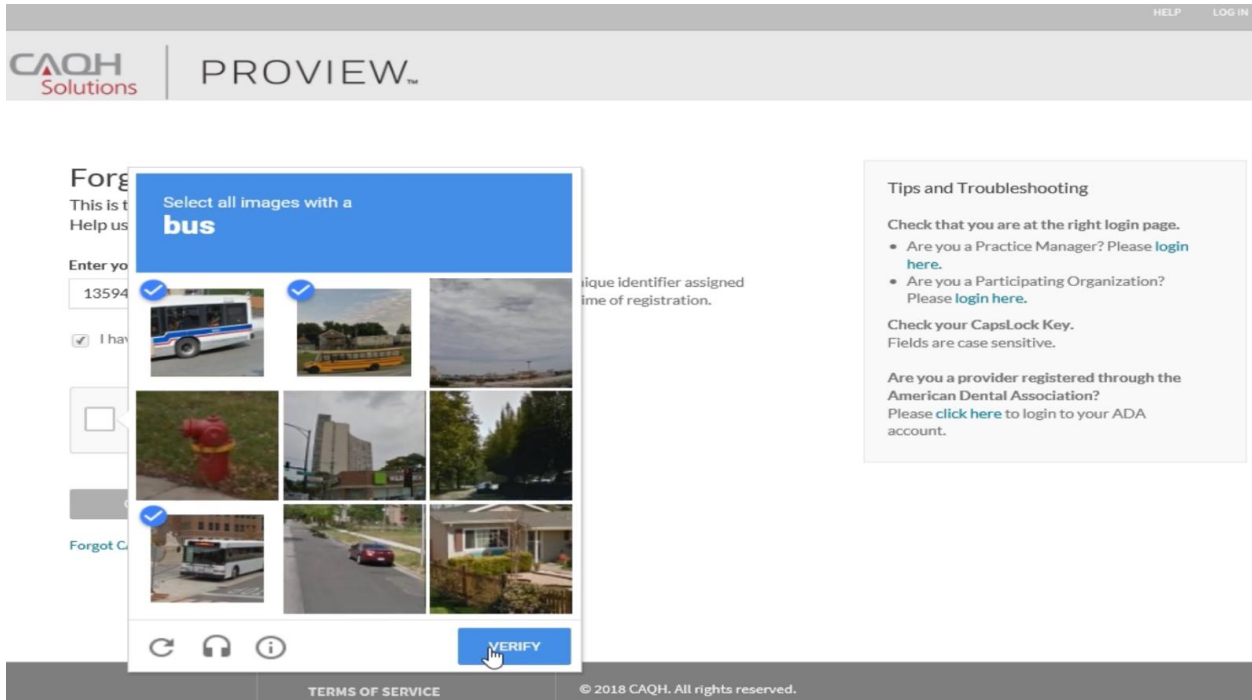
This page also shows some tips for troubleshooting.
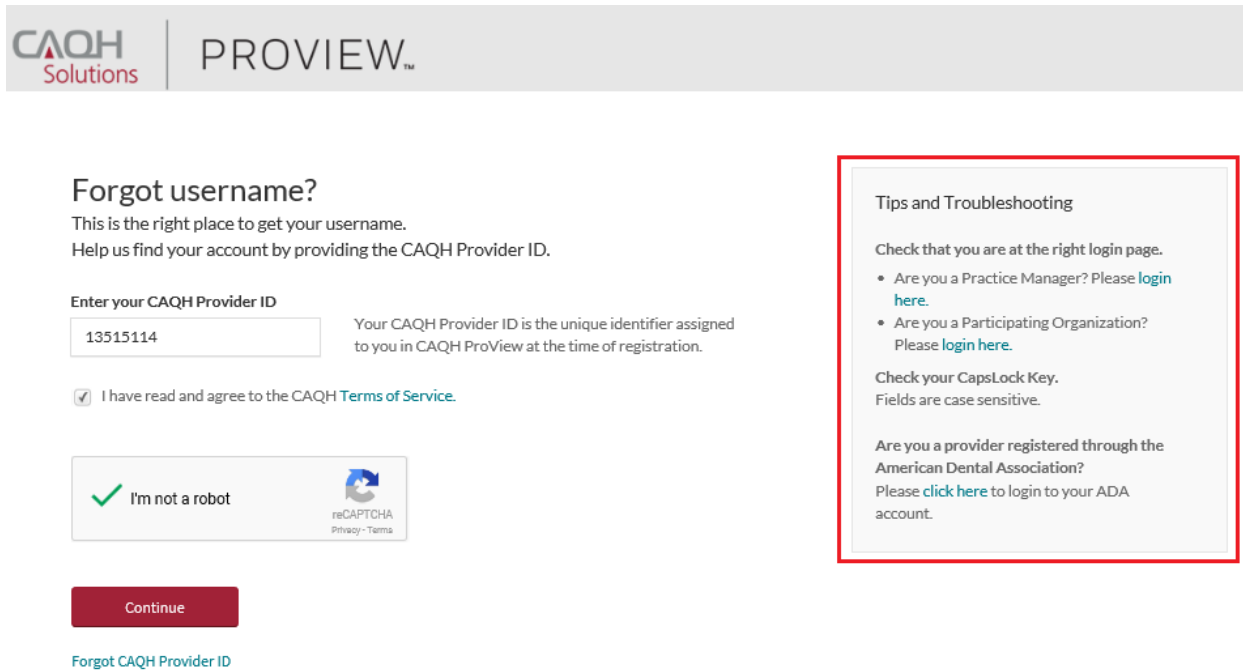
4. Click *Continue*. Your username will be displayed on the screen together with your CAQH Provider ID number and the primary e-mail address listed on your account. You have the option to save it as a PDF file. If you know your password and you'd like to proceed to the sign-in page, click "Log In".

Reset Password

1. If you have forgotten your password and need to reset it, you may click the *Forgot Password* button from the screen above or the *Forgot Password* link on the log-in page.

2. You will be prompted to enter your username to be able to proceed. Click the checkbox indicating that you have read and agree to the CAQH Terms of Service, then click *Continue*.

CAQH Solutions | PROVIEW™

Forgot password?
You've come to the right place to reset your password.
Please provide the information below to help us find your account.

Username

finland1227

☑ I have read and agree to the CAQH Terms of Service.

Continue

Forgot Username

Tips and Troubleshooting

Check that you are at the right login page.
- Are you a Practice Manager? Please login here.
- Are you a Participating Organization? Please login here.

Check your CapsLock Key.
Fields are case sensitive.

Are you a provider registered through the American Dental Association?
Please click here to login to your ADA account.

3. You will be directed to a page where you need to enter your full e-mail address based on the hint shown on the screen. The e-mail shown here is the primary e-mail address on your CAQH ProView profile where email notifications and reminders are sent. Click *Continue*.

CAQH Solutions | PROVIEW™

Send password reset link to my email
Enter your **primary email address** shown below to receive an email with the link to reset your password.

PRIMARY EMAIL ADDRESS
******************lo@ca**.org

Enter the full email shown in the hint above

charles.o.montecillo@caqh.org

I don't know or cannot access this email. Change Primary Email

Continue

Which email is this?
The email shown here is the primary email on CAQH profile that is used for email notifications and reminders.

An e-mail containing a link which will allow you to reset your password will be sent to the primary e-mail address we have on file.

Change Primary E-mail Address

1. If you are trying to reset your password and you don't know or don't have access to the primary e-mail address on file, click the *Change Primary Email* link.

2. You will be directed to a quick security check. Answer any three questions on the page. You will be able to click the *Continue* button found at the bottom of the page only if three questions were answered.

3. You may enter the last four digits of your *Social Security Number*. If you have a *Board Certification*, click the radio button for *"I have Board Certification"*. You will be asked to enter your *Provider Type* and the *Name of Certifying Board*. You may also enter your *Professional Liability Insurance Expiration Date* and/or your *Professional Liability Insurance Policy Number*. The policy number must be entered exactly as it is shown on your policy face sheet. This may include alphabetical and special characters, as well as leading zeros. Once any three questions were answered, the *Continue* button will turn red and you will now be able to click it. Click *Continue*.

4. If the details that you have entered during the verification process do not match the details on the profile, you will be prompted with a message that says *"Sorry, we could not verify your account based on the information provided. Please try again!"*

5. If you have passed the verification process, you will be directed to a page where you can enter the new primary e-mail address you would like to use for your account.

6. We recommend that you use an e-mail that you check regularly. Please note that once this change is made, your profile will be permanently updated and all CAQH notifications will be sent to this new e-mail address. Click *Save*.

CAQH Solutions | **PROVIEW**™

Diane Hall
CAQH ID# 13515114

Choose a new primary email

Please enter the primary email you would like to use for the account **finland1227**.

New Primary Email

charles.o.montecillo@caqh.org

> **What email should you use?**
> We recommend you use an email that you check regularly. Once this change is made, your profile will be permanently updated and all CAQH notifications will be sent to this address.

Save

7. An e-mail containing a link which will allow you to reset your password will be sent to the new primary e-mail address.

CAQH Solutions | **PROVIEW**™

Diane Hall
CAQH ID# 13515114

✅ Primary email reset successful!

We sent the password reset link to your primary email charles.o.montecillo@caqh.org.

Please check your email to access the link.

Account Information

USERNAME
finland1227

CAQH PROVIDER ID
13515114

PRIMARY EMAIL ADDRESS
charles.o.montecillo@caqh.org

Log In

Note: The new e-mail address will be reflected on your profile only after you click the password reset link sent to the new e-mail address.

Dear Diane,

You recently requested to reset your password for your CAQH ProView™ account. By clicking the link below, you will validate your new primary email and can reset your password.

Reset Your Password

If you did not make this request or need assistance, please call 1-888-599-1771.

Thank you for participating in CAQH ProView™.

Forgotten or Unknown CAQH Provider ID Number

1. If you cannot proceed with the process of retrieving your username or resetting your password because you do not know your CAQH Provider ID number, click the *Forgot CAQH Provider ID* link found at the bottom of the Forgot Username page.

2. To help us find your account, enter your first and last name (do not include your title, degrees, prefix or suffix). Enter your Individual or Type 1 NPI or your date of birth. Answer the question *"Are you a Doctor of Dental Medicine (DMD) or Doctor of Dental Surgery (DDS)?".* Click the checkbox indicating that you have read and agree to the CAQH Terms of Service, then click *Continue*.

If the information that you have entered does not match your account details, you will be prompted with a message saying, *"Sorry, we could not find an account that matched your information. Please try again!"*

If your account matched the details that you have entered, you will be directed to a quick security check.

3. Answer any three questions on the page. You will be able to click the *Continue* button found at the bottom of the page only if three questions were answered. You may enter the last four digits of your *Social Security Number*. If you have a *Board Certification*, click the radio button for *"I have Board Certification".* You will be asked to enter your *Provider Type* and the *Name of Certifying Board*. You may also enter your *Professional Liability Insurance* Expiration Date and/or your *Professional Liability Insurance Policy Number*. The policy number must be entered exactly as it is shown on your policy face sheet. This may include alphabetical and special characters, as well as leading zeros. Once any three questions were answered, the *Continue* button will turn red and you will now be able to click it. Click *Continue*.

If the details that you have entered during the verification process do not match the details on the profile, you will be prompted with a message that says *"Sorry, we could not verify your account based on the information provided. Please try again!"*

CAQH Solutions | **PROVIEW.**

Sorry, we could not verify your account based on the information provided. Please try again!
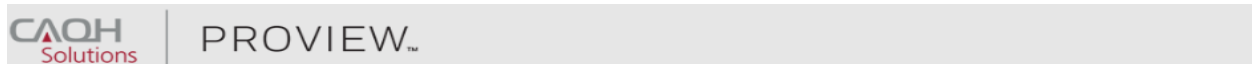
Quick security check
We just need a few more things to verify your account. **Answer any three questions.**

Q Enter the last four digits of your Social Security Number.

Q Select your Certifying Board.
   ○ I have Board Certification   ○ I do not have Board Certification

Q Enter your Professional Liability Insurance Policy Expiration Date.
   ○ Select date 📅   ○ I do not have PLI or this is not applicable

Q Enter your Professional Liabilty Insurance Policy Number.
   ○ Ex. 1234-55-67, 00-3456-7890   ○ I do not have PLI or this is not applicable

[Continue]

Need further Assistance? Contact CAQH.

If you have passed the verification process, your CAQH Provider ID number will be displayed on the screen. You can now proceed with retrieving your username.

CAQH Solutions | **PROVIEW.**   👤 Diane Hall
                                                       CAQH ID# 13515114

✅ **Account confirmed!**

Your username is **finland1227**.

[Log In]   [Forgot Password]

Account Information

USERNAME
finland1227

CAQH PROVIDER ID
13515114

PRIMARY EMAIL ADDRESS
*****************lo@ca**.org

Save as PDF

For more questions on this process, you may refer to the video found on the list of resources located on the CAQH ProView login page.