

AHCA PORTAL PASSWORD RESET INSTRUCTION GUIDE

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1. [Request Password Reset](#)

From the AHCA Portal login screen **select 'Forgot Your Password?'**
<https://apps.ahca.myflorida.com/SingleSignOnPortal>)

AHCA Portal - Login

This Portal Login page will allow an authorized user access to external systems maintained by the Agency for Health Care Administration (AHCA) for the purpose of viewing and maintaining information.

AHCA Portal Login

User ID:

Password:

Log In

Forgot Your Password ?

Reset Password Instructions

New User Registration

2. [Enter User Name](#)

On the Password Recovery screen enter your User Name used to access the AHCA Portal.

AHCA Portal - Password Recovery

Enter your User Name

User Name:

Submit

Return to Login

3. [Answer Security Question](#)

Enter the answer to your security question and select '**Submit**'. If you cannot answer your security question you will NOT be able to recover the password for your account.

AHCA Portal - Password Recovery

Answer Security Question

User Name: sso_reset

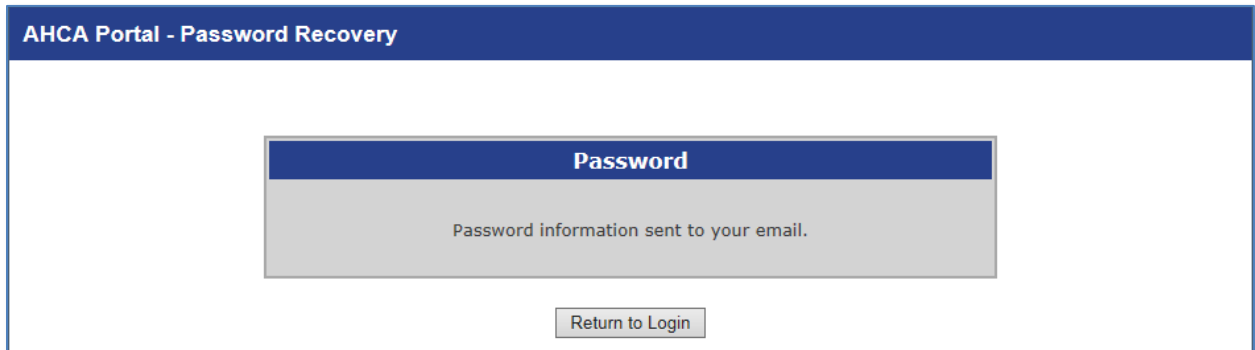
Question: City In Which You Were Born?

Answer:

Submit

Return to Login

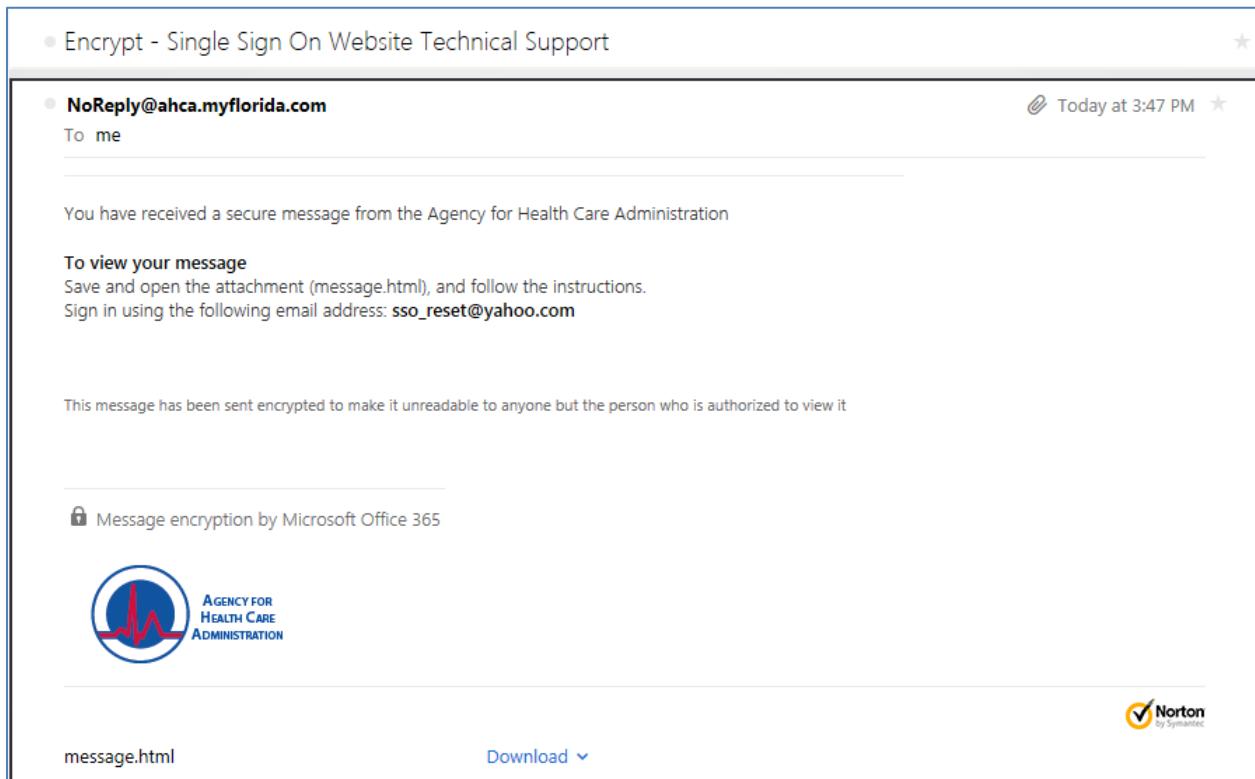
Once the security question has been successfully answered a confirmation page will display informing you that an email has been sent to the address of record for the account. **Please check your email.**



4. [Open Encrypted Email for Temporary Password](#)

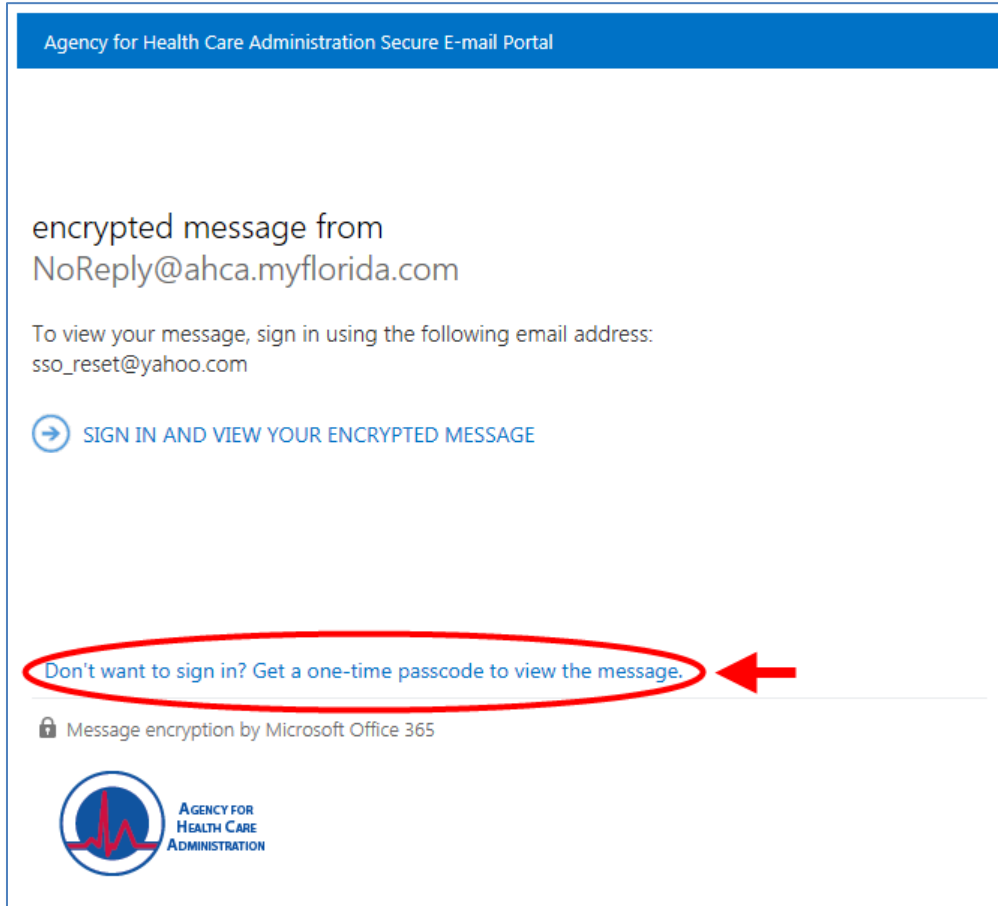
Open the email from **NoReply@ahca.myflorida.com** with the subject **Encrypt – Single Sign On Website Technical Support**. Please check your Inbox and SPAM folders.

Download the attachment titled **message.html**. If you are asked to select a program to open the attachment, choose Internet Explorer, Mozilla Firefox, Google Chrome, or another internet browser.



5. Request Passcode to View Encrypted Message

The attachment will open in an internet browser. Select '**Don't want to sign in? Get a one-time passcode to view the message**'.



A message displays indicating that a one-time passcode has been sent to your email account with a reference code. **Please check your email in a separate window or tab to obtain the passcode.**

We sent a passcode to sso_reset@yahoo.com.

Please check your email, enter the passcode that corresponds with the reference code, and click continue. The passcode will expire in 15 minutes.

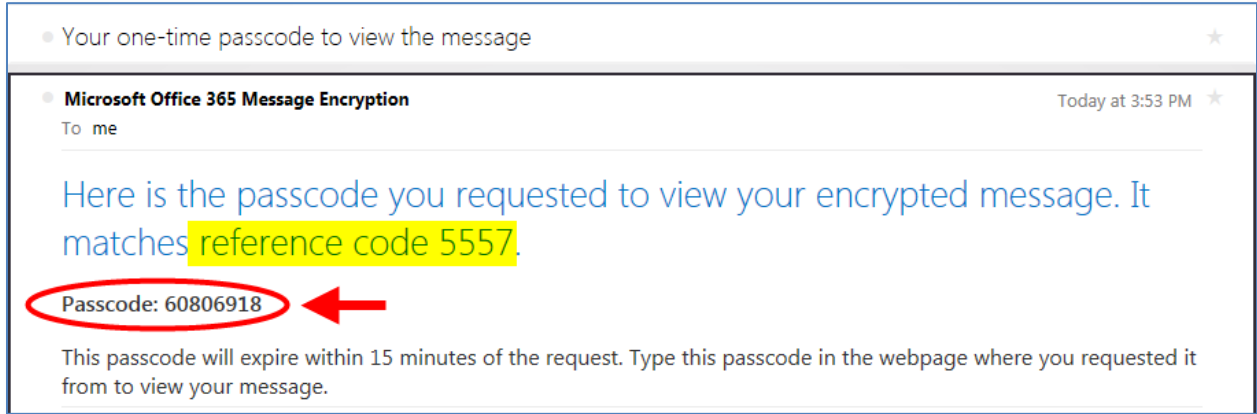
Reference code: 5557

Passcode

This is a private computer. Keep me signed in for 12 hours.

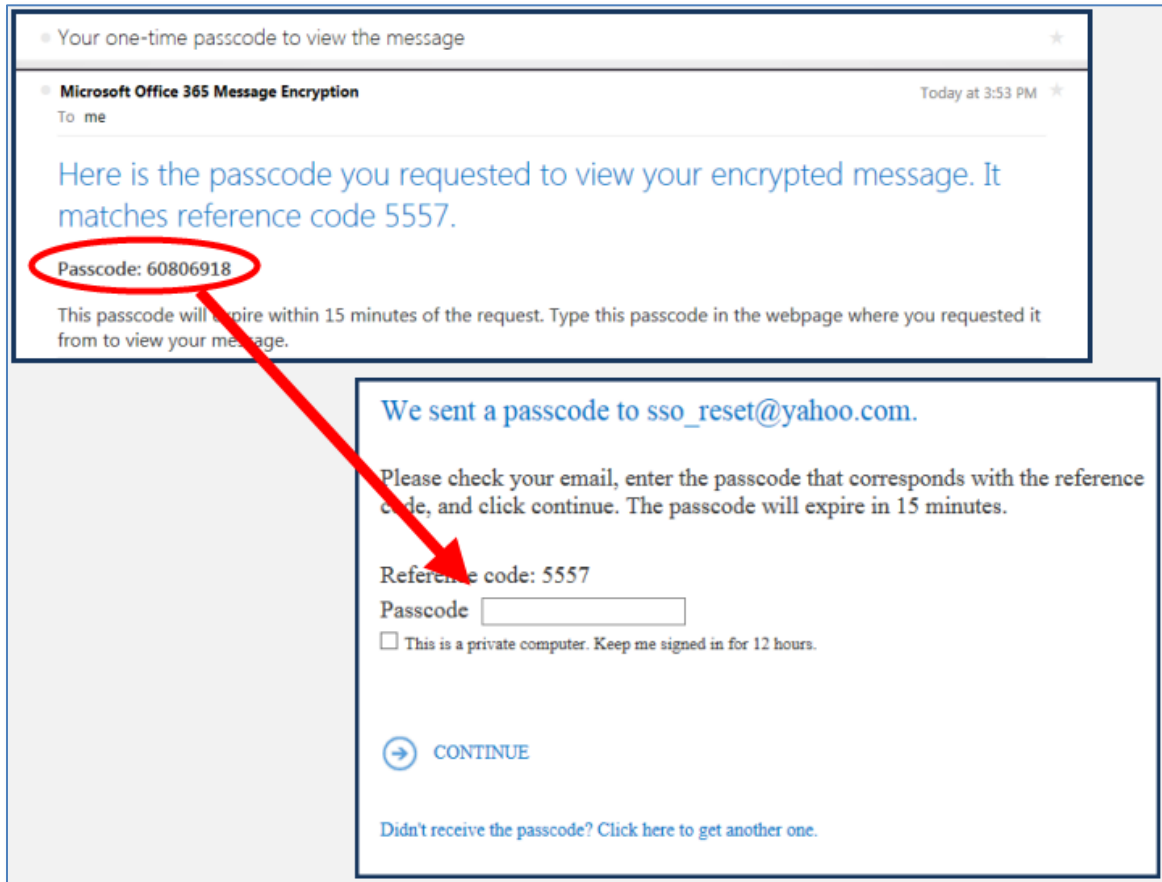
6. Open Email to Obtain Passcode

Open the email from **Microsoft Office 365 Message Encryption** with the subject 'Your one-time passcode to view the message'.



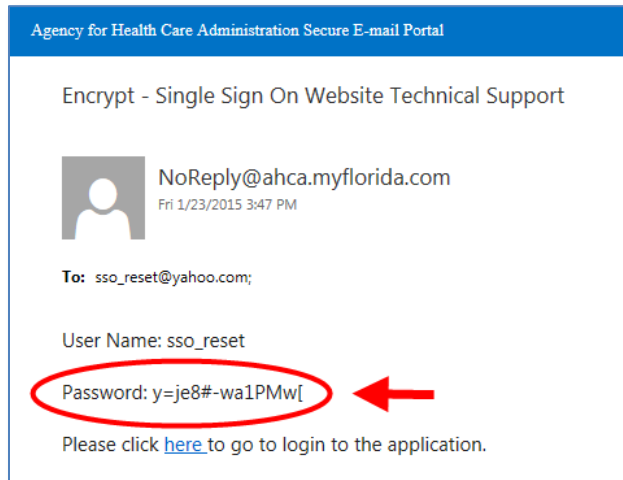
7. Enter Passcode to Open and View Temporary Password

Return to the screen requesting your one-time passcode. Enter the passcode for the matching reference code. Select **Continue**.



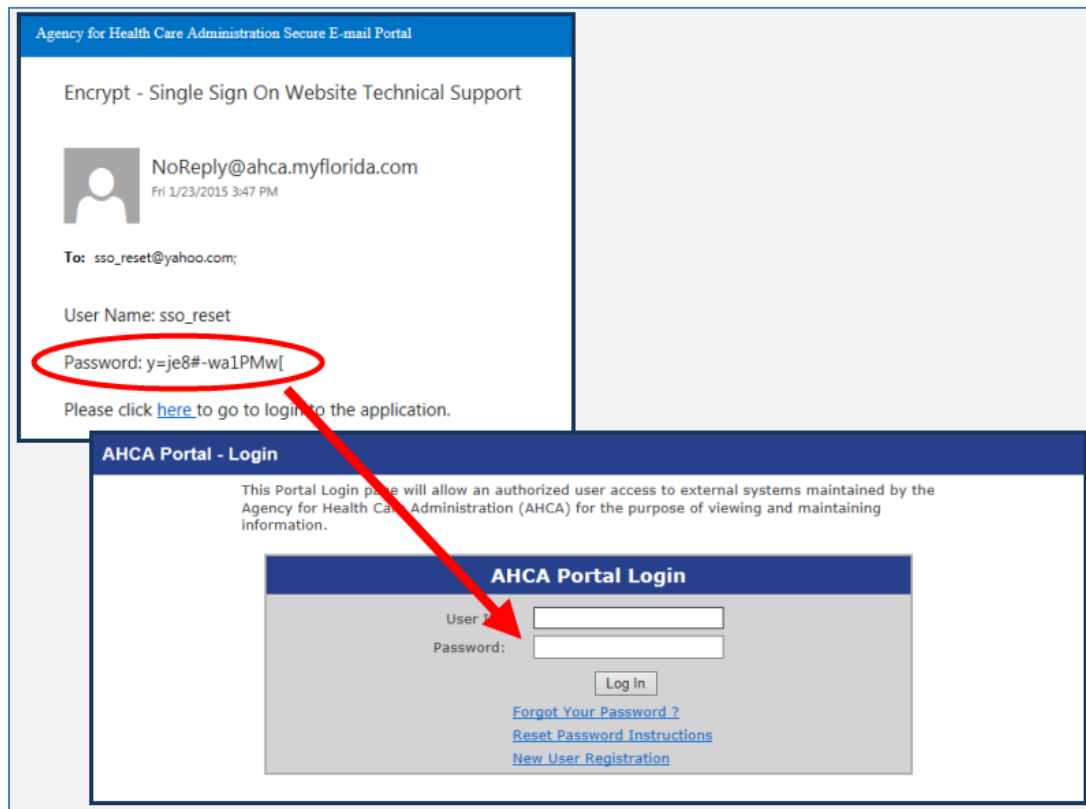
8. Log in using temporary password

Once the passcode has been successfully entered, the encrypted message with your **temporary** password for the AHCA portal will display.



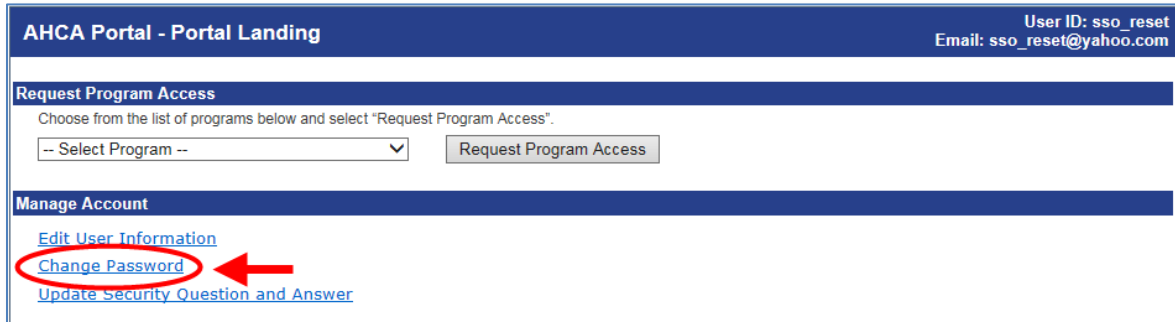
Copy the temporary password from the encrypted email. Select the '**Here**' link to return to the AHCA Portal login screen (<https://apps.ahca.myflorida.com/SingleSignOnPortal>).

Enter your user name and temporary password and select '**Log In**'.

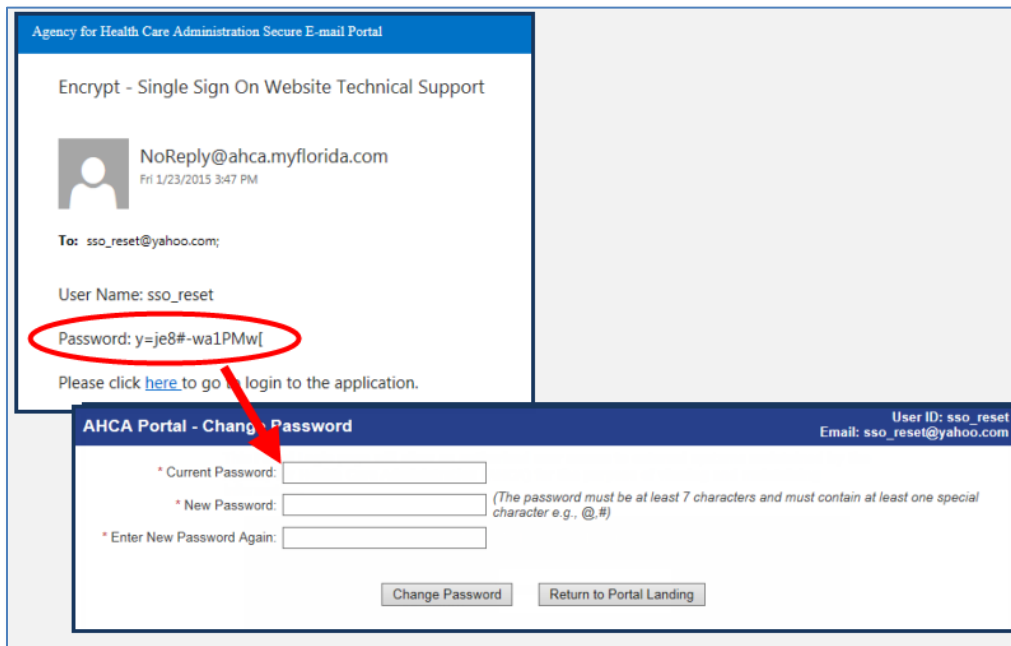


9. Create New Password for AHCA Portal

The AHCA Portal – Portal Landing page will display. Select **'Change Password'** to create a new password.



Enter the temporary password in the **'Current Password'** field. Create a new password and select **'Change Password'**.



A success message will display once you have successfully created a new password. Select **'Return to Portal Landing'** to use the AHCA portal.

