

# AHCA PORTAL PASSWORD RESET INSTRUCTION GUIDE

---

## Contents

1. Request Password Reset .....	2
2. Enter User ID.....	2
3. Answer Security Question .....	2
4. Open Email for Verification Code.....	4
5. Enter Verification Code in Password Reset .....	4
6. Create New Password.....	4



## 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 ID](#)

On the Password Reset screen, enter your User ID and select **Next**

**AHCA Portal - Password Reset**

**Enter your User ID**

User ID:

Next

Return to Login

User ID  
Security Question  
Verification Code  
Reset Password  
Complete

## 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 Reset**

**Answer Security Question**

User ID <b>Security Question</b> Verification Code Reset Password Complete	<p>User ID: <b>sso_reset</b></p> <p>Question: <b>What is the last name of your fifth grade teacher?</b></p> <p>Answer: <input style="width: 100%;" type="text"/></p> <p style="text-align: right;"><input type="button" value="Next"/></p>
--	--

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

**Do NOT close the current window. Closing the current window will require you to start the entire Password Reset process over again!**

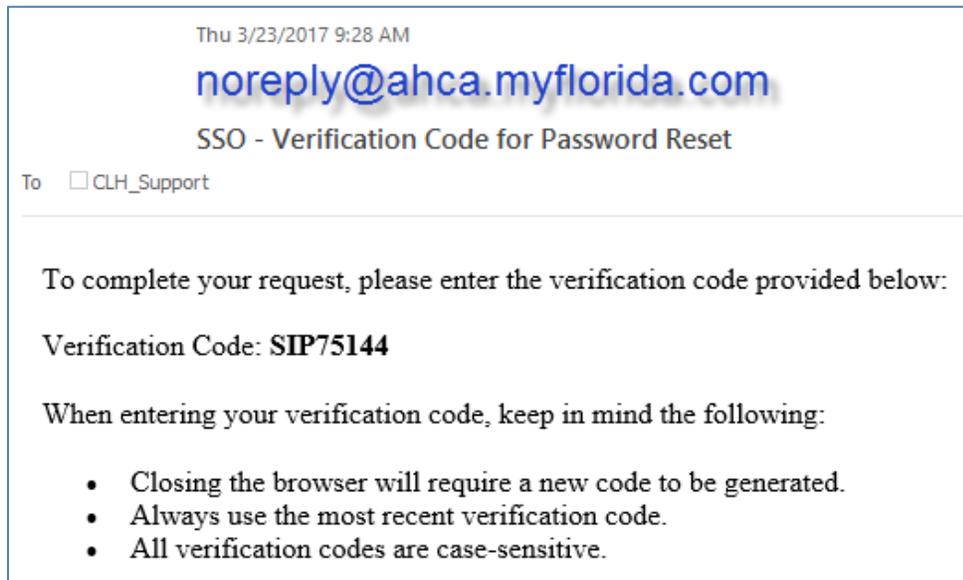
**AHCA Portal - Password Reset**

**Enter Verification Code**

User ID Security Question <b>Verification Code</b> Reset Password Complete	<p style="color: red;">Please do NOT close the current window. Closing the current window will require you to start the entire "Password Reset" process over again.</p> <p>Your User ID and Security Question have been confirmed. A verification code has been emailed to you. You will soon receive an email from: <b>noreply@ahca.myflorida.com</b>. The verification code in this email is required to reset your password.</p> <p>If you do not receive an email from us shortly, please check your email spam folder.</p> <p>The verification code is being sent to: <b>clh***@***ida.com</b></p> <p>Verification Code: <input style="width: 100%;" type="text"/></p> <p style="text-align: right;"><input type="button" value="Next"/></p>
--	---

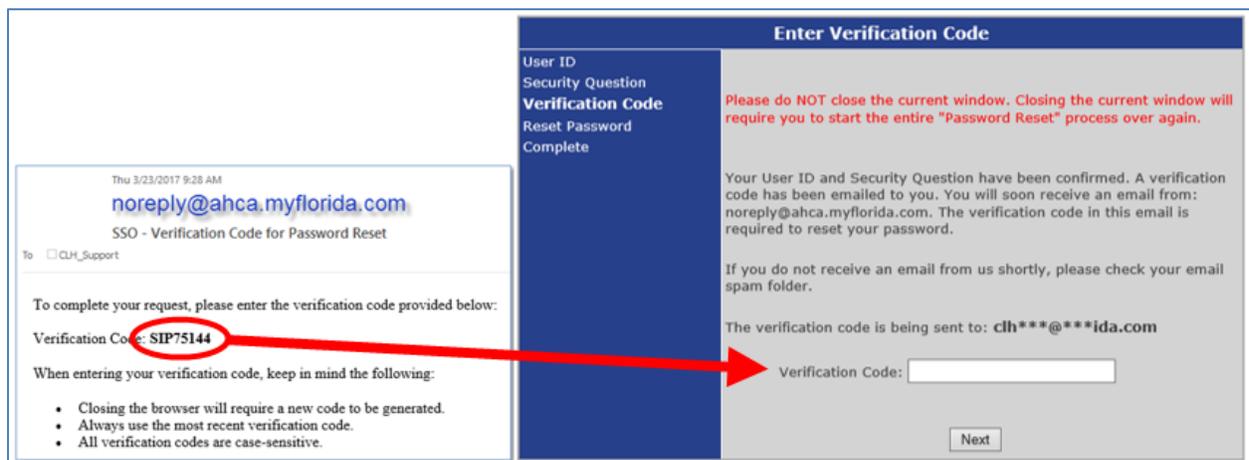
#### 4. Open Email for Verification Code

Open the email from **noreply@ahca.myflorida.com** with the subject **SSO – Verification Code for Password Reset**. Please check your Inbox and SPAM folders.



#### 5. Enter Verification Code in Password Reset

Return to the screen requesting your verification code. Copy and paste the verification code into the verification code field and select **Next**.



#### 6. Create New Password

Once the verification code has been validated, you will be asked to create a new password for the AHCA SSO Portal based upon the password requirements. Once you create a new password, select **Change Password**.

**AHCA Portal - Password Reset**

**Reset Password**

User ID  
Security Question  
Verification Code  
**Reset Password**  
Complete

\* New Password:   
*(The password must be at least 7 characters and must contain at least one special character e.g., @, #)*

\* Enter New Password Again:

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

**AHCA Portal - Password Reset**

**Completed**

User ID  
Security Question  
Verification Code  
Reset Password  
**Complete**

 Password changed successfully.