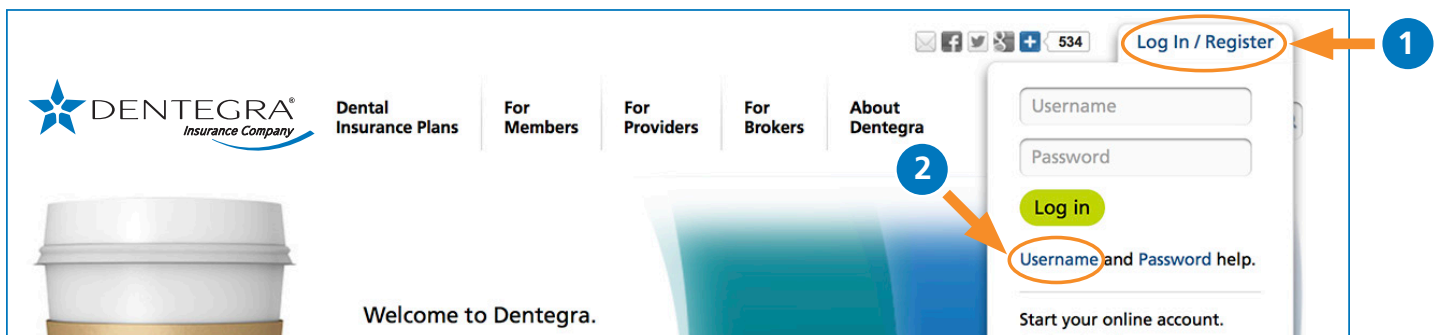


# Did you forget your Username and Password?

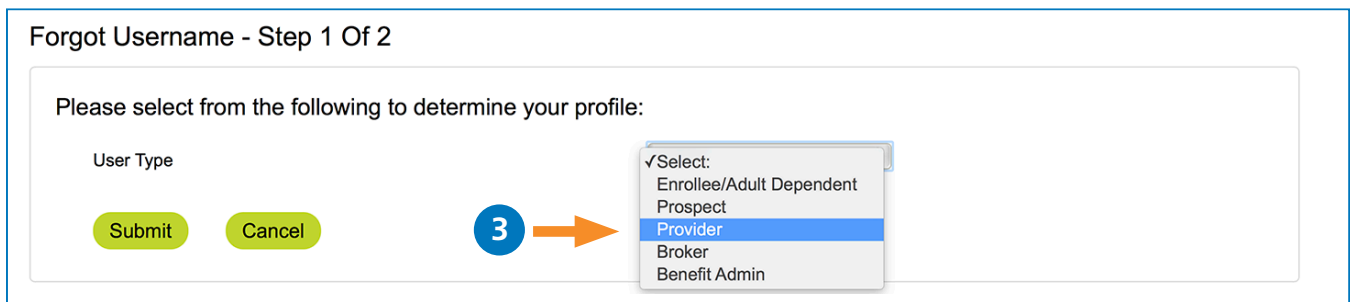
To recover them, follow these simple steps.

## Username:

1. At **dentegra.com**, click **Log In/Register**.
2. Click **Username help**.

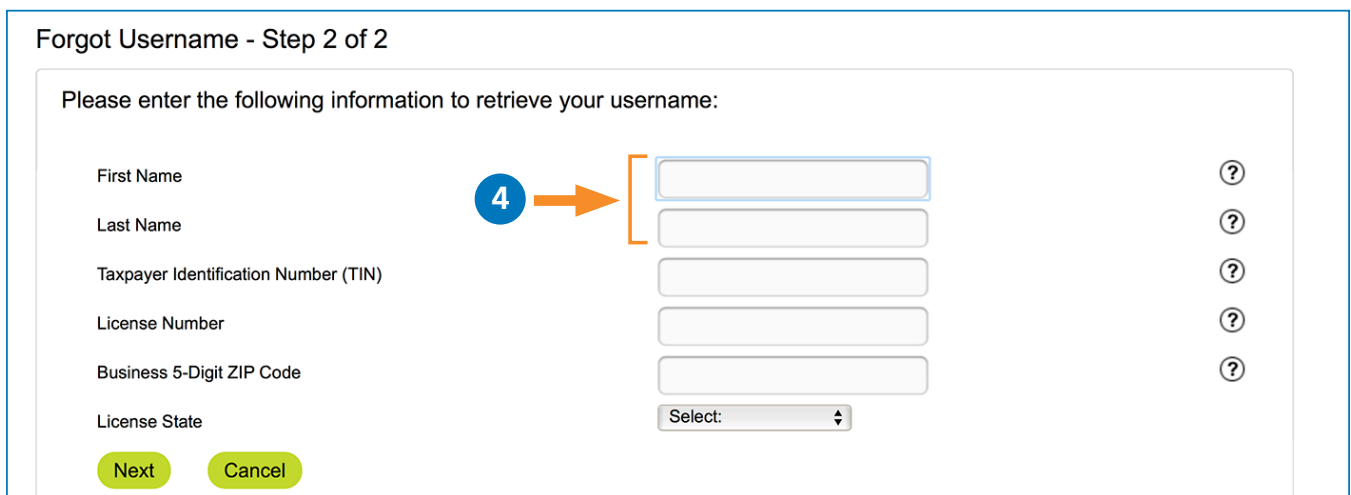


3. Select **Provider** from the drop down list and then click **Submit**.



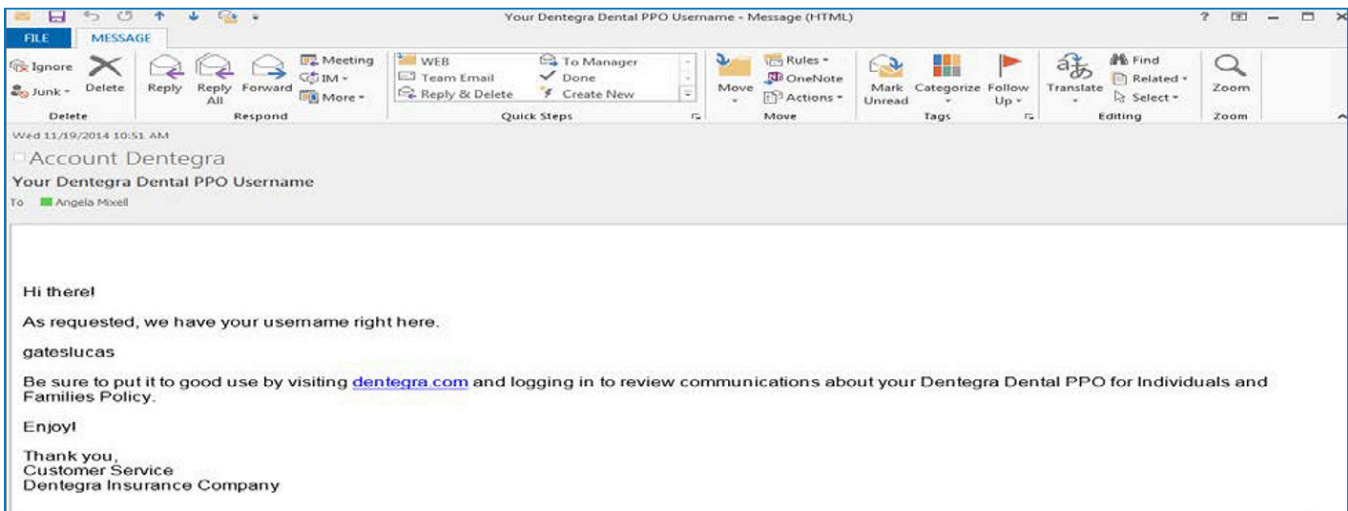
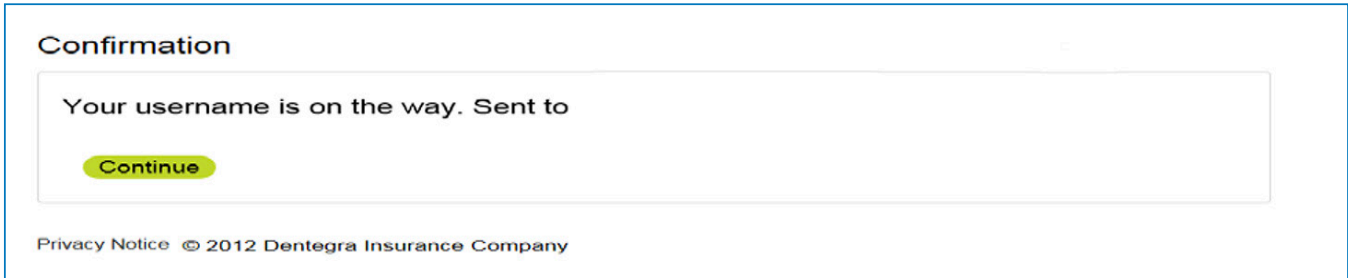
A screenshot of the 'Forgot Username - Step 1 Of 2' form. The title is 'Forgot Username - Step 1 Of 2'. The instruction is 'Please select from the following to determine your profile:'. Below this is a 'User Type' label and two buttons: 'Submit' and 'Cancel'. A dropdown menu is open, showing options: 'Select:', 'Enrollee/Adult Dependent', 'Prospect', 'Provider' (highlighted in blue), 'Broker', and 'Benefit Admin'. A blue circle '3' with an arrow points to the 'Provider' option.

4. Enter your **First Name** and **Last Name**, then click **Next**.



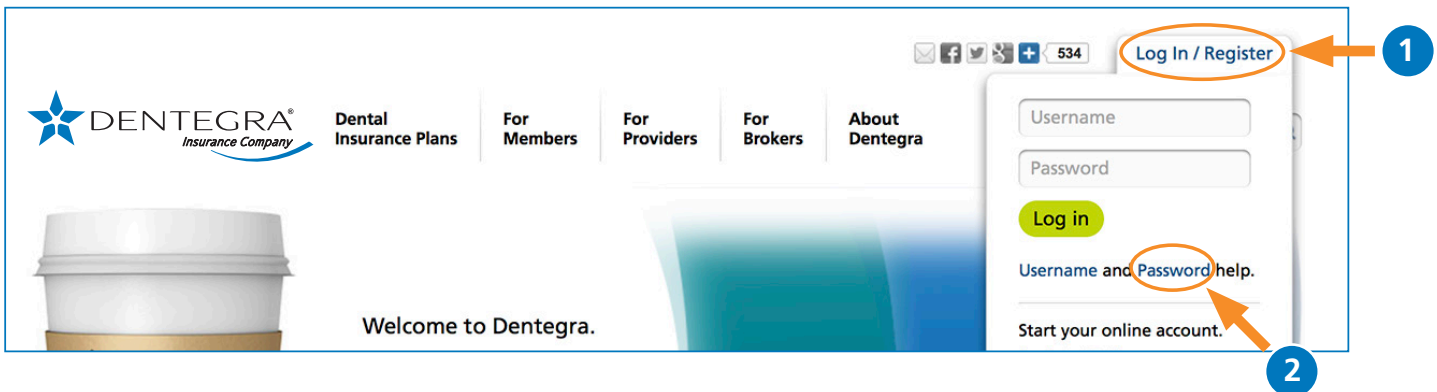
A screenshot of the 'Forgot Username - Step 2 of 2' form. The title is 'Forgot Username - Step 2 of 2'. The instruction is 'Please enter the following information to retrieve your username:'. Below this are several input fields: 'First Name', 'Last Name', 'Taxpayer Identification Number (TIN)', 'License Number', 'Business 5-Digit ZIP Code', and 'License State'. Each field has a question mark icon to its right. A blue circle '4' with an arrow points to the 'First Name' and 'Last Name' fields. At the bottom are 'Next' and 'Cancel' buttons.

- When your information is confirmed, your username will be sent to the email address you entered when you originally registered.



## Password:

- At [dentegra.com](http://dentegra.com), click **Log In/Register**.
- Click **Password help**.



- 3. Enter your **Username** and **Last Name**.
- 4. Enter your **Email** address — the address you entered when you created the account.

**Forgot Password - Step 1 Of 3**

If you have misplaced your password or would like to change it, please enter your username below to request a new one.

Username: \*  ?

Last Name: \*  ?

Email: \*  ?

- 5. Enter the **Challenge Answer** to the Challenge Question you selected during the registration process.

**Forgot Password - Step 2 Of 3**

Your username has been verified. Below is the Challenge Question you need to answer to proceed to Step 3.

Challenge Question: Last 4 digits of your driver's license?

Challenge Answer: \*  ?

- 6. Enter a **New Password** and enter it again to confirm. The password must include at least 8 characters and must contain an upper case letter, lower case letter and a number.

**Forgot Password - Step 3 Of 3**

Your challenge question has been verified. Please enter your new password below to complete the process.

New Password (case-sensitive): \*  ?

Confirm New Password: \*  ?