

Purpose: This guide shows resetting a consumer, provider, or CER's profile in OR PTC DCI.

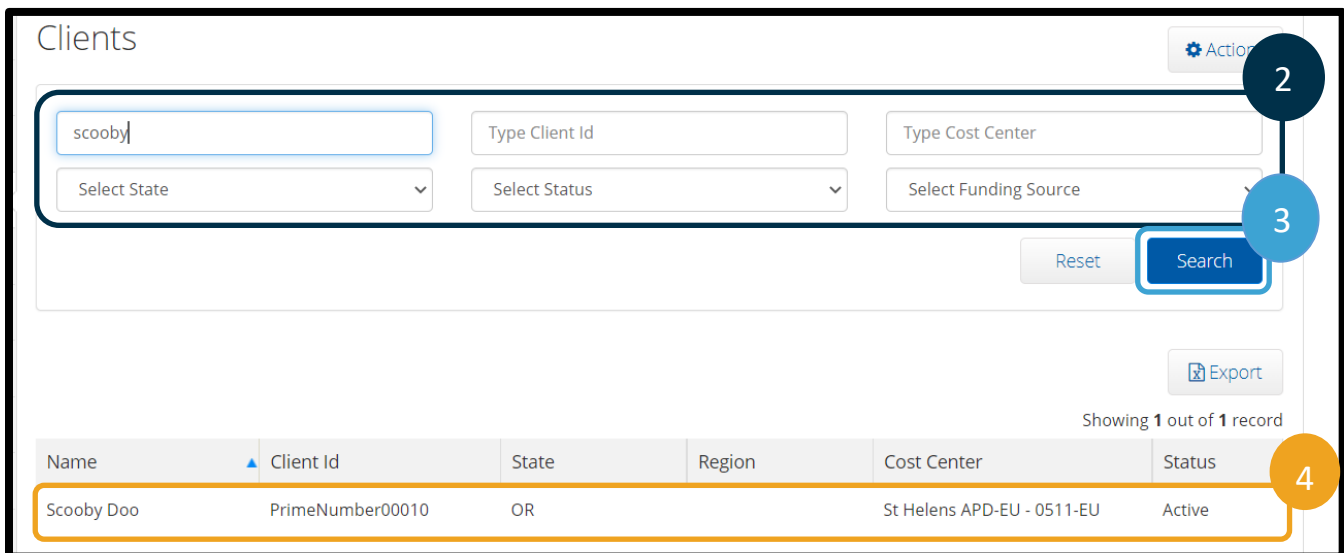
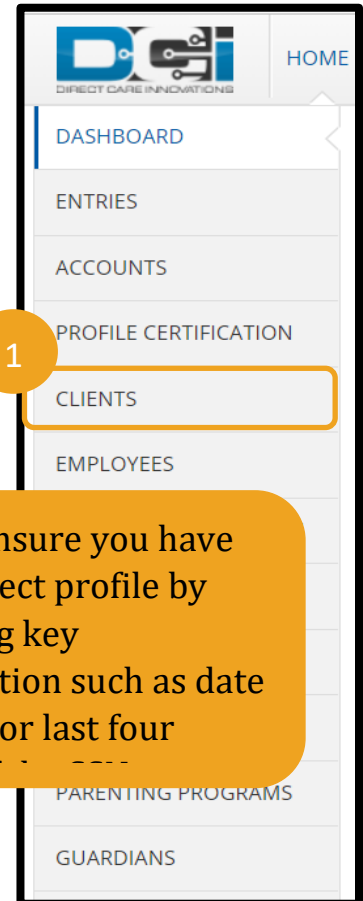
If a consumer, provider, or CER is unable to login because they forgot their password and the forgot password function isn't working for them, you can reset their authentication information. This sends an email with a reset link to the email address on their OR PTC DCI profile. Upon clicking reset in the email, the user will be prompted to set a new password and security question. They must set a new PIN once logged in (instructions for adding a PIN can be found in the [Adding and Changing a PIN QRG](#)). If the user does not have a valid email on file, do not reset their authentication information.

Reset clears out the password, security questions, and PIN.

The following steps show resetting a consumer's authentication information, but they also apply to providers and CERs. If any steps differ between these groups, they are indicated.

1. Click Clients.
 - a. For providers, click Employees.
 - b. For CERs, click Guardian.
2. Search for the consumer using either their name or Prime Number.
 - a. For providers, search using name or Uni ID.
 - b. For CERs, search using their name.
3. Click Search.
4. Select the consumer/provider/CER from the results list.

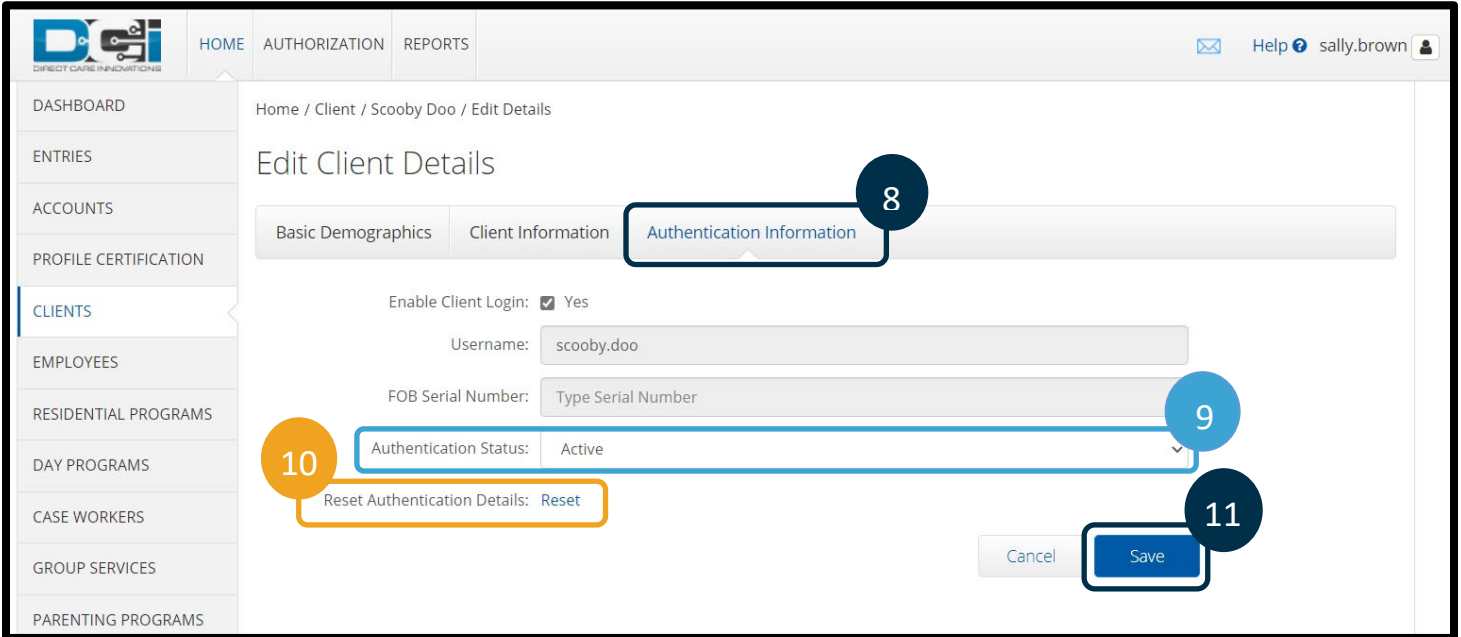
Note: Ensure you have the correct profile by verifying key information such as date of birth or last four



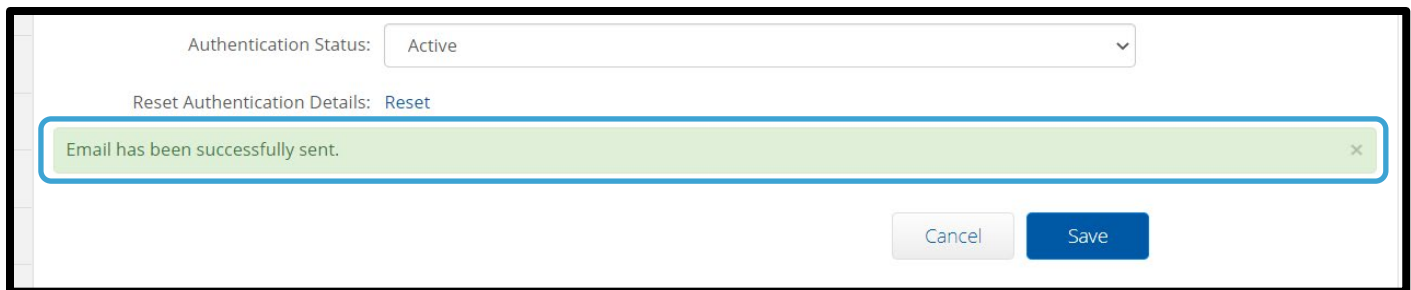
5. From the Client/Employee/Guardian Details page, ensure there is a valid email on file in the Basic Demographics column. If the email is PTC.Support@odhsoha.oregon.gov, this is a placeholder. You cannot reset the account until the email is updated to one belonging to the user. If there is a valid email listed in OR PTC DCI belonging to the consumer/provider/CER, you can continue to step 6 to reset their authentication information.
6. Click Actions.
7. Click Edit Client.
 - a. For providers, click Edit Employee.
 - b. For CERs, click Edit Guardian.

The screenshot displays the 'Client Details - Scooby Doo' page in the OR PTC DCI system. The left sidebar contains navigation options such as Dashboard, Entries, Accounts, Profile Certification, Clients, Employees, Residential Programs, Day Programs, Case Workers, Group Services, Parenting Programs, Guardians, Cost Centers, and Pending Entries (62). The main content area is divided into 'Basic Demographics' and 'Other Details' sections. The 'Basic Demographics' section includes fields for Client ID, Address, GNIS, Phone, Email, Date of Birth, SSN, and Allow SSN Retrieval. The 'Other Details' section includes fields for Cost Center, Preferred Language, Username, Client Status, Authentication Status, Photo Set, Signature Set, Enable Caregiver, and Rating Emails. The 'Actions' menu is open, showing options like New Note, New Attachment, New Service Account, New Entry, Edit Client, Edit Custom Field Values, Add Certification, Add New FOB, Add Diagnosis, Block Mobile App Usage, New EVW Location, Block Portal Usage, and Register with Training System. The 'Edit Client' option is highlighted with an orange circle and the number 7. A blue circle with the number 5 is placed over the email field, and another blue circle with the number 6 is placed over the 'Actions' menu icon.

8. Click the Authentication Information tab.
9. Ensure the Authentication Status says Active. If it does not, change to Active.
10. Click Reset.
11. Click Save.



You will see a brief pop-up if it was reset successfully.



Note: If the user does not see the email, tell them to check their spam/junk