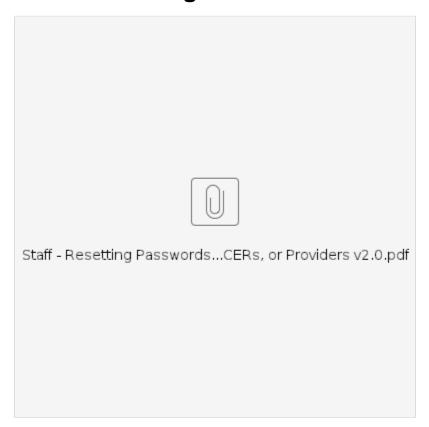
QRG - Resetting Passwords in OR PTC DCI



(i)

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

Outcome: Staff understand how to reset authentication information (password and PIN).

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.

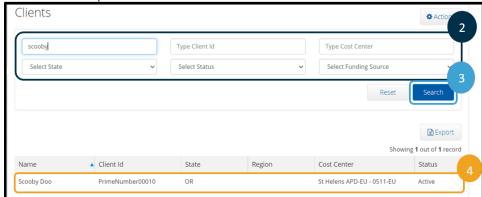


Note

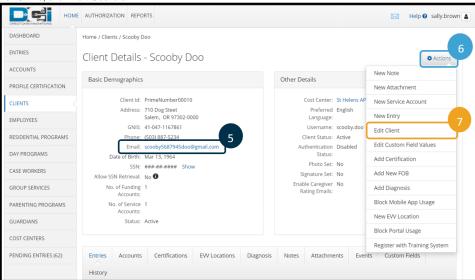
Ensure you have the correct profile by verifying key information such as date of birth or last four digits of the SSN.

- 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.

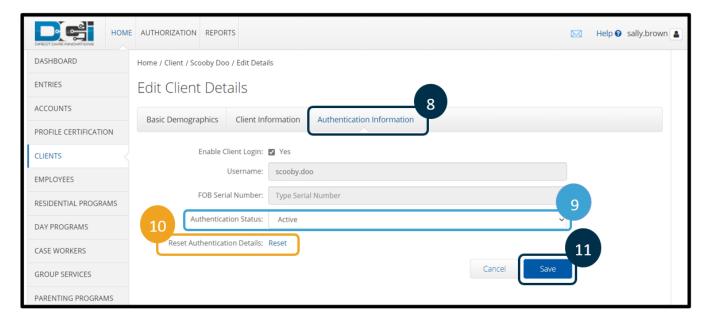
4. Select the consumer/provider/CER from the results list.



- 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 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.



- 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.



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Note

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

Related articles

- Guide OR PTC User Settings Guide
- Staff Learning Materials Catalog
- Guide Time Entry Management
- Online Learning Recovering a Forgotten Password
- Business Process Managing Staff Profiles