

ARISE Provider Portal – Resetting your Password on the Provider Portal

When using Alabama’s new childcare management system – Arise – Providers will have the ability to reset their passwords, if required. Passwords may require resetting in case the provider has forgotten or lost their original password. In such a situation, they will be able to reset their password using the Provider Portal.

How to Reset your Password?

The following is a quick step-by-step guide to resetting your password!

1. Access the Provider Portal Login/Registration Page:

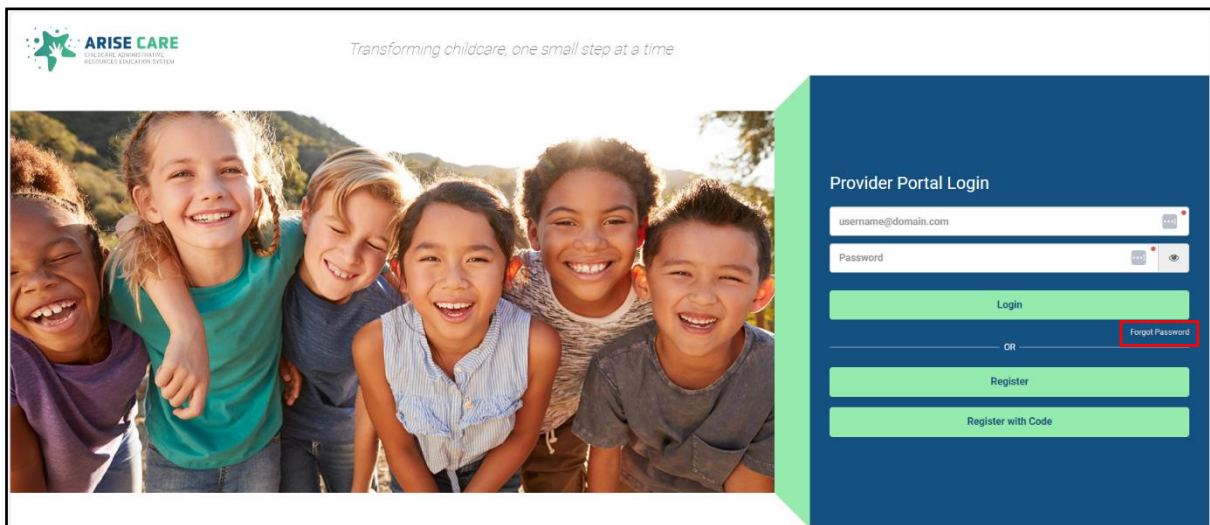


Figure 1: Login Page

On this page:

1. Click on ‘Forgot Password’ to begin the password resetting process.

Clicking on the link will lead you to the following page:

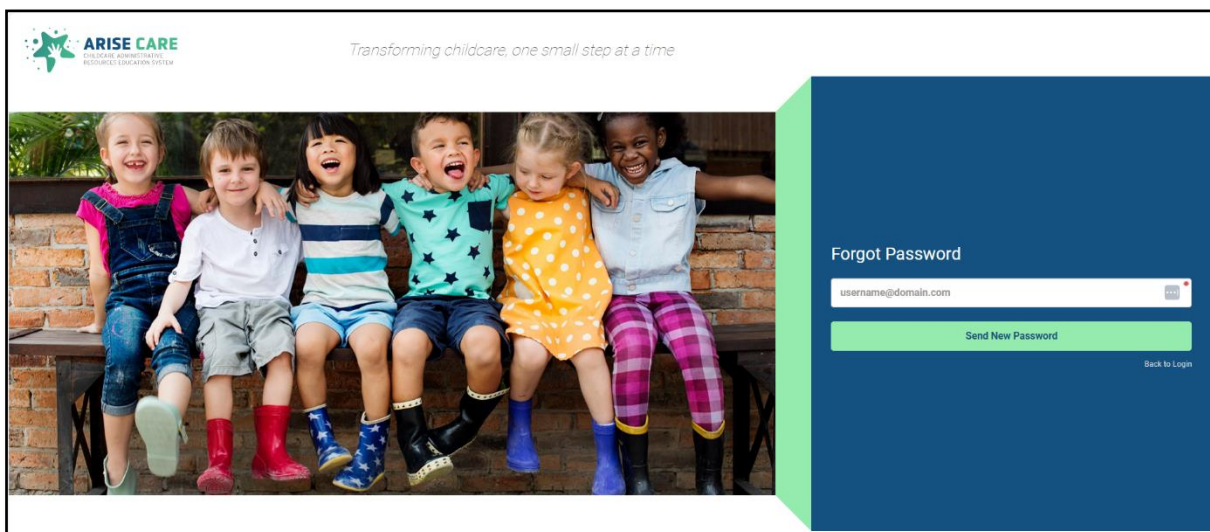


Figure 2: Forgot Password Page

2. Enter your email address
3. Click on "Send New Password" to see the following confirmation message:

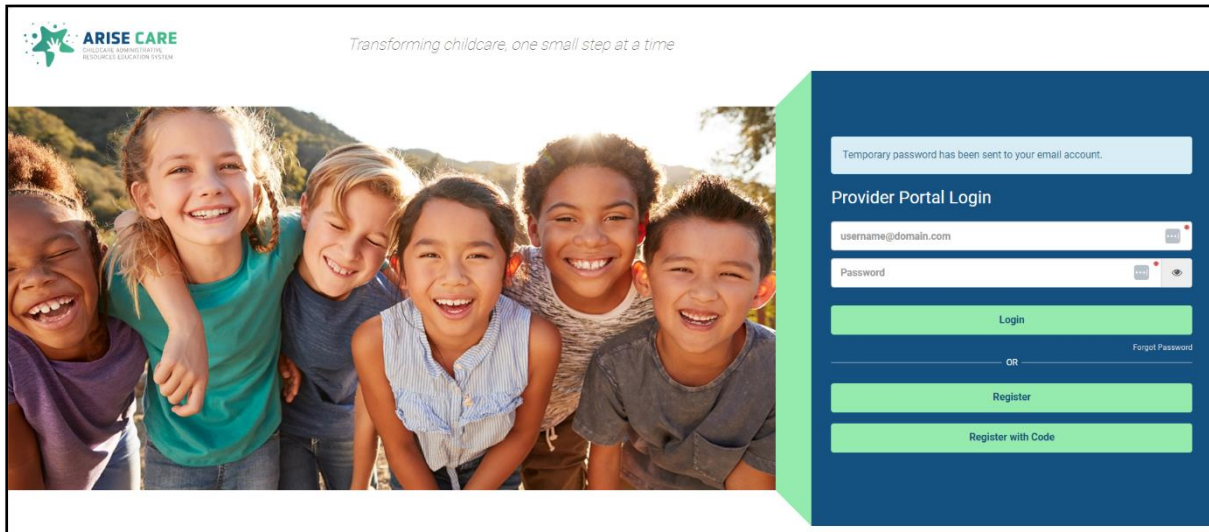


Figure 3: Temporary Password Confirmation Message

A new temporary password will be sent to your registered email address as follows:

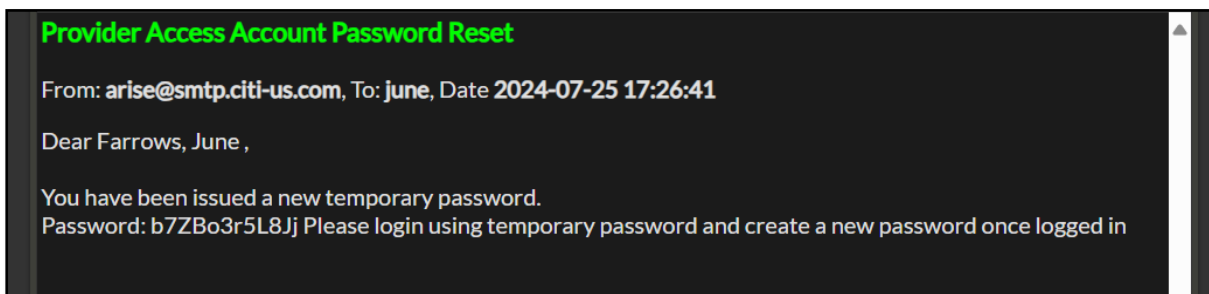


Figure 4: Temporary Password Email

From this email:

1. Note down the temporary password and return to the same forgot password page:

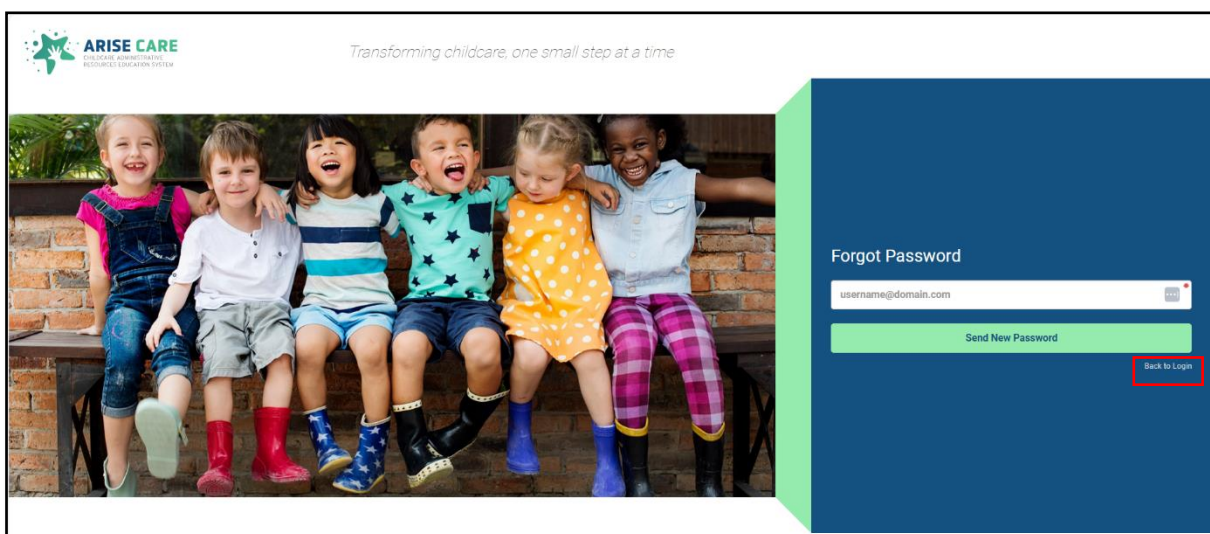


Figure 5: Forgot Password Page

On this page:

1. Click on "Back to Login" to be directed back to the following page:

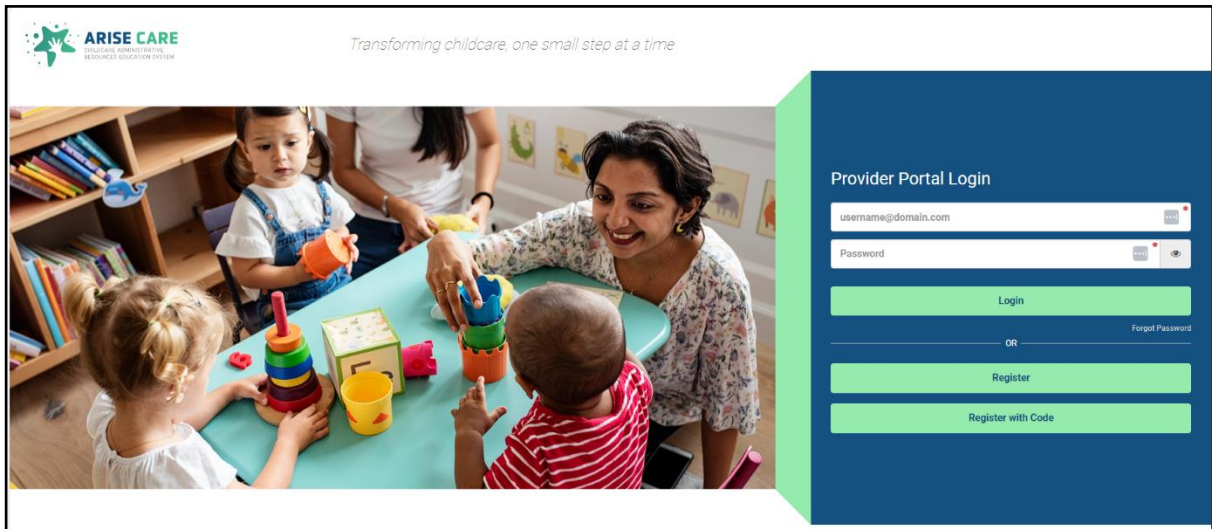


Figure 6: Login Page

2. Enter your email address
3. Enter the temporary password
4. Click on 'Login' to be directed to the following page:

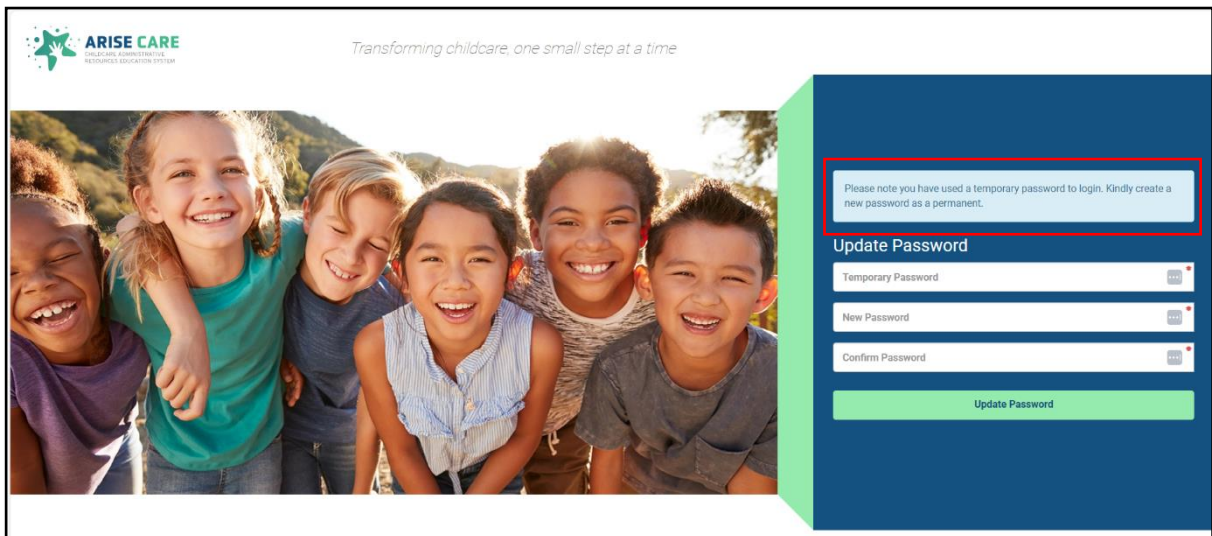


Figure 7: Change Password Pop-up Box

On this page:

1. Enter the temporary password in the field for "Temporary Password"
2. Enter a new password of your choice in the field for "New Password"
3. Re-enter your new password in the field for "Confirm new password"
4. Click on "Update Password" to save your changes

You will be directed back to the login page, where you will see the following confirmation message:

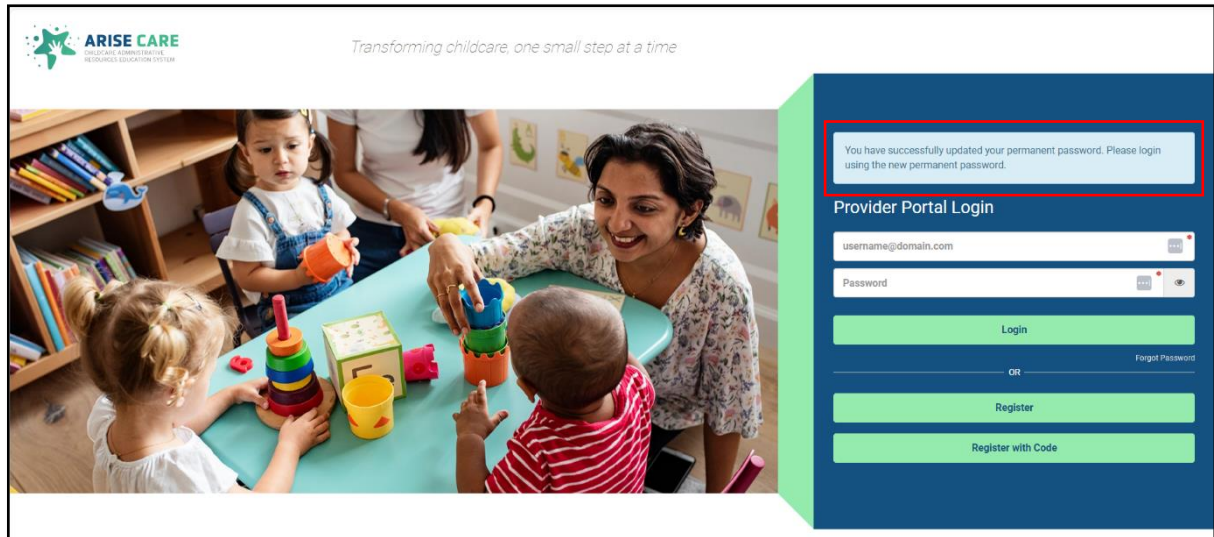


Figure 8: Updated Password Confirmation Message

You will now be able to log in with your email address and new password, from this page.
Congratulations, you have successfully reset your password!