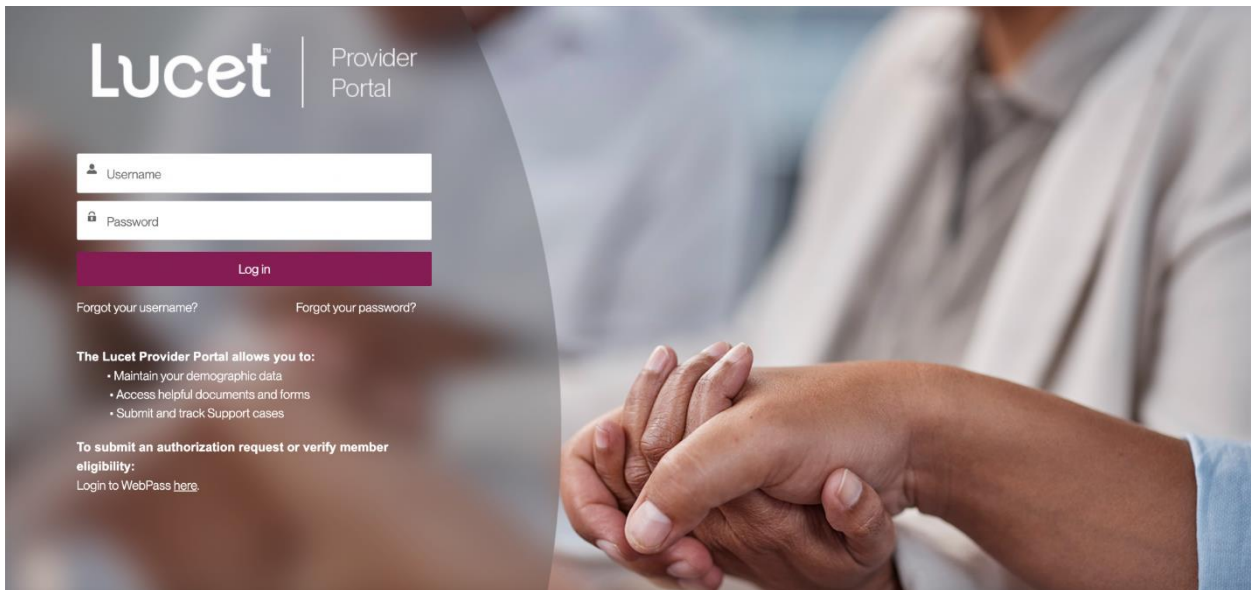


How do I reset my portal Password/UserID

Forgot Username

- If you forget your username to the Lucet Provider Portal, you will go to the login page as normal.
- There is now a 'Forgot your username?' link on the page.



- Clicking this link will open a page in a new tab, here you can enter your email address.

- After clicking 'Search' you will be taken to this page
- If the email address you entered is associated with an active provider portal user, you will receive an email with your username in it.

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- If you do not receive an email, you can click the 'here' in 'click here to open a support case', this will open a new page where you can open a support case with a Subject, Description, and your Email Address.

Lucet | Provider Portal Log in

Forgot your username?
You will receive an email with your username shortly. If you do not receive an email please make sure you are using the right email address click [here](#) to open a support case

Lucet | Provider Portal Log in

Create a support case below if you forgot your account's email address or username

* Subject <input type="text"/>
* Description <input type="text"/>
* Contact Email <input type="text" value="you@example.com"/>
<input type="button" value="Submit"/>

- After clicking 'Submit' the final screen will be a confirmation screen with the support phone if you need immediate assistance.

Lucet | Provider Portal Log in

Create a support case below if you forgot your account's email address or username

Your support case has been submitted!
Someone from our team will reach out to you shortly. If you need immediate assistance, please call 1-888-611-6285.

Running Into Issues?

- Update your browser
- Clear your cache