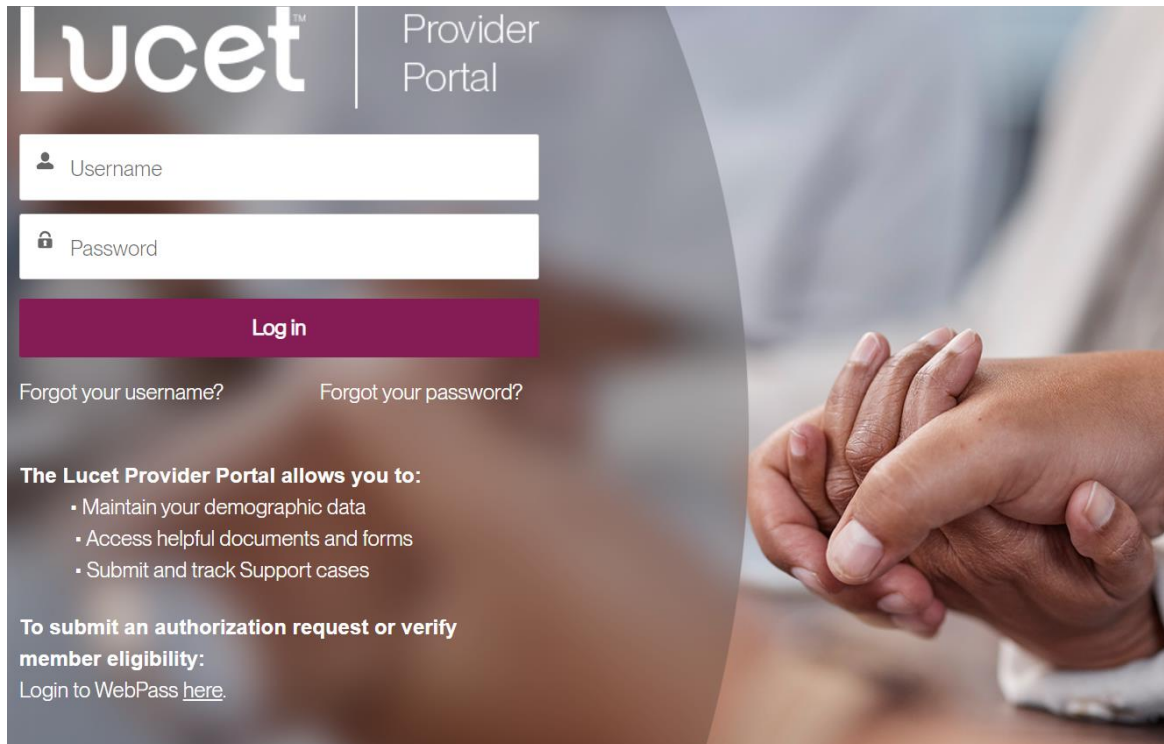


How do I log in to Provider Portal?

Logging In

- The login page has been revamped. You now have access to workflows to walk through if you forgot your username or forgot your password.
- There is also a direct link to log into WebPass.



Forgot Your Username

- If you forget your username to the Lucet Provider Portal, you can go to the login page.
- There is 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.

Lucet™ | Provider Portal

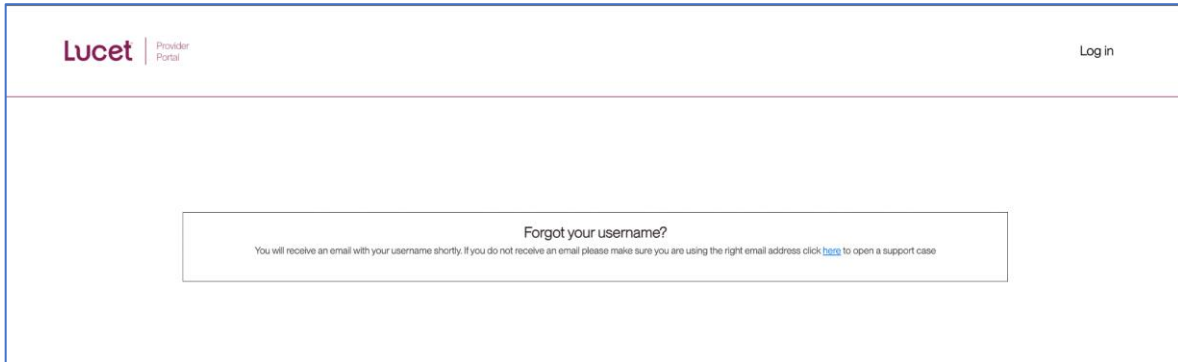
Home 🔍 Login

Forgot your username?
Enter the email address associated with your account to retrieve your username

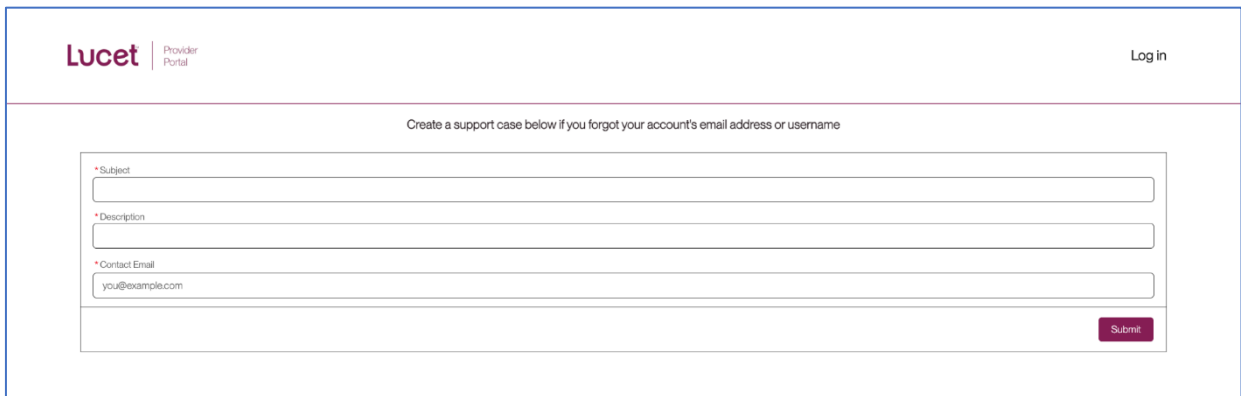
Search

Lucet™

- If the email address you entered is associated with an active provider portal user, you will receive an email with your username.
- 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

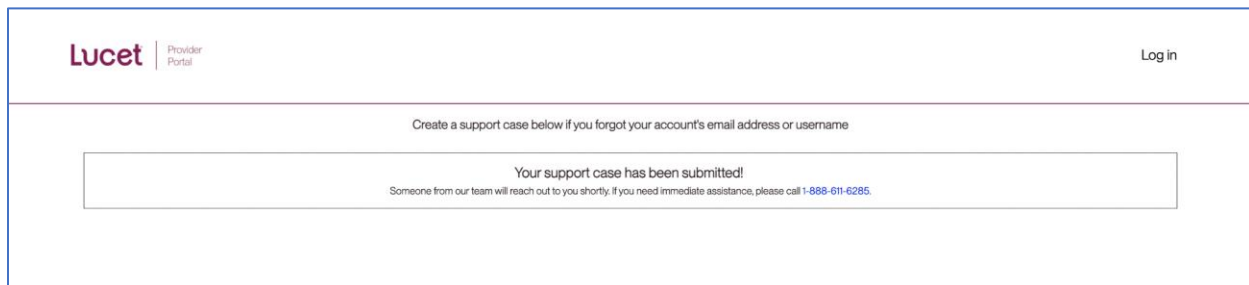


The screenshot shows the Lucet Provider Portal interface. At the top left is the Lucet logo and 'Provider Portal' text. At the top right is a 'Log in' link. The main content area contains a box with the heading 'Forgot your username?' and the text: 'You will receive an email with your username shortly. If you do not receive an email please make sure you are using the right email address click [here](#) to open a support case'.



The screenshot shows the Lucet Provider Portal interface. At the top left is the Lucet logo and 'Provider Portal' text. At the top right is a 'Log in' link. Below the header is the text: 'Create a support case below if you forgot your account's email address or username'. The form contains three input fields: 'Subject', 'Description', and 'Contact Email'. The 'Contact Email' field has the placeholder text 'you@example.com'. A 'Submit' button is located at the bottom right of the form.

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



The screenshot shows the Lucet Provider Portal interface. At the top left is the Lucet logo and 'Provider Portal' text. At the top right is a 'Log in' link. Below the header is the text: 'Create a support case below if you forgot your account's email address or username'. The main content area contains a box with the heading 'Your support case has been submitted!' and the text: '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