

## SFTP Mailbox Password Change Instructions

For security purposes, Oregon Medicaid trading partners must update their Secure File Transfer Protocol (SFTP) mailbox password(s) every 45 days. This time starts from the time you are assigned a password and you change it for the first time. You will not receive any reminders to warn you that your password is ready to expire.

### How to change your SFTP mailbox password:

1. Go to <https://www.or-medicaid.gov>. Select “Account,” then “Secure Site.”
2. Login using your Trading Partner number (formatted MB#####) and current password, then click “Login.”
  - If you incorrectly login two consecutive times, **do not attempt another login**. Wait one hour and try again.
  - If you perform 10 incorrect logins in any order in a 24-hour period, the Web portal will block your IP address for 24 hours from the time of the 10<sup>th</sup> incorrect login. Each additional incorrect login after the 10<sup>th</sup> login will restart the 24-hour block. If you believe your IP address has been blocked, contact EDI Support.
3. A successful login should automatically take you to the “Change Password” screen. Otherwise, select “Account,” then “Change Password.”
4. At the “Change Password” screen, enter your current password, then your new password twice. Make sure your new password meets the requirements below.
5. Click the “Save” button once you have entered your new password. If successful, you will be returned to the home screen.

### Web portal password requirements:

Passwords must be at least 8 characters, begin with a letter and meet 3 of the following criteria:

- 1 upper-case letter
- 1 lower-case letter
- 1 number
- 1 special character (e.g., #,&, !).

### If you need help:

Email EDI Support Services at [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us) if you need help with the following issues:

- Password resets (for expired or unknown trading partner passwords)
- Blocked IP address