



NORTH LOS ANGELES COUNTY REGIONAL CENTER

15400 Sherman Way, Suite 170 • Van Nuys, CA 91406-4211
Main Number (818) 778-1900 • Fax (818) 756-6130

July 27, 2012

To: All Service Providers

RE: eBilling Revised Password Reset System

The purpose of this letter is to notify all service providers of a change in how expired and forgotten passwords are reset in the eBilling program.

The eBilling program has been revised to allow service providers to reset expired or forgotten eBilling passwords. When a user needs to reset an expired or forgotten password, the new password reset process will generate an email, with a custom hyperlink, directing the user to a page where the user may change or reset their password.

Please be aware that users must have a valid email address in their eBilling profile to use the eBilling password reset system. Further, please note that the hyperlink will be valid for 24 hours from the time it is created by the user. If the user does not reset their password within the 24 hour time period, the hyperlink will expire, and the user will need to repeat the process to generate a new custom hyperlink and reset their eBilling password.

NLACRC recommends that service providers verify that all of their users review their eBilling profile to ensure it contains a valid email address so that they may take advantage of this new feature for expired or forgotten passwords.

Enclosed, please find Attachment A, which provides detailed instructions for using the new eBilling password reset system.

If you have questions about the eBilling Password Reset System, please contact your accounts payable staff person for assistance:

| Contact Person | Phone Number |
|-----------------------|---------------------|
| Renee Storey | 818-756-6413 |
| Cynthia Sabino | 818-756-6312 |
| Vilma Nogoy | 818-756-6347 |
| Sheila McKinney | 818-756-6244 |
| David Gomez | 818-756-6282 |

Instructions for using the eBilling password reset system

1. Enter user name and press "forgot your password or need a password reset?" hyperlink.

eBilling system

Username

Password

Login

[Forgot your password or need a password reset?](#)

[Conditions of Use](#) | [Privacy Policy](#)

2. Response from webpage after successfully completing step 1.

An email has been sent to you. Please follow the instructions to reset your password.

eBilling system

Username

Password

Login

[Forgot your password or need a password reset?](#)

[Conditions of Use](#) | [Privacy Policy](#)

3. User checks email and clicks the hyperlink to go to the password reset page.

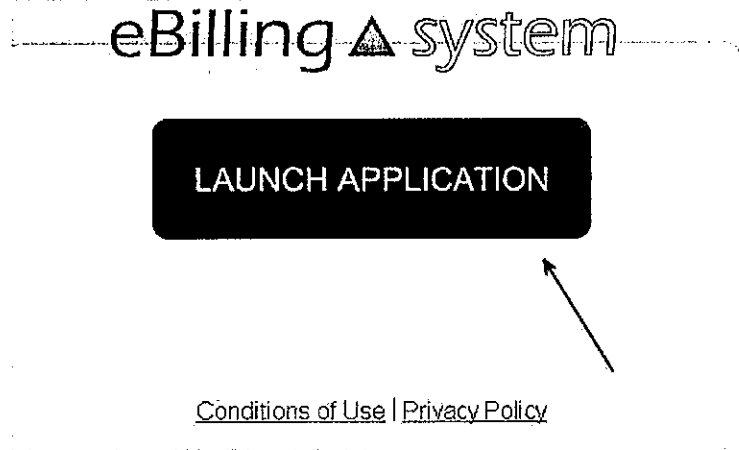
Subject: Request for E-Billing Password Reset

Please click on the following link to reset your password. The link will take you to the eBilling System launch page. Press the Launch Application button and follow the prompts to enter a new password.

Note: this link will expire 24 hours from the time this email was sent.

[Click here to reset your ebilling password](#)

4. Launch the application



5. Type new password and re-type the new password to confirm. Press save and congratulations your password is now reset.

