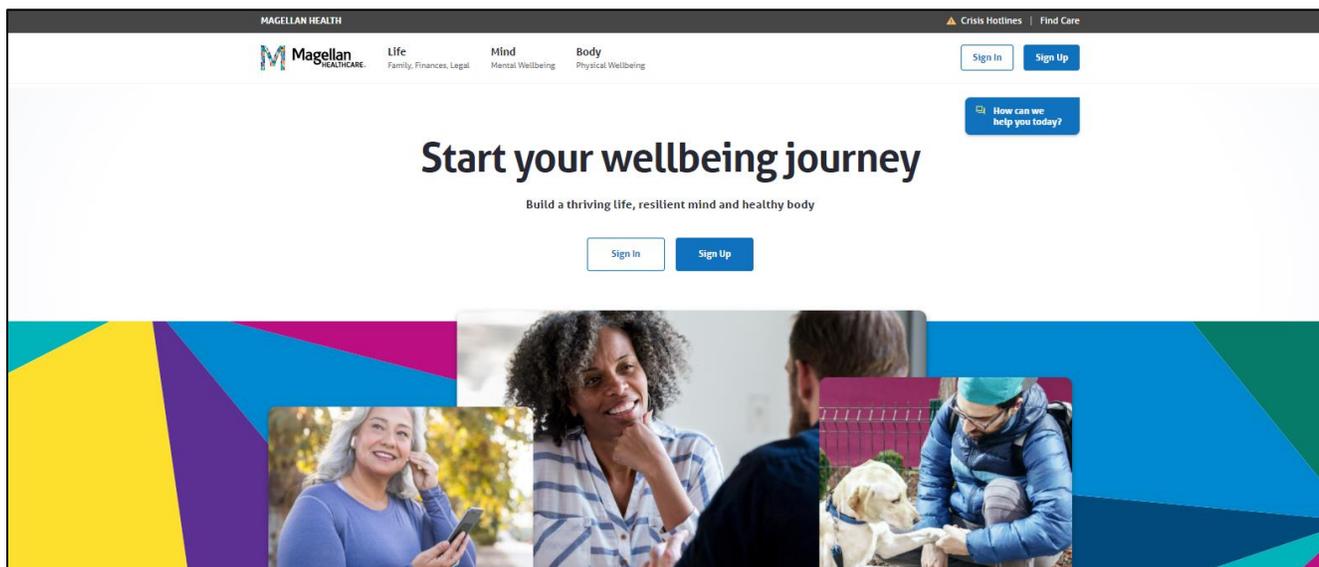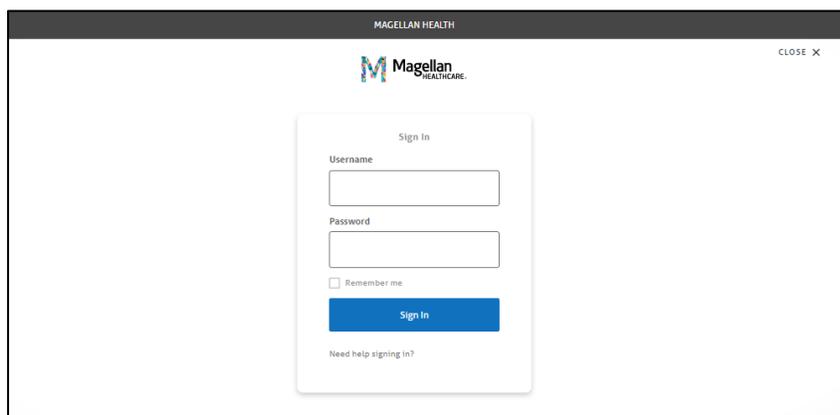# How to reset your password

As a security measure, if you request a new password more than once in a 48-hour period, your account will be locked. You'll need to wait 48 hours from when you received the password reset email. This is to ensure the security and privacy of your information.

1. Go to Member.MagellanHealthcare.com. You should arrive at the "Start" page below. Click on the white "Sign In" button.


2. You should arrive at the login page below. Click on "Need help signing in?"

3. You should see the "Forgot password?" line below the "Need help signing in?" line. Click on "Forgot password?"

    Remember, if you request a new password more than once in a 48-hour period, your account will be locked. You'll need to wait 48 hours from the time of the email to reset your password. This is to ensure the security and privacy of your information.
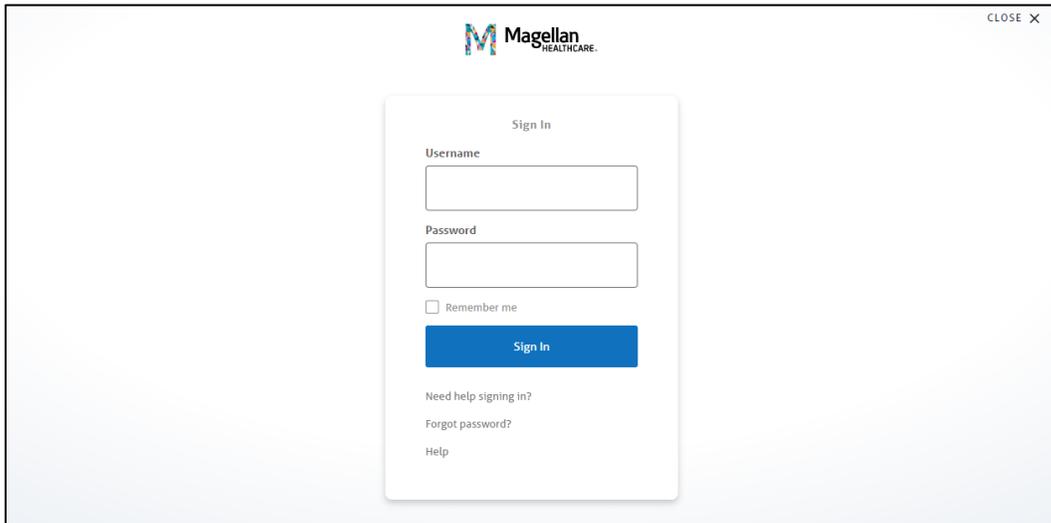
4. You should see the "Reset Password" screen below. Enter your email address in the "Email or Username" field and click the blue "Reset via Email button."

    Remember, if you request a new password more than once in a 48-hour period, your account will be locked. You'll need to wait 48 hours from the time of the email to reset your password. This is to ensure the security and privacy of your information.
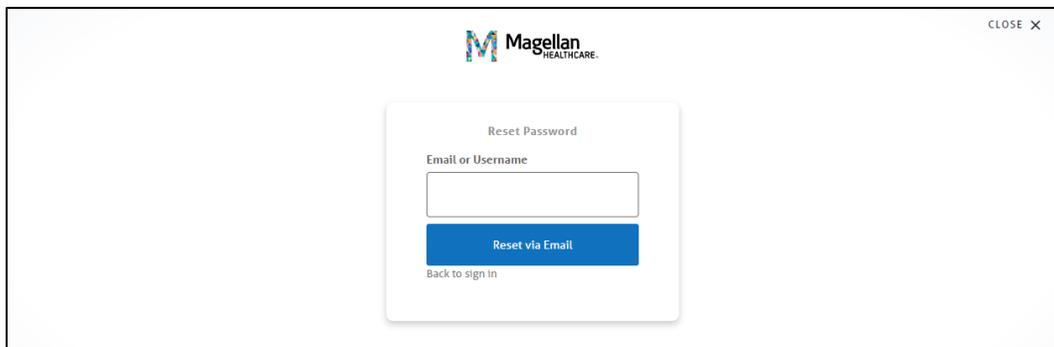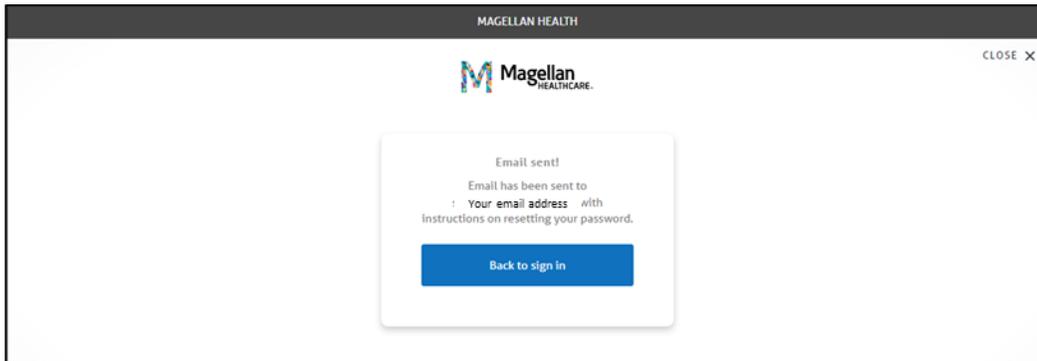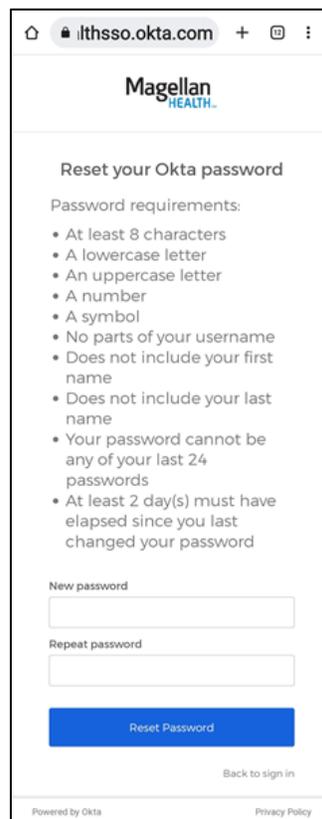
5. You should see the "Email sent!" screen below. Check your email for a message from "Okta" with the subject line "Account password reset." Click on the green "Reset Password" button in the email.

You should be taken to a screen that looks like the one below. Follow the instructions to create a new password.

6. Once you have created your new password, click here to go to the home page, and then click on the white "Sign In" button. Log in with your email and new password.