

# Password Reset Guide

**Purpose:** The password reset functionality allows OVERS users to reset a password electronically after getting locked out or if they forgot their password.

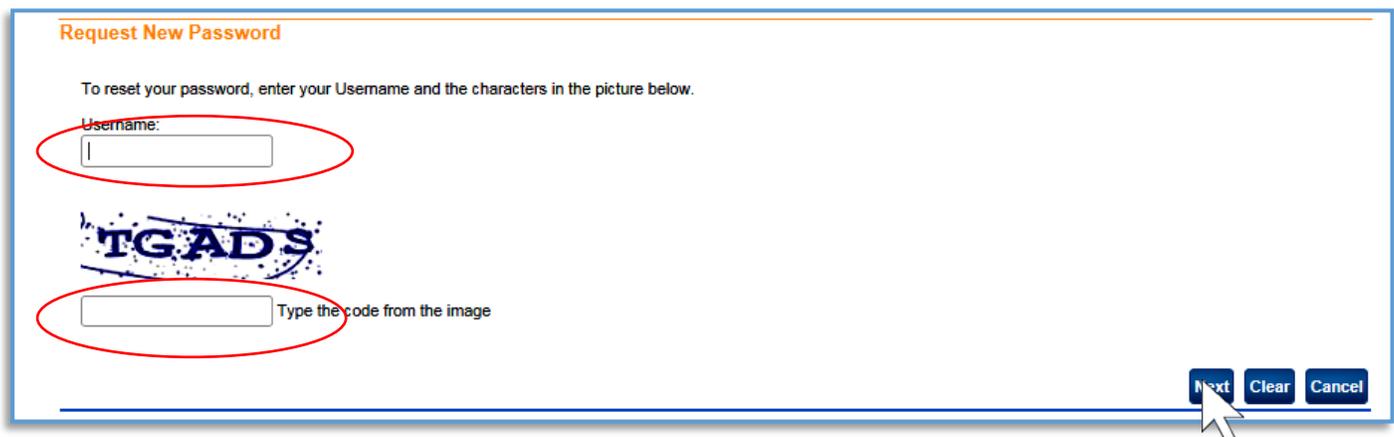
**Details:** Click on the “Forgot your password?” link under the username field, the next screen will require your username and a captcha security code. Continue through the prompts to receive an email with the temporary password. Once you have received the email, you can log back into OVERS and reset the password.

## Instructions:

1. Select the **Forgot your password?** link under the Username field.



2. Enter your username and the Captcha security code from the image and click **Next**.



3. Answer the security question and click **Next**. If you do not know the answer to your security question, please call the OVERS help desk at 971-673-0279 to complete the process.

**Request New Password**

Please answer your security question below.

What is your favorite color?

[Next](#) [Clear](#) [Cancel](#)

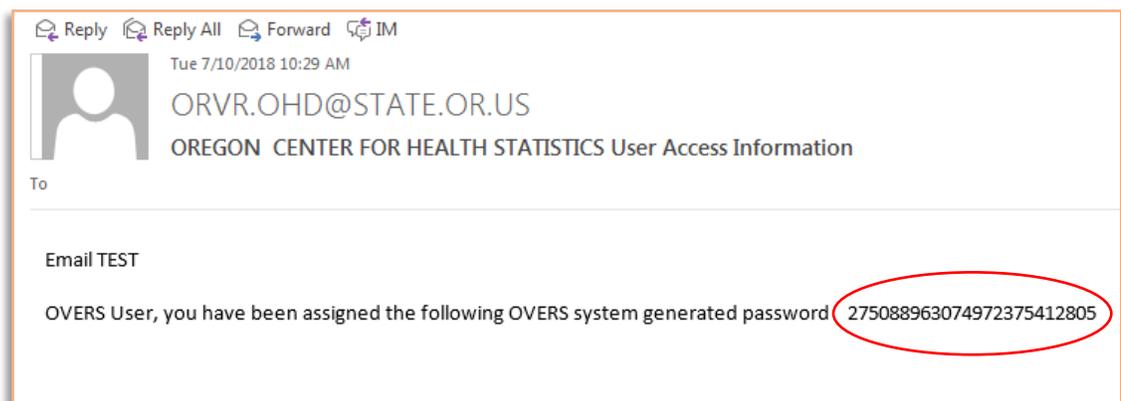
4. Click **Continue** to receive the temporary password email.

**Request New Password**

Password Request Successful. A temporary password has been sent to your email address.

[Continue](#)

5. You will receive an email from ORVR.OHD@STATE.OR.US with your temporary password. Check your spam folder if you don't receive the email within a few minutes. You may copy the password to use when logging into OVERS.



6. Log into OVERS with your **temporary password**. You may paste the copied password for convenience.

The State of Oregon - Oregon Health Authority  
OVERS TEST

Username:

Password:

Version #: 17.3.6.54840

[Forgot your password?](#)

7. You will be prompted to create a new password on the “Change Password” screen. Your “old password” will be the **temporary password** that was emailed to you. You can also change your security question at this time. You have a choice of four questions.

Change Password

Your current password is temporary. Please set new password now before logging into the system.

Old Password:

New Password:

Confirm Password:

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Security Question:

Security Answer: