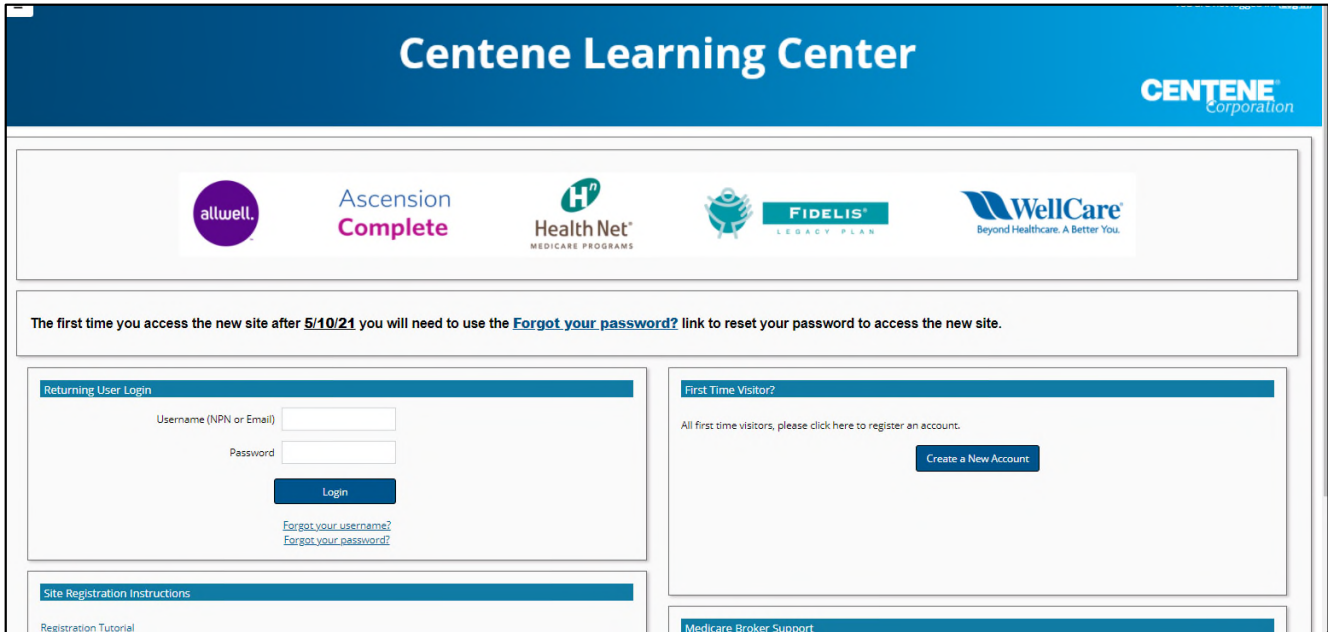


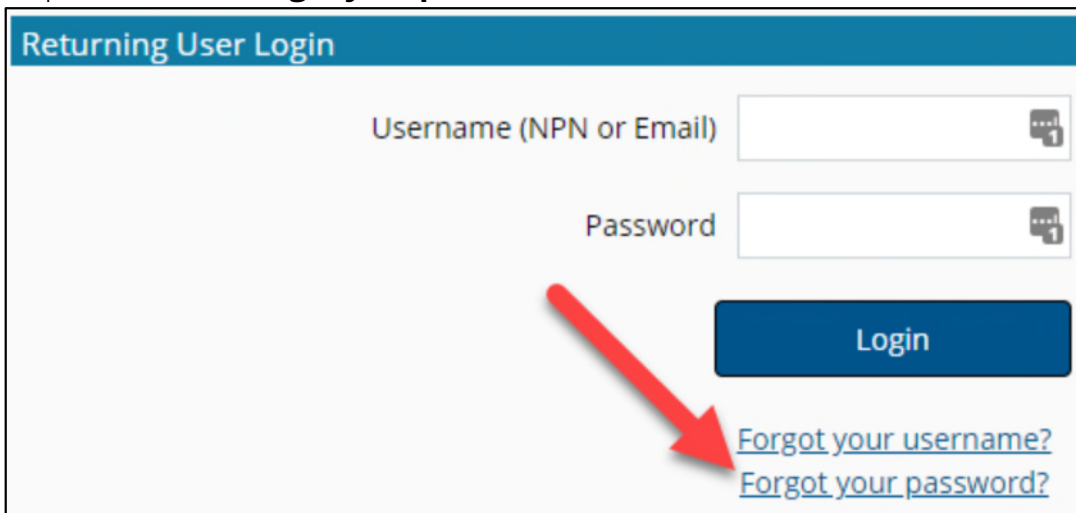
# Centene Learning Center: Reset Your User Password

This guide will help you to navigate through the process of resetting your password by using the self-service link located on the Pre-Login page of the Centene Learning Center site. You may print this document and use it to assist you in the process.

Step 1: Navigate to the **Centene Learning Center** site at <https://centene.cmpsystem.com>



Step 2: Select the **Forgot your password?** link.



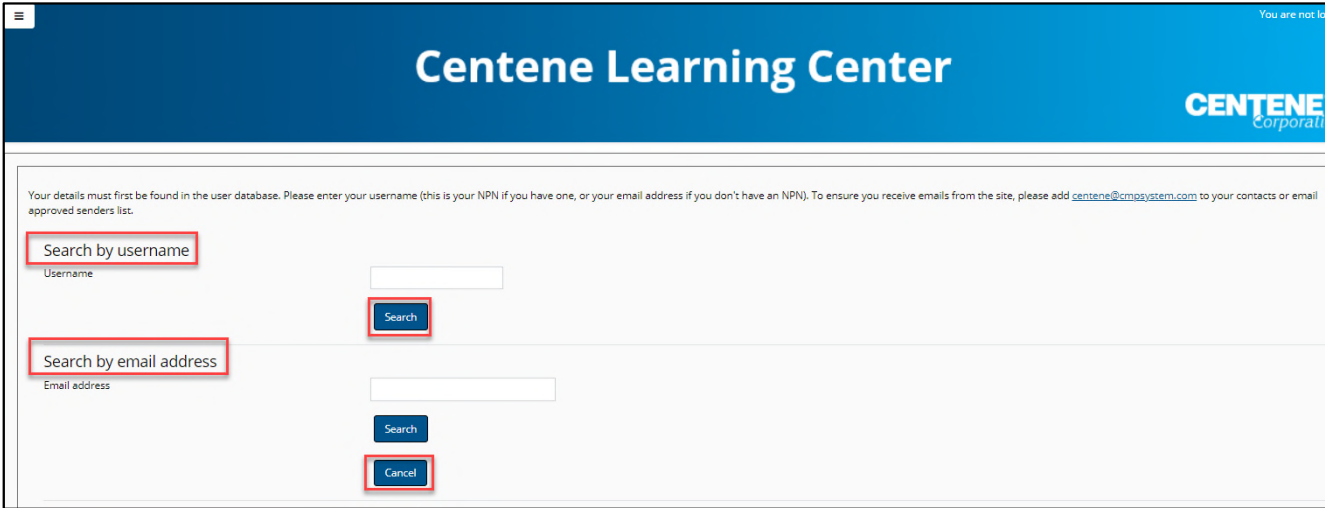
# Centene Learning Center: Reset Your User Password

A search can be conducted two different ways to locate your profile on the site to reset your password.

- **Search by username** (this is your NPN if you have one, or your email address if you do not have an NPN)
- **Search by email address** (email address listed on your account)

To ensure you receive emails from the site, please add **centene@cmpsystem.com** to your contacts or email approved senders list.

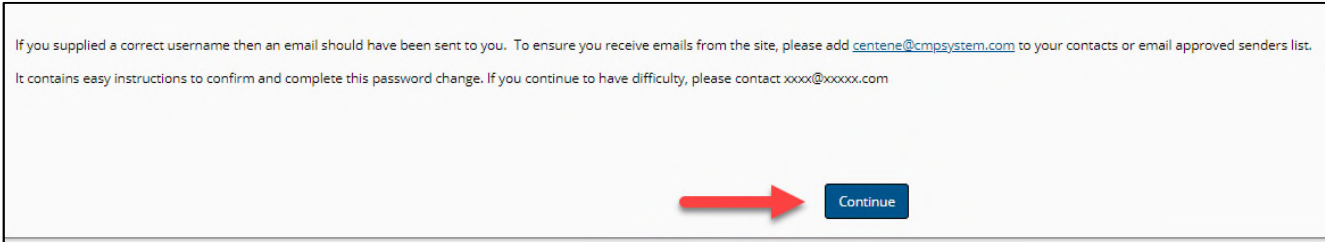
Step 3: Enter NPN or email address to conduct search. Select the **Search** button.



The screenshot shows the Centene Learning Center search page. At the top, there is a blue header with the text "Centene Learning Center" and the Centene Corporation logo. Below the header, there is a search form with two sections. The first section is labeled "Search by username" and has a text input field for "Username" and a "Search" button. The second section is labeled "Search by email address" and has a text input field for "Email address", a "Search" button, and a "Cancel" button. The "Search" buttons in both sections are highlighted with red boxes. The "Cancel" button in the second section is also highlighted with a red box. The text "You are not logged in" is visible in the top right corner.

If you supplied the correct username/email address, then you will receive an email within 5 minutes. The email contains easy instructions to confirm and complete this password change.

Step 4: You will see a confirmation message. Click the **Continue** button.

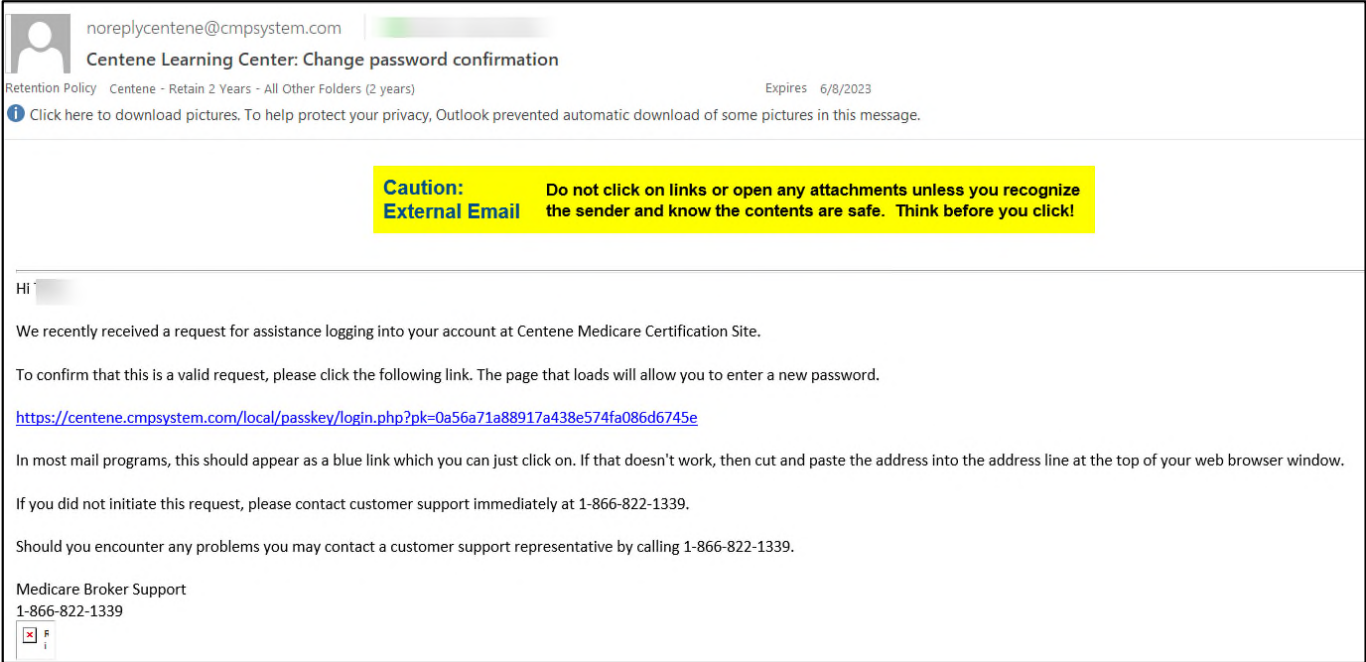


The screenshot shows a confirmation message. The text reads: "If you supplied a correct username then an email should have been sent to you. To ensure you receive emails from the site, please add centene@cmpsystem.com to your contacts or email approved senders list. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact xxxxx@xxxxxx.com". At the bottom right of the message, there is a blue "Continue" button with a red arrow pointing to it.

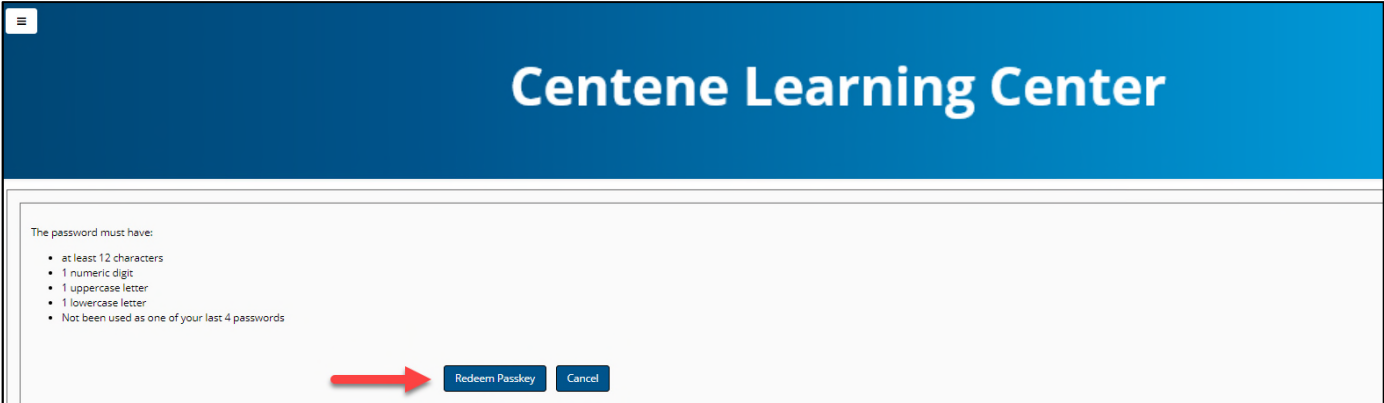
# Centene Learning Center: Reset Your User Password

Navigate to your email inbox and open the email you have received from Administrator (via Centene). The Subject line will be **Centene Learning Center: Change password confirmation**.

Step 5: Click the link in the email. You will be directed to a page showing the password requirements.



Step 6: Click the **Redeem Passkey** button.



# Centene Learning Center: Reset Your User Password

Step 7: You will be directed to a page where you may enter a new password.

Your current password no longer matches the set password policy. Passwords must have at least 1 upper case letter(s).

You must change your password to proceed.

### Change password

Username

The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of security controls. Passwords can be reused after 4 changes

New password  [Click to enter text](#)

New password (again)  [Click to enter text](#)

There are required fields in this form marked **\***.

Step 8: Enter your new password twice, then select the **Save changes** button.

Your current password no longer matches the set password policy. Passwords must have at least 1 upper case letter(s).

You must change your password to proceed.

### Change password

Username

The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of security controls. Passwords can be reused after 4 changes

New password  [Click to enter text](#)

New password (again)  [Click to enter text](#)

There are required fields in this form marked **\***.

Step 9: You will receive a confirmation of the password change and can select the **Continue** button to be directed to your dashboard.

Dashboard Transcript Profile Reporting Administration

# Centene Learning Center

Password has been changed.

## Centene Learning Center: Reset Your User Password

### We're Here to Help!

If you have any questions, concerns or need assistance with any of the instructions provided pertaining to the **Centene Learning Center**, please feel free to contact Medicare Broker Support.

**Centene Learning Center:** [centene.cmpsystem.com](https://centene.cmpsystem.com)

Medicare Broker Support

For all health plans:

Call: 1-866-822-1339

Hours: M – F, 8:00 a.m. - 8:00 p.m. ET (excluding holidays)

If assistance is needed pertaining to the **AHIP Training Site**, please contact AHIP's Technical Support department. Centene Medicare Broker Support will be unable to assist with any AHIP site questions and/or issues.

**AHIP Training Site:** [ahipmedicaretraining.com](https://ahipmedicaretraining.com)

Technical Support

Phone: 866.234.6909

Email: [Support@AHIPInsuranceEducation.org](mailto:Support@AHIPInsuranceEducation.org)