

Password Reset Instructions for PIMS+

Overview

If you forget your password or cannot log in, you can reset it directly from the PIMS+ login page.

Steps to Reset Your Password

1. Step 1: Navigate to PIMS+ landing page

1.1. Open Your Web Browser:

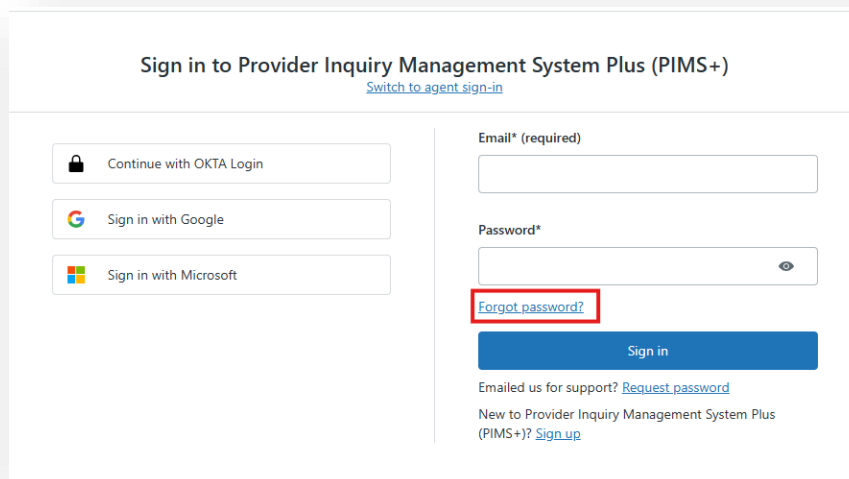
- Begin by launching your preferred web browser (such as Chrome, Firefox, or Safari)

1.2. Access the Sign-Up URL:

- Enter the URL provided <https://dbhddpims.zendesk.com>, to enter the main website


1.3. Select “Forgot Password?”


- Select link ‘Forgot password’; then enter email address to reset your password




Sign in to Provider Inquiry Management System Plus (PIMS+)

[Switch to agent sign-in](#)

 Continue with OKTA Login

 Sign in with Google

 Sign in with Microsoft

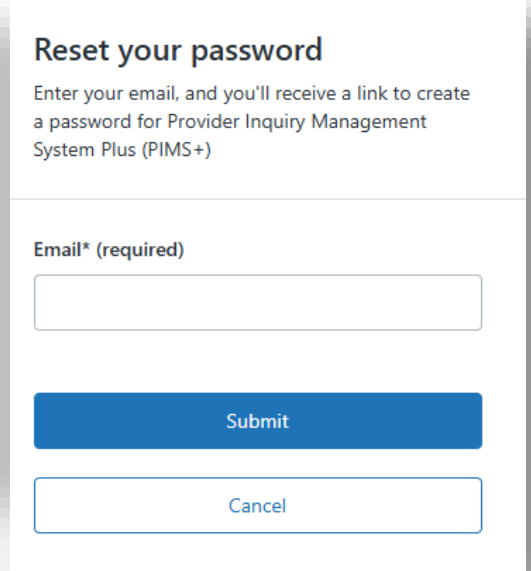
Email* (required)

Password*

[Forgot password?](#)

Emailed us for support? [Request password](#)

New to Provider Inquiry Management System Plus (PIMS+)? [Sign up](#)



Reset your password

Enter your email, and you'll receive a link to create a password for Provider Inquiry Management System Plus (PIMS+)

Email* (required)

You'll receive a link to create a password. If you don't find the email in your inbox, check your spam folder.

If you don't have an account, you won't get an email.

[Back to sign in](#)

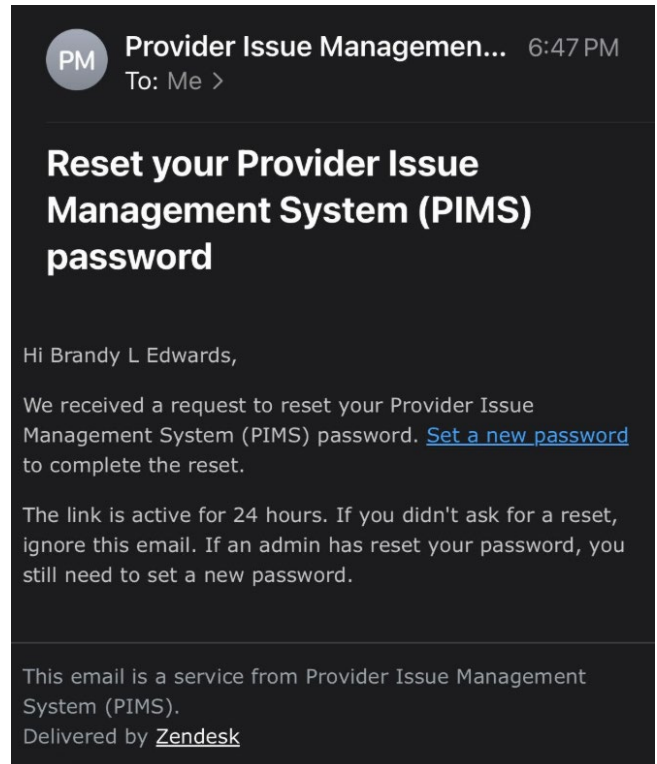
2. **Step 2: Verify Email :**

2.1. Check Your Email Inbox:

- Open your email account and look for a verification message from Zendesk—don't forget to check your spam or junk folder if you don't see it!

2.2. Check Email for a Reset Link:

- Click to open the email sent from support@dbhdd.pims.zendesk.com .
- Select the link to 'Set a new password' to complete the reset.
- Enter the email address associated with your account and click 'Submit'.



3. **Step 3: Create a password**

3.1. Create a new password that you'll use to sign into PIMS+.

- Choose a strong password that aligns with Zendesk's security requirements (typically a mix of uppercase and lowercase letters, numbers, and special characters).

A screenshot of a web form titled 'Create a password'. Below the title, it says 'You'll use this password to sign in to Provider Issue Management System (PIMS)'. There is a text input field labeled 'Password*' with a toggle icon on the right. Below the field, a list of requirements is shown: 'Password must contain the following' followed by six bullet points: 'Must be at least 6 characters', 'Must be fewer than 72 characters', 'Must include a number', 'Must include a special character', 'Must include uppercase and lowercase letters', and 'Must be different than your email address'. At the bottom of the form are two buttons: a blue 'Create password' button and a white 'Cancel' button with a blue border.

- You will automatically return to the landing page and be able to start using PIMS+.

Need Help?

If you do not receive the reset email or continue to have issues, contact support@dbhddpims.zendesk.com.