

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

The image shows a split-screen view. On the left is the 'Sign in to Provider Inquiry Management System Plus (PIMS+)' page. It features three sign-in options: 'Continue with OKTA Login', 'Sign in with Google', and 'Sign in with Microsoft'. Below these is a 'Forgot password?' link, which is highlighted with a red box. On the right is a 'Reset your password' dialog box. It contains a single input field for 'Email* (required)' and two buttons: 'Submit' and 'Cancel'.

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'.

PM Provider Issue Managemen... 6:47 PM
To: Me >

Reset your Provider Issue Management System (PIMS) password

Hi Brandy L Edwards,

We received a request to reset your Provider Issue Management System (PIMS) password. [Set a new password](#) to complete the reset.

The link is active for 24 hours. If you didn't ask for a reset, ignore this email. If an admin has reset your password, you still need to set a new password.

This email is a service from Provider Issue Management System (PIMS).
Delivered by [Zendesk](#)

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).

Create a password

You'll use this password to sign in to Provider Issue Management System (PIMS)

Password*

>Password must contain the following

- 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
- Must be different than your email address

Create password

Cancel

- 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.