



How to Reset Password in the WCMBP System

All users are required to register in OWCP Connect prior to logging in to the WCMBP System. This guide explains the steps a user must perform in the WCMBP System if the password created during initial registration has been misplaced. If further assistance is required, please contact your corresponding help desk.

- **Division of Federal Employees' Compensation (DFEC):** 1-844-493-1966
- **Division of Energy Employees Occupational Illness Compensation (DEEOIC):** 1-866-272-2682
- **Division of Coal Mine Workers' Compensation (DCMWC):** 1-800-638-7072

1. Open the [WCMBP Provider Login screen](#)

OWCP Connect
Once your identity is verified, you can enroll and login to OWCP's Medical Bill Processing Portal to:

- Look up a claimant's case number
- Find a claimant's accepted diagnosis code(s)
- Check eligibility for specific procedures
- Submit prior authorization requests
- Submit/resubmit bills and adjustments
- View payment status
- View correspondence
- Utilize Fee Schedule Calculator
- Maintain provider enrollment information
- Add additional users who can use the portal

Existing User
Login Using Email Address:

LOGIN
Forgot password?
PASSWORD RESET
Change Email?
CHANGE EMAIL

New User
First time using OWCP Connect?
Create a new account here.
CREATE ACCOUNT

Information for Medical Providers
1. This process generally takes 3-5 minutes
2. Enrollment Tutorials ([Click Here](#))
3. [Contact Us \(Click Here\)](#)



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2. Select **PASSWORD RESET** under **Existing User** on the OWCP Connect login page.

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3. On the **Password Reset** page, enter the email used to register the account.

Password Reset

Enter the below information to reset the password.

Email*

* Required Field

NEXT

Instructions

Please enter the email address you used to create your account and click NEXT.



How to Reset Password in the WCMBP System

4. Select **Next**.

Note: If the email entered does not match the email provided during initial account registration, the following error will appear on the screen: “This email address is not associated with an existing account in OWCP Connect.” In this scenario, ensure the email is accurate **or** register for a new account.

Password Reset

Enter the below information to reset the password.

Email*

* Required Field

NEXT

Instructions

Please enter the email address you used to create your account and click NEXT.



How to Reset Password in the WCMBP System

5. Enter the answers to the security questions chosen during initial account registration and proceed to step 9.

Note: Security questions will vary based on preferences provided during initial registration. Security answers must match those provided during initial account registration to successfully reset passwords. If security answers are unavailable, proceed to step 6.

Security Questions *

1. What is your maternal grandmother's name?

2. What is the name of your favorite elementary school teacher?

3. What was the last name of your childhood best friend?

OR

Click [here](#) to receive a security code via email.

* Required Field

SUBMIT



How to Reset Password in the WCMBP System

6. Select the **Here** link to receive a security code via email (ONLY required if security answers are unknown)

Security Questions *

1. What is your maternal grandmother's name?
2. What is the name of your favorite elementary school teacher?
3. What was the last name of your childhood best friend?

OR

Click [here](#) to receive a security code via email.


* Required Field

SUBMIT

7. Check the associated email inbox for an email from **support@dol.gov** containing the requested security code.

Note: If email was not received, check spam/junk folder or select Resend Code.

OWCP Connect

 support@dol.gov
To: Misra, Trisha

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Thu 5/27/2021 9:27 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

OWCP Connect Application
The following is a case-sensitive security code that you can use to complete the process in OWCP Connect.
This code will expire in 2 minutes.

Security Code
356112

Note - Please do not reply to this email.

OWCP Connect
US Department of Labor
Office of Worker's Compensation Programs (OWCP)



How to Reset Password in the WCMBP System

8. Enter the security code from the email on the Password Reset screen.
Note: Security codes are only valid for 2 minutes. If the time limit expires, select **Resend Code** in the Password Reset window.

A security code has been sent to m*****@acentra.com. Please check your email and enter the code in the textbox below, then click submit to validate. (Didn't receive the code yet? [Resend code](#))

* Required Field

9. Select **Submit**.

A security code has been sent to m*****@acentra.com. Please check your email and enter the code in the textbox below, then click submit to validate. (Didn't receive the code yet? [Resend code](#))

* Required Field



How to Reset Password in the WCMBP System

10. If all security questions OR security code are accurate, a successful password reset screen will appear.

Note: If any of the security answers are incorrect, the following error will appear: The answer to at least one of the security questions does not match what we have on record, or the entered security code (received via email or SMS) was incorrect. Please try again. Ensure all entries are correct and select **Submit** again.

Password Reset

Your request has been submitted successfully.



How to Reset Password in the WCMBP System

11. Check the associated email inbox for an email from **support@dol.gov**.
Select the **Here** link to reset your password

Note: There is a 15-minute time limit to reset the password from the delivery of the email. If the time limit expires, repeat steps 5-11.

OWCP Connect - Reset Your Password.



support@dol.gov
To Misra, Trisha

Reply Reply All Forward

Thu 5/27/2021 9:15 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please click [here](#) to reset your password.
The password must be updated within next 15 minutes.

If you have received this email but did not request to reset your password in OWCP Connect, please contact support@owcp.dol.gov.

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OWCP Connect
US Department of Labor
Office of Worker's Compensation Programs (OWCP)



How to Reset Password in the WCMBP System

12. The Password Reset window will appear. Enter the new preferred password in the New Password field.

Note: The required criteria for passwords will be listed on the left side of the screen. New passwords can not be the same as last 12 passwords.

Password Reset

Enter a new password to reset. (This cannot be the same password that is currently associated with your account.)

New Password*

Retype New
Password*

* Required Field

SUBMIT



How to Reset Password in the WCMBP System

13. Retype the New Password in the respective field.

Password Reset

Enter a new password to reset. (This cannot be the same password that is currently associated with your account.)

New Password*

Retype New
Password*

* Required Field

SUBMIT

14. Select **Submit**. A successful password reset screen opens.

Password Reset

Enter a new password to reset. (This cannot be the same password that is currently associated with your account.)

New Password*

Retype New
Password*

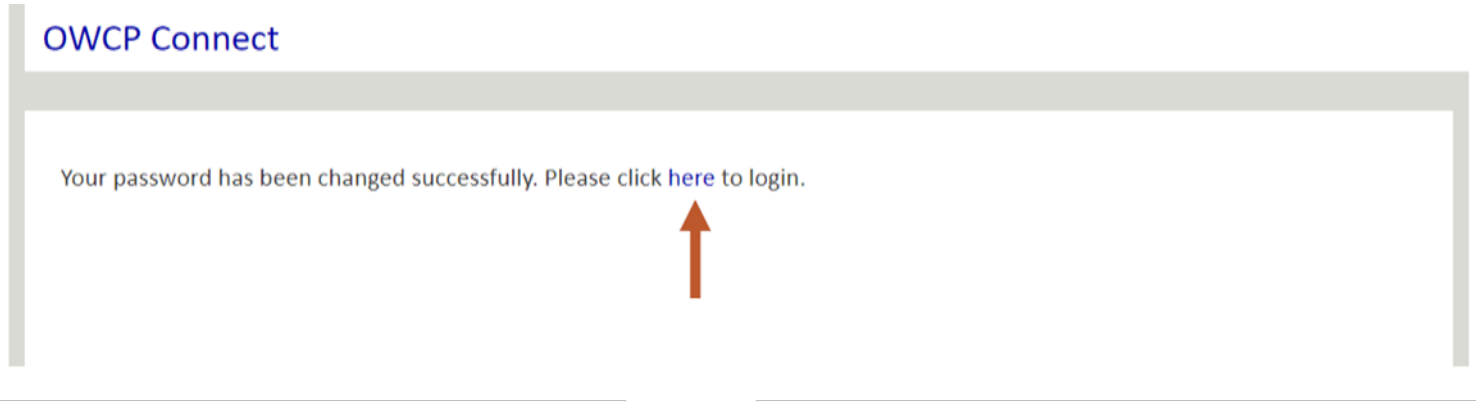
* Required Field

SUBMIT



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15. To return to the login page, select the **here** link.



16. Log in using email and **new password**.

<h4>OWCP Connect</h4> <p>Once your identity is verified, you can enroll and login to OWCP's Medical Bill Processing Portal to:</p> <ul style="list-style-type: none">• Look up a claimant's case number• Find a claimant's accepted diagnosis code(s)• Check eligibility for specific procedures• Submit prior authorization requests• Submit/resubmit bills and adjustments• View payment status• View correspondence• Utilize Fee Schedule Calculator• Maintain provider enrollment information• Add additional users who can use the portal	<h4>Existing User</h4> <p>Login Using Email Address:</p> <input type="text"/> <p>LOGIN</p> <p>Forgot password? PASSWORD RESET</p> <p>Change Email? CHANGE EMAIL</p>	<h4>New User</h4> <p>First time using OWCP Connect? Create a new account here.</p> <p>CREATE ACCOUNT</p> <p>Information for Medical Providers</p> <ol style="list-style-type: none">1. This process generally takes 3-5 minutes2. Enrollment Tutorials (Click Here)3. Contact Us (Click Here)
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