

Resetting your online claims system password



Reset your password using two-factor authentication.

Step 1

From the Online Claims system welcome page, select Forgot Password next to the Log In button.

Welcome to the Online Claims Processing System

Welcome to the Online Claims Processing System. To request account access, complete our [online registration form](#).

Need to access resources on inFocus? Log in here first.

Log in below with your existing User ID and password to begin.

User ID:

Password:

[Click Here](#) to view the Terms & Conditions and Privacy Policy

Step 2

Enter your claims system User ID and select Search.

Forgot Password

To reset your password, enter your User ID below.

User ID:

Step 3

An email will be sent to the address tied to your online claims system account. Enter the token number you receive and click submit.

Token Validation

Enter the validation code from your email below.

If the validation code is expired, please return to the log-in page to request a new one. For additional assistance on password resets, visit the Training section of [www.eyemedinfocus.com](#).

Token Number:

Step 4

Enter and confirm your new password. When complete, select Change New Password.



Change Password

To change your password, enter your current password, a new password and a confirmation of the new password. Your new password must be a minimum of eight characters with at least one uppercase letter, one lowercase letter and one number. Passwords are case-sensitive.

New Password:

Confirm New Password:

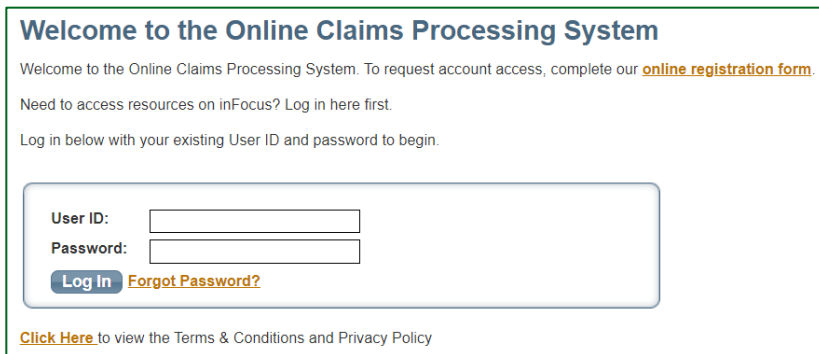
[Change Password](#) [Cancel](#)

Reminder:

You will be prompted to change your password every 90 days.

Step 5

You will be automatically redirected back to the login page. You can now log in with your new password.



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