

Length of Password:

- At least 8 characters

Password Requirements:

- Begin with a letter
- Include at least one uppercase letter
- Include at least one lowercase letter
- Include at least one number
- Include at least one special character (such as @, #, \$, etc.)
- Contain at least six different characters than your previous password
- May not be the same as one of your previous 12 passwords

Password Changes & Expiration:

- Must be changed every 60 days.
- You can either create your own password or use the suggested password provided by myCGS.

Forgot Password:

- If you don't remember your password, select the "Forgot Password" link on the log in screen and follow the next steps.



Tips & Reminders

- When you are finished using myCGS, formally log out of the system by using the "Log Out" link in the top-right corner. Do not "X" out to close your browser window/tab, as this will cause an improper lockout.
 - If you experience a lockout, you must wait 15 minutes before attempting to log in again.
- myCGS users logged in to the system will automatically timeout after 15 minutes of inactivity.
 - If you are logged out due to inactivity, you can immediately log back in.
- If you attempt to log in three times unsuccessfully within 120 minutes, your account will be locked. You must call the Provider Contact Center (Jurisdiction B: 1.866.590.6727, Jurisdiction C: 1.866.270.4909) to unlock your account.
 - If you have two consecutive unsuccessful login attempts, either wait 120 minutes before trying to log in again, or use the "Forgot Password" link.
 - In order to keep your myCGS account active, you must log in to the portal at least once every 30 days. After 90 days of inactivity (no successful logins), your account will be permanently deleted.



A CELERIAN GROUP COMPANY



Change Password

After successfully changing your password, you will be immediately taken back to the login screen.

User ID:

Old Password: Password Suggestion:

New Password:

Reenter password to confirm:

Passwords must meet the following requirements:

- Be at least eight characters
- Begin with a letter
- Include at least one upper case letter
- Include at least one lower case letter
- Include at least one number
- Include at least one special character (such as @, #, \$, etc.)
- Contain at least six different characters than your previous password
- May not be the same as one of your previous 12 passwords

TIP: You will receive a reminder email from mycgs.no.reply@mycgsportal.com when you have not logged in to myCGS for a consecutive 20-day period. You will continue to receive login reminders to prevent an account suspension. Add this email to your address book to ensure the notification is delivered to your Inbox.