

## Guide to Changing Password, Username and/or Security Questions on the Consumer Portal

### Consumer Portal Instructions:

1. Log onto your **Consumer Portal** account by going to [www.cpnflex.com](http://www.cpnflex.com) / Click on **Employee Login** at top left of the Home page.
2. Once logged in, use your mouse and put the cursor over your username, displayed at the top upper right of your Home page. It will bring up a drop-down box of options. Under **PROFILE** > Click on **Login Information**
3. The next page will display three (3) options available to reset:

Login Information	
Password	<a href="#">Change Password</a>
Username	<a href="#">Change Username</a>
Security Questions	<a href="#">Change Security Questions</a>

### FAQ:

- ❖ If you cannot locate your Username and/or Password to complete the above steps, email CPN's Customer Service Center at [claims@cpnflex.com](mailto:claims@cpnflex.com) CPN can reply with your username and set up a temporary password for you to use. **\*\*\*Temporary passwords expire 72 hours after they are generated.**
- ❖ **Helpful Tip:** Passwords are only good for one year. You will be prompt to change your password around the time your current password is set to expire. You will not be able to use previous passwords used in the past.