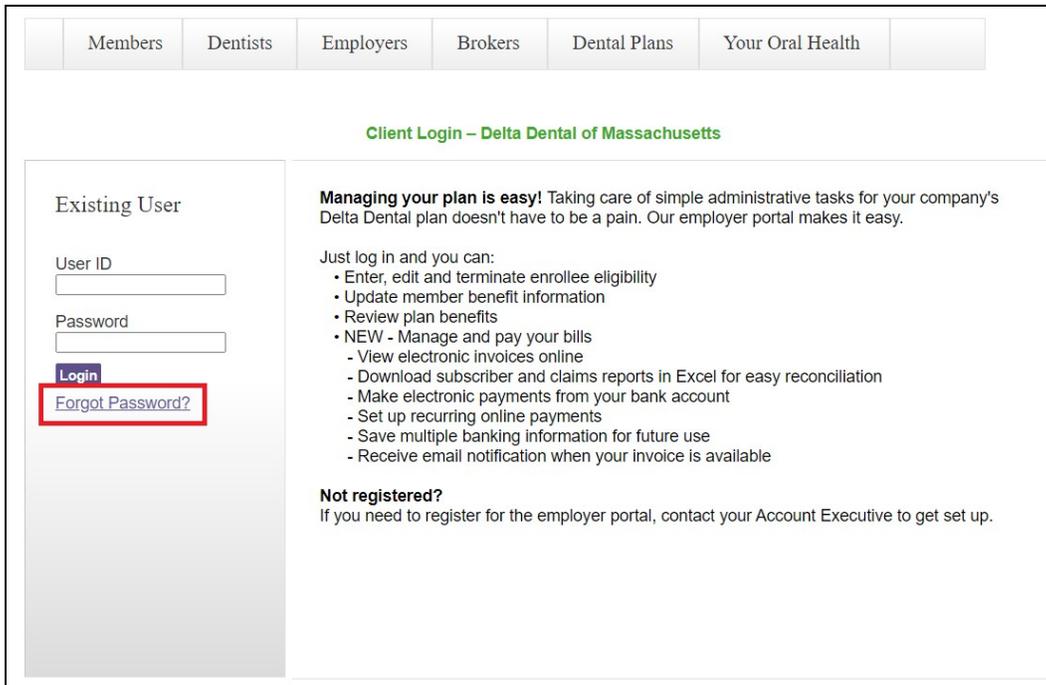


Job Aid – Forgot Password

If you do not know your password, you can request it by clicking the **Forgot Password?** link.

Retrieve Your Password:

1. Click the **Forgot Password?** link below the **Login** button on the left side of the page.



The **FORGOTTEN PASSWORD RESET** page appears.

2. Type your User ID (Username) into the **User ID** field.
3. Click **OK**.



4. Enter your **First Name**.
5. Enter your **Last Name**.
6. Enter the **Answer** to the **Password Hint** (security question/answer).

If you do not know the answer to the security question, please contact Customer Care at 800-872-0500.

7. Click **OK**.

8. Enter a new password in the **Password** field.

9. Enter the same password in the **Confirm Password** field.

10. Click **Submit**.

11. The first time you log in, you are prompted to accept the **Terms of Use**:

a. If you accept the terms, select **Yes, I agree**.

b. Click the **Next** button. Your **Home** page appears after a successful login.



Terms and Conditions

Printer Friendly Format

Group Web Portal GROUP TERMS AND CONDITIONS OF USE

The following is a legal agreement ("Agreement") between "Group" and Dental Service of Massachusetts, Inc. d/b/a Delta Dental of Massachusetts ("Delta Dental") which is made effective as of the date electronically agreed to by the Group, as set forth below.

This Agreement details the terms and conditions associated with Group's use of Delta Dental's Group Web Portal ("Web Portal"). These terms and conditions are applicable to Group's use of this Web Portal regardless of how the Web Portal is accessed. By agreeing to the terms and conditions contained in this Agreement, Group acknowledges that it has read, understood and agrees to be bound by the terms and conditions herein. This Agreement applies to Group's use of this Web Portal and does not alter or change any other contractual obligations or agreements between the Group and Delta Dental.

1. Web Portal content is provided for informational purposes only.

See Web Portal for complete Terms and Conditions.

When you, on behalf of the Group, click "Yes, I agree with the terms and conditions of the Delta Dental of Massachusetts Group Web Portal" below, the time and date of your agreement will be recorded as the effective date of this Agreement between you and Delta Dental.

The Group's access to this Web Portal is conditioned upon agreement with the terms and conditions of this Web Portal.

In order to continue, you must agree with the terms and conditions of the
Delta Dental of Massachusetts Web Portal

Yes, I agree No, I do not agree

Next >

Cancel

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