

## NJMMIS.com Portal Access & Password Requirements – FAQ

### **Q - What are the new password requirements starting November 13, 2025?**

**A -** Gainwell Technologies is updating password security standards:

- **Only applies when your current** 90 day password expires, or if you reset your password on/after Sept 25<sup>th</sup>.
- **Minimum length:** 15 characters
- **Must include:**
  - At least **2 alphabetic characters**
  - At least **1 numeric character**
  - At least **1 special character**

### **Q - What is the difference between “Reset Password” and “Forgot My Password”?**

**A -**     • **Reset Password:** An unlocked account uses security questions to recover access.

          • **Forgot My Password:** A confirmation letter is mailed by Gainwell Technologies with a one-time password. A user must then change this password upon login.

### **Q - Can subaccounts reset their own password?**

**A -**     Yes, when the account is **active** or a user **knows** their **security question/answer**; otherwise, the **Primary Account Admin** must assist by setting a one-time password for the subaccount needing a password reset.

### **Q - What are the account inactivity rules?**

**A -**     • After **3 failed login attempts** or **90 days of inactivity**, accounts are disabled/locked.

          • **New accounts** (including providers, submitters, and subaccounts) are **disabled after 30 days** if no initial login occurs.

### **Q - What should I do if my account is locked or disabled?**

**A -**     • Try using the “**Reset Password**” option. Or for help: • **Subaccounts:** Contact your **Primary Account Administrator**, they can unlock you.

          • **Primary accounts:** Contact **NJMMIS Provider Services** Email: NJMMISNJWebAdmin@gainwelltechnologies.com Or Phone: **800-776-6334**

### **Q - Can I share my login credentials?**

**A -**     **No.** Sharing your User ID and Password is a **HIPAA violation**.

**Primary Account Admins** should create and maintain subaccounts for their users.

## Primary Account Admin FAQs - Managing SubAccounts on NJMMIS.com

### **Q - What's new on the Manage SubAccount page? (No change for MCOs)**

- A -
- Activate/Deactivate account toggle
  - Last Authenticated Date display
  - Better Search Options
  - Downloadable account lists

### **Q - How do I unlock or enable a subaccount?**

- A -
- Set **"Account Activated"** and **"Password Enabled"** to **Yes**
  - Click **Submit**

### **Q - How do I deactivate a subaccount?**

- A-
- Set **"Account Activated"** to **No**
  - Deactivated users cannot log in or reset their password

### **Q - Can subaccounts reset their own password?**

- A-
- The account is **active**
  - They know their **security question/answer** Otherwise, the **Primary Account Admin** must assist by setting a one-time password for the subaccount needing a password reset.

### **Q - How do I create a new subaccount?**

- A-
- Click on **"Create a new subaccount"**
  - Enter all required fields and a **one-time password**
  - The subaccount must log in within **30 days** or will be disabled
  - Primary Account Admins should provide the subaccount user with their userID and one-time password.

### **Q - What happens during a subaccount's first login?**

- A-
- Must **change password**
  - Must **set up Challenge Question/Answer**
  - Cannot proceed until both steps are completed

### **Q - What does "Please enter a valid username and password" mean?**

- A-
- Possible reasons:
- Incorrect credentials or 3+ failed login attempts
  - Account disabled or deactivated (by Account Admin, or by system-- No login in the past 90 days)

**Subaccounts should always contact their Primary Account Administrator for help.**

View a complete guide for managing subaccounts by [CLICKING HERE](#).