

# How to Reset Your User ID or Password

## For your Member Portal Account at MySoonerCare.org

Forgot your User ID? Follow the steps below to recover your ID.

### Step 1: Go to MySoonerCare.org

- Click “Log In Now”
- On the Member Enrollment page, click “Forgot your user ID?”

### Step 2: Enter Your Information

Enter the applicant’s name:

- First Name (as listed on application)
- Last Name
- Date of Birth
- Click **Next**

### Step 3: Verify Your Identity

- Enter the last 4 digits of your Social Security Number (SSN)
- If you do not have a Social Security Number, enter 0000
- Click Next



[Log On](#) [Contact Us](#) [Idioma](#) ▾

## Member Enrollment

### Forgot Your User ID?

 Do not use your browser back button or do a screen refresh.

Please provide the last four digits of your SSN to recover your User ID.

When you are done, select "Next" to continue.

SSN (last 4 digits): \*

[← PREVIOUS](#)

[NEXT →](#)

### Step 4: Answer Your Security Question

- Answer the security question you previously set up
- If answered correctly, an email will be sent to the email address on file.
  - The email will come from [noreply@okhca.org](mailto:noreply@okhca.org)
- Retrieve your username from the email



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## Member Enrollment

### Forgot Your User ID?

 Do not use your browser back button or do a screen refresh.

Select and answer one of your challenge questions.

- Select Challenge Question - ▾

Enter your answer to the Challenge Question.

[NEXT →](#)

Forgot Your Password? Follow the steps below to reset password.

### Step 1: Go to MySoonerCare.org

- Click "Log In Now"
- Click "Forgot Your Password?"

**OKLAHOMA**  
Health Care Authority

[Log On](#) [Contact Us](#) [Idioma](#)

### Member Enrollment

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#### Log On or Create Your Account

Do not use your browser back button or do a screen refresh.

To log on to your existing account, please enter your User ID or e-mail address below, with your password. This ID may have been created by you, your spouse or your authorized representative.

Required fields are marked with an asterisk (\*). You may enter a User ID (or E-Mail Address) to begin the application but at least one is required along with the password.

User ID or E-Mail Address: \*  [Forgot your User ID?](#)

Password: \*  [Forgot your Password?](#)

If you do not have a user account, but you have your Personal Identification Number (PIN), you may [create an account using your PIN](#) now.

If you do not have a user account or PIN, please [create a new account](#) now.



### Step 2: Enter Your Account Information

You will need to enter:

- Your User ID
- First name
- Last name
- Date of birth
- Click Next

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Health Care Authority

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### Member Enrollment

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#### Forgot Your Password?

Do not use your browser back button or do a screen refresh.

Please provide your User ID, First Name, Last Name and Date of Birth.

When you are done, select "Next" to continue.

User ID: \*

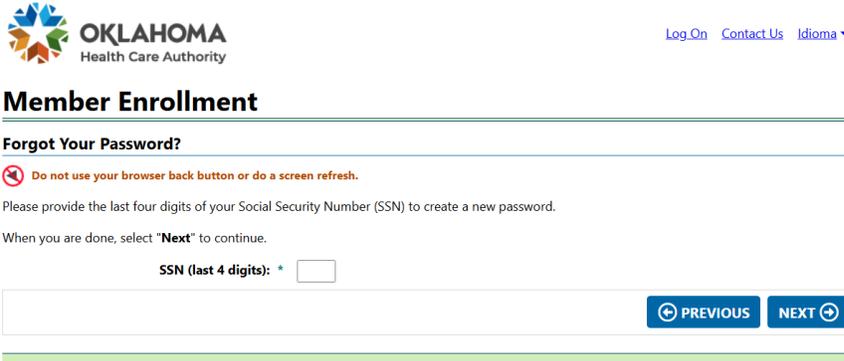
First Name: \*

Last Name: \*

Date of Birth: \*

### Step 3: Verify Your Identity

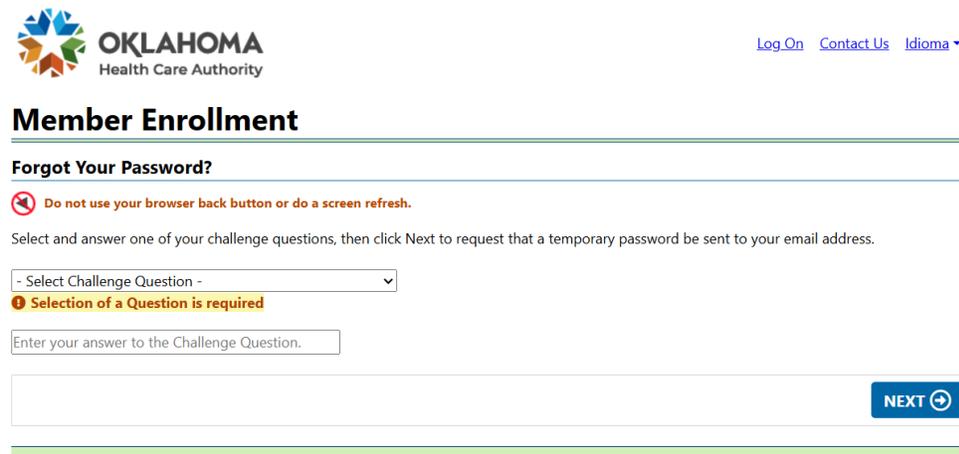
- Enter the last 4 digits of your Social Security Number (SSN)
- If you do not have a Social Security Number, enter 0000
- Click **Next**



The screenshot shows the Oklahoma Health Care Authority logo and navigation links (Log On, Contact Us, Idioma) at the top. The main heading is "Member Enrollment". Below it is a section titled "Forgot Your Password?". A warning icon and text state: "Do not use your browser back button or do a screen refresh." The instructions read: "Please provide the last four digits of your Social Security Number (SSN) to create a new password. When you are done, select 'Next' to continue." There is a small input field labeled "SSN (last 4 digits): \*". Below this is a large white input area with "PREVIOUS" and "NEXT" buttons on the right.

### Step 4: Answer Your Security Question

- Answer your security question correctly
- A temporary password will be sent to the email address on file.
  - The email will come from **noreply@okhca.org**



The screenshot shows the Oklahoma Health Care Authority logo and navigation links (Log On, Contact Us, Idioma) at the top. The main heading is "Member Enrollment". Below it is a section titled "Forgot Your Password?". A warning icon and text state: "Do not use your browser back button or do a screen refresh." The instructions read: "Select and answer one of your challenge questions, then click Next to request that a temporary password be sent to your email address." There is a dropdown menu labeled "- Select Challenge Question -". Below it is a red error message: "Selection of a Question is required". There is an input field labeled "Enter your answer to the Challenge Question." Below this is a large white input area with a "NEXT" button on the right.

### Step 5: Log In With Temporary Password

- Return to the login page at MySoonerCare.org
- Enter your username and the temporary password from the email

## Step 6: Provide Additional Detail

- Enter the last 4 digits of your Social Security Number (SSN)
  - Enter 0000 if you do not have a Social Security number
- Enter your date of birth



[Log On](#) [Contact Us](#) [Idioma](#) ▾

## Member Enrollment

### Reset User Account - Provide Additional Details

 Do not use your browser back button or do a screen refresh.

Your current password is a temporary password. You will need to provide additional details to confirm your identity.

Please provide the last four digits of your SSN and your date of birth.

SSN:   
AND  
Date of Birth:  

 PREVIOUS

NEXT 

## Step 7: Create a new password

- You will be prompted to create a new password
- Create your new password and save it in a secure place



[Log On](#) [Contact Us](#) [Idioma](#) ▾

## Member Enrollment

### Change Your Password

 Do not use your browser back button or do a screen refresh.

Enter your password. Choose something that is easy for you to remember but hard for other people to guess.

 [Change My Password](#)

New Password: \*   
Retype New Password: \*  

 [Change my security questions](#)

LOG ON

## Helpful Tips

- Make sure your email address on file is correct and accessible.
- Check your spam or junk folder if you do not see the email.
- Enter your name and date of birth exactly as they appear on your application.
- If you continue to have trouble, contact the SoonerCare helpline at 800-987-7767 for assistance and ask to speak to the online enrollment internet helpdesk for assistance.