

SFTP Mailbox Password Change Instructions

For security purposes, Oregon Medicaid trading partners must update their Secure File Transfer Protocol (SFTP) EDI mailbox password (MB000####) every 60 days. You will not receive any reminders to warn you that your password is ready to expire.

How to change your SFTP mailbox password:

- Go to <https://www.or-medicaid.gov>. Select “Account,” then “Secure Site.”
- Login using your Trading Partner number (formatted MB#####) and current password, then click “Login.”
 - If you incorrectly login five consecutive times, **do not attempt another login**. Contact EDI Support via the email below.
 - If you perform 15 incorrect logins in any order in a 24-hour period, the web portal will block your IP address Indefinitely. EDI Support must be contacted if you believe there is an IP blacklist.

A successful login should automatically take you to the “Change Password” screen. Otherwise, select “Account,” then “Change Password.”

- At the “Change Password” screen, enter your current password, then your new password twice. Make sure your new password meets the requirements below.
- Click the “Save” button once you have entered your new password. If successful, you will be returned to the home screen.

EDI Trading Partner password requirements

Passwords must be at least 15 characters and contain all of the following categories:

- Upper case letter
- Lower case letter
- Number

- Special character (e.g. !, @, #, etc.)

If you need help:

Email EDI Support Services at DHS.EDISupport@oha.oregon.gov if you need help with the following issues:

- Password resets
- Blocked IP address

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the EDI Support team at DHS.EDISupport@odhsoha.oregon.gov or 503-378-3503. We accept all relay calls.

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