

Portal Login

Once a portal user has completed training and provided an account by the portal user's MCO(s), the user can then utilize the link provided and log in with the email address the user the MCO set up in their profile:

<https://login.alphamcs.com/portallogin>

MCS+

Welcome To AlphaMCS Portal version 2.0!

Username

Password

Login

[Forgot password?](#)

Powered by Mediware.

Providing powerful software and billing solutions to payers and behavioral health providers. [Learn More](#)

From the AlphaMCS **Login**, enter **Username** and **Password**.

Password Requirements: At least eight (**8**) characters in length; include at least one **lowercase** and one **uppercase** alphabetical character.

(Use at least one of the following characters: ! # \$ % **number** and at least one - _ = + < >) **special character**.

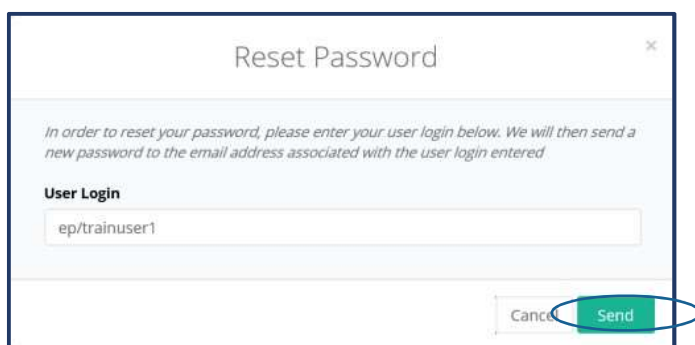
Make sure the Login screen displays the title “**Welcome to AlphaMCS Portal version 2.0!**” If the login screen displays anything other than that, the portal user is using the incorrect link.

Forgot Passord (Portal User)

If a portal user forgot their password, the user can select **Forgot Password**.



The portal user is then prompted to enter their **User Login** on the **Reset Password** screen. Select **Send** to generate an email to be sent to the email address that is on file for the portal user. In this email, there will be instructions and a secured link that will assist the portal user with resetting their password.



The user will then follow the instructions enclosed in the email and select the **Click here to reset password** link to continue.

AlphaMCS_No_Reply <alpha.email@mediware.com>
Reset Password link for AlphaMCS

Hi User,
You recently requested your password to AlphaMCS be reset. Please follow the link below to direct you to a page on which you may do so.
[Click here to reset password](#). If you did not request for your password to be reset, please contact your system admin immediately.
Thanks,
AlphaCM

Reset Password

New Password *

 Confirm Password *

 Check to Show Password

The link directs the user to the **Reset Password** screen. The user will create a new password and select **Save**.

Password Requirements: At least eight (**8**) characters in length; include at least one **lowercase** and one **uppercase** alphabetical character; at least one **number** and at least one **special character** (Use one of the following characters: ! # \$ % - _ = + < >).

If a portal user is having issues with resetting password and/or not receiving an email with password reset instructions after going through the steps above, please follow your internal password reset procedure.

Password FAQ (Frequently Asked Questions)

Q: How long is a password valid? When does Alpha prompt for the password to be changed?

A: Passwords are expired 90 days from the last time the user reset their password. This is true for both system and portal users.

Q: Does Alpha allow the user to use a previous password that I used before? A:

Passwords may not be any of the 5 previous passwords used by a user.

Q: What if the user has too many unsuccessful logins, how does that work?

A: A User account is locked after 3 consecutive failed login attempts. The user must go through the unlock account procedure, the system does not unlock the account.

Q: How long before a user is locked out for not logging into Alpha?

A: A User account is locked if the user has not logged into the system for 90 days. The user must go through the unlock account procedure, the system does not unlock the account.

Q: Can a user have multiple tabs opened and logged in to each?

A: No, a user can only have one browser window opened and logged in per session.

Q: Regarding Protected and Confidential Data, does Alpha contain any ePHI or SI information?

A: Yes