PMS Self Service Password Reset

PMS passwords expire every 60 days. If a user's password needs to be reset (either due to expiration or because it was forgotten) prior to setting up their security questions & answers, they must contact the ONE-DHHS Help Desk to have their password reset.

- Phone: 877-614-5533
- Email: PMSSupport@psc.gov

Select the Login button from the right hand side of the PMS home page menu bar.

On the PMS Login page, select Reset Password.

You will be directed to the PMS Self Service Password Reset page.
Enter your PMS User ID, Last Name, First Name and Email Address to begin the self-service password reset process. If any of the information does not match the information registered for the PMS User ID, you will receive an error message “Invalid Attempt”, with a number.

After five invalid attempts, you’ll receive a message that you can try again in 30 minutes.
Select the **Close** button and it will direct you back to the PMS Login page.

After 30 minutes, on the PMS Login page, select **Reset Password**.
After entering the correct user information, the PMS Self Service Password Reset page is displayed.

You have ten (10) minutes to answer the security questions. If you do not submit the answers within ten minutes, you'll receive an error message that it wasn't completed within the time limit.

Provide the answers to the security questions, and select the Submit button. If the answers provided are incorrect, you'll receive an error message with the Invalid Attempt and a number.
After five (5) invalid attempts, you’ll receive a message that you failed, and you’ll have to wait 30 minutes to again attempt to correctly answer the security questions.

Enter the correct answers to the security questions and select the **Submit** button.
After answering the security questions successfully, you’ll receive a message that your password has been reset, and the temporary password has been emailed to the email address on record.

Selecting the Close button will direct you to the PMS Login page.
Retrieve the email with the temporary password.

Dear [Name],

You have requested the password for your Payment Management System (PMS) Account to be reset. Your temporary password is XXBHD98. You must change it to access all menu options.

If you did not make this change, please contact the PMS Help Desk immediately at PMSSupport@psc.hhs.gov or 1-877-614-5533.

Thank you,
Payment Management System

***This is an automated email notification. Please do not reply directly to this email address.***

After logging in with the temporary password, you’ll automatically be directed to change your password.

If you try to reset your password again without changing the temporary password, you’ll receive an error message that Self Service Password Reset isn’t available until you’ve logged in using the temporary password, and successfully changed it.
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You cannot use this feature since you have a temporary password.
Please login to the PMS Application using your temporary password which will require you to change it then.

Please contact PMS Help Desk to assist you if required.

- You are accessing a U.S. Government information system, which includes (1) this computer network, (2) all computers connected to the network, and (3) all devices and media attached to the network or in a container on the network. This information system is unauthorized for U.S. Government workstations.
- Unauthorized or improper use of this information system is a violation of applicable Federal law, subject to disciplinary action, or both.
- Do not store, create, or transfer any data, including personal information, on this information system. Any data stored on this information system is for the U.S. Government use only.
- If you use a personal device to access this information system, you must ensure that your device is secure and not compromised by malware or other malicious software.
- You must not use this system for any purpose that is illegal under United States law.
- The information on this information system may be subject to the Disciplinary Action.