



Deltek Costpoint Self-Service Password Reset & Account Unlock

Quick Summary: One of Deltek’s key features is the self-service option that allows users to reset their own passwords and unlock their accounts. As needed, Magellan MFLC counselors will be expected to reset their Deltek passwords and unlock their accounts **without** the assistance of Magellan Federal IT or the MFLC Service Center.

 What is This? Instructions on how to reset your own Deltek Costpoint password and unlock your account.	 Who Does This? All Magellan MFLC Counselors will reset their own password and unlock their accounts, as needed .	 When? This feature is available whenever a counselor needs a password reset or is locked out of their account.	 Caution! Counselors must have already activated their Deltek Costpoint accounts. If not, the password reset/unlock will not work.
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Deltek Costpoint Self Service Resets and Unlocks

Whenever a counselor cannot access Deltek Costpoint due to password issues, or if they have locked themselves out of the system, they have the advantage of resetting their own passwords or unlocking their accounts. This is different from other Magellan systems. Counselors can reset and unlock on their own without the direct assistance from the Helpdesk or Service Center.

When to Reset Password	When to Unlock Account
<ul style="list-style-type: none"> • I forgot my password • My password won't work • Standard reset every 90 days 	<ul style="list-style-type: none"> • I have entered the wrong password three times

1. How to Reset your Deltek Costpoint Password

Follow these steps to Reset your Deltek Costpoint password. **Take your time. Read carefully.**

NOTE: If you have not yet activated your Deltek Costpoint account, you will be unable to reset your password. Contact Magellan Federal IT to request assistance for account activation.

Step 1

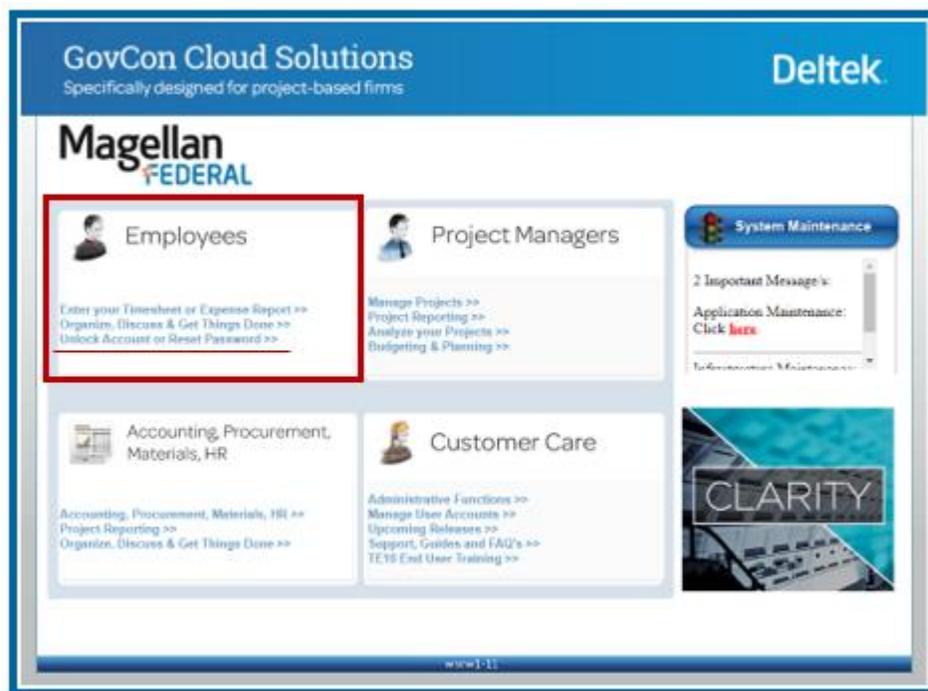
Open your web browser and go to the Deltek Portal:

<https://www.deltekenterprise.com/MAGELLANHEALTH/portal.html>



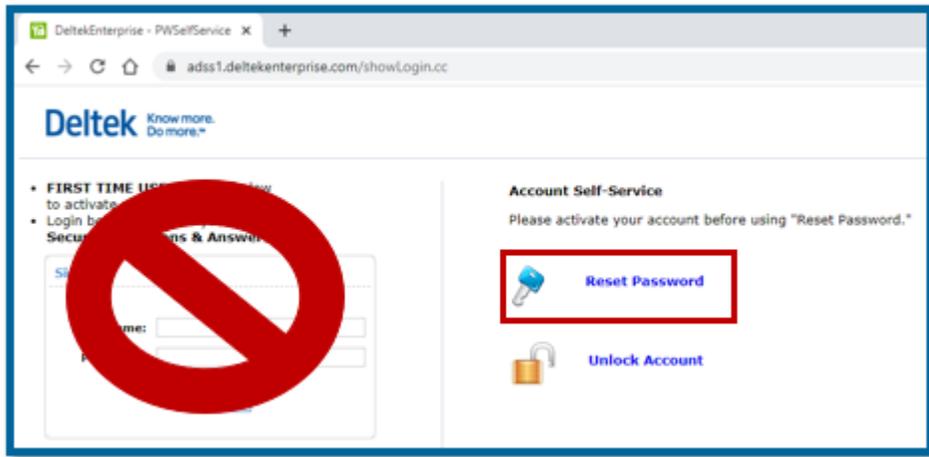
Step 2

In the Employees section, click Unlock Account or Reset Password

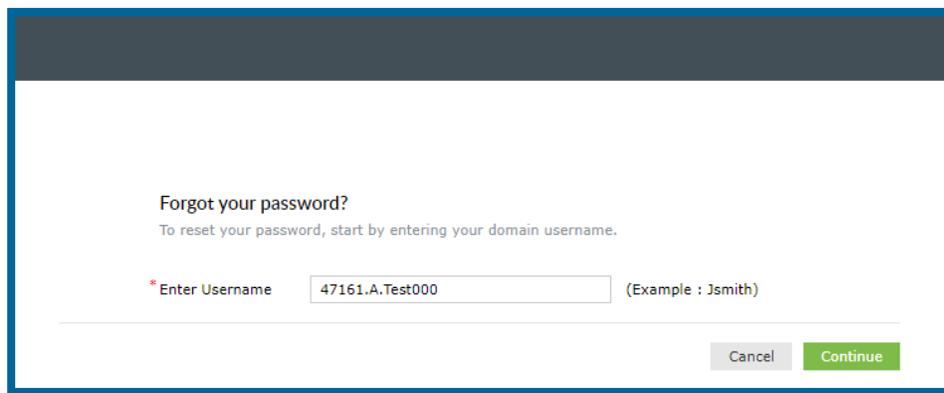


Step 3

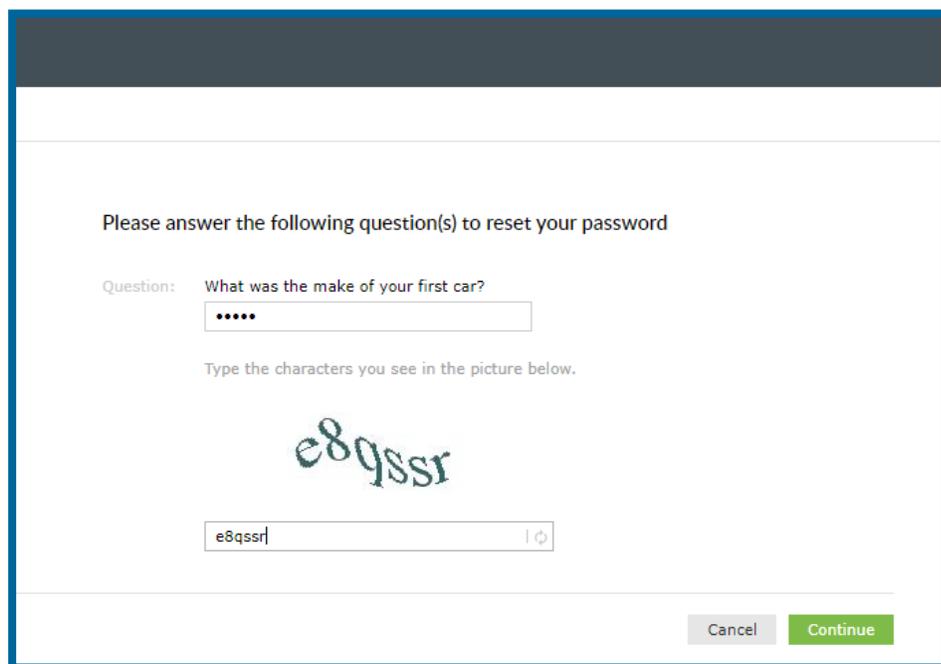
You should now be at the Deltek Self Service page. Click Reset Password



Step 4 In the Enter Username field, slowly type in your Deltek Costpoint username that starts with 47161. Click Continue



Step 5 You will now be prompted to answer one of your security questions. Answer the security question **and** enter the verification characters exactly how they appear on your screen. Click Continue



Step 6 Reset your password:
 1) In the New Password field type a new password of your choice
 2) In the Confirm New Password field, retype your new password
 3) Type the verification characters exactly how they appear on your screen.
 4) Click Reset Password

Reset Password

* New Password

* Confirm New Password

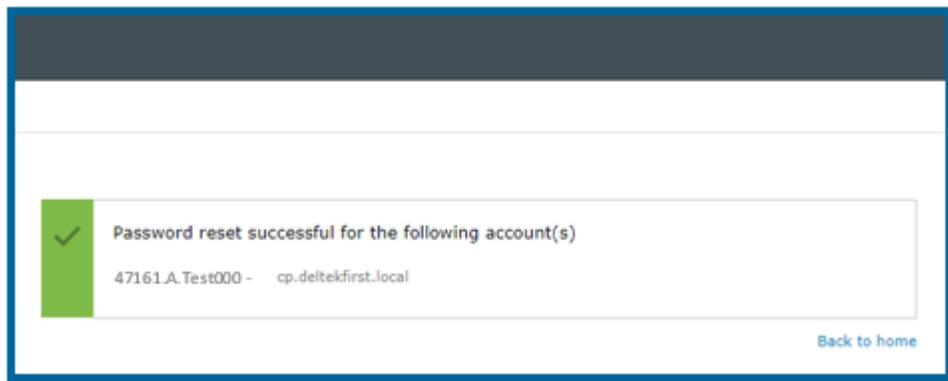
- ✓ Minimum length should be at least 8
- ✓ Number of numerals to include 1
- ✓ Must not be a palindrome
- ✓ Must not contain any character more than twice consecutively
- ✓ Must not have 5 consecutive characters from username

Type the characters you see in the picture below.

rhiqbf

Step 7

You should now see an alert that the password is successfully changed. **Congratulations! You've reset your password.** Click **Back to Home** to close out the page.



Step 8

Once you've successfully reset your password, you will receive a confirmation email from costpoint cloud (NOTE: The email may be sent to your Other or Spam folder).

Dear Costpoint Cloud User,

This email confirms that you have successfully reset the password for the following account:

User Name: 47161.a.TESTMFLCEE

Best regards,
- The Costpoint Cloud Operations Team

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Speak Up For Compliance

If you have a concern related to suspicious, illegal or unethical activity, you may also report it by calling **MAGELLAN'S COMPLIANCE HOTLINE, 24 hours per day/7days a week**, at 1-800-915-2108. When calling, you may choose to remain anonymous, as an outside vendor manages the incoming calls. All calls will be treated confidentially and investigated.

2. How to Unlock Your Deltek Costpoint Account

Follow these steps to Unlock your Deltek Costpoint account. **Take your time. Read carefully.**

NOTE: If you have not yet activated your Deltek Costpoint account, you will be unable to unlock your account. Contact Magellan Federal IT to request assistance for account activation.

Step 1

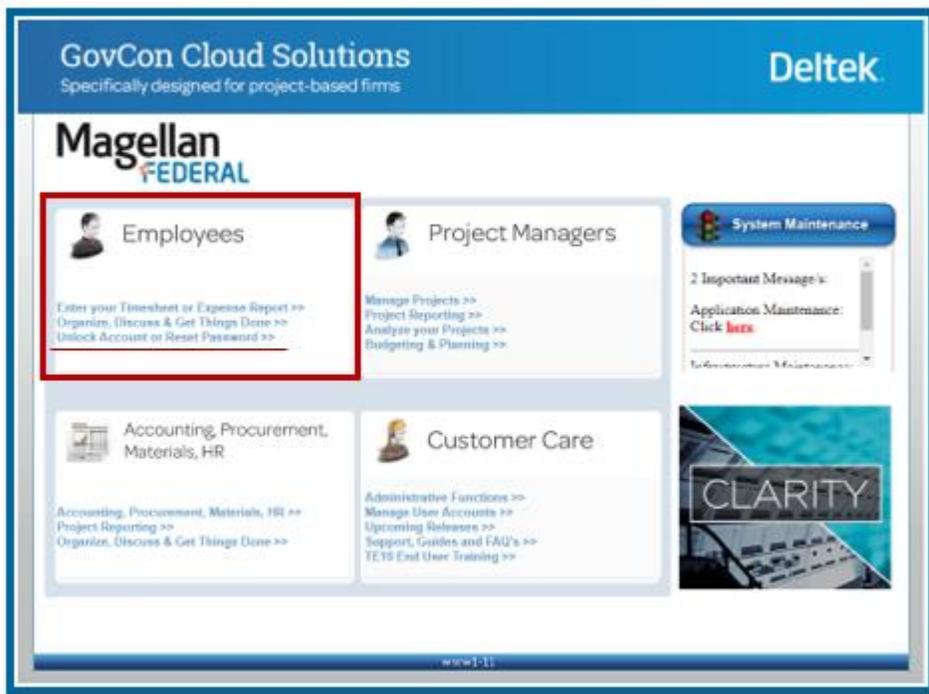
Open your web browser and go to the Deltek Portal:

<https://www.deltekenterprise.com/MAGELLANHEALTH/portal.html>

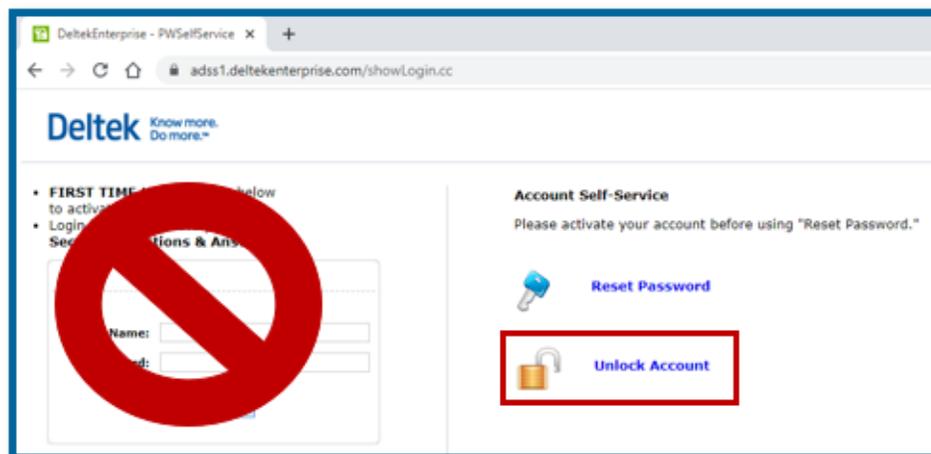


Step 2

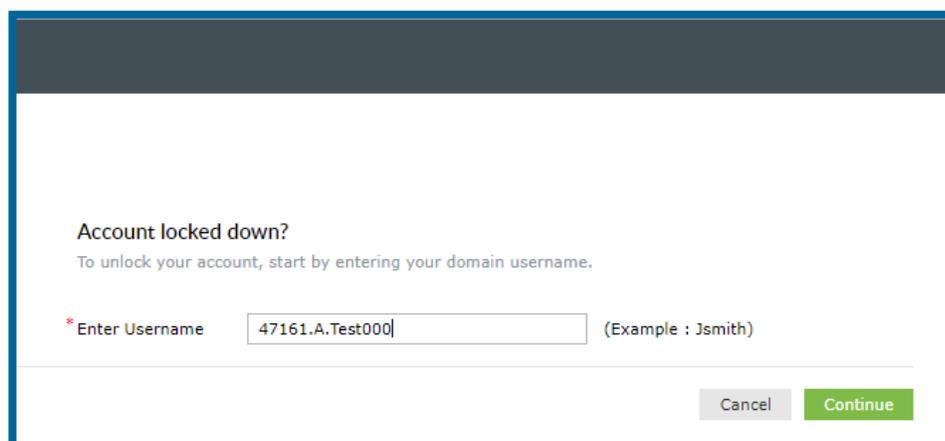
In the Employees section, click Unlock Account or Reset Password



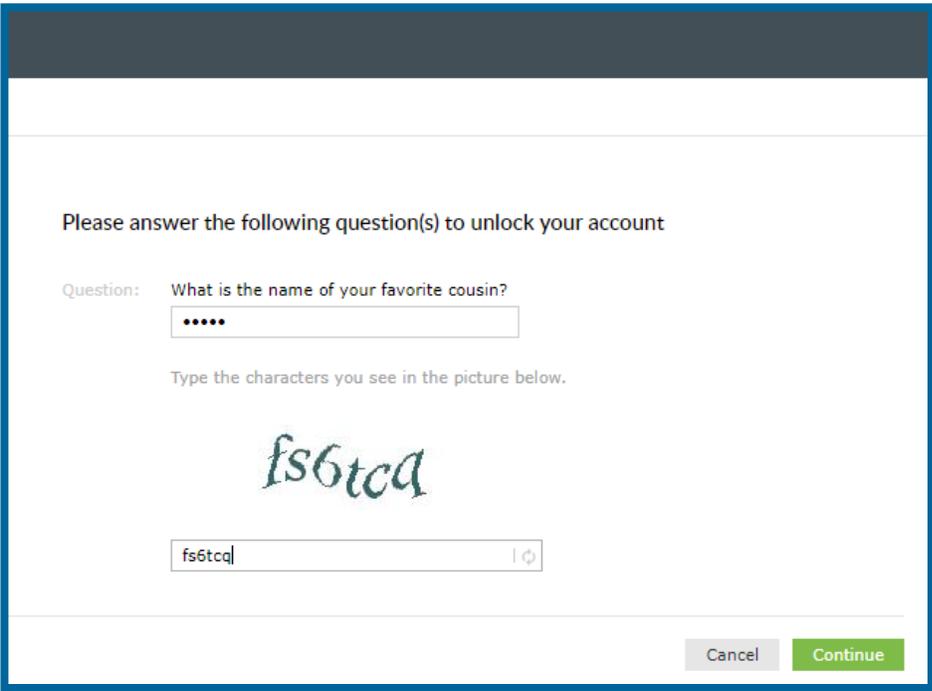
Step 3 You should now be at the Deltek Self Service page. Click **Unlock Account**



Step 4 In the Enter Username field, slowly type in your Deltek Costpoint username that starts with 47161. Click **Continue**



Step 5 You will now be prompted to answer one of your security questions. Answer the security question **and** enter the verification characters exactly how they appear on your screen. Click **Continue**



Step 6

You will receive a notice that your identity has been verified and a prompt to enter verification characters.

Enter the verification characters exactly how they appear on your screen. Click **Unlock Account**



Step 7

You should now see an alert that the account is successfully unlocked. **Congratulations! You may now retry logging into Deltek Costpoint using your existing password.** Click **Back to Home** to close out the page.

