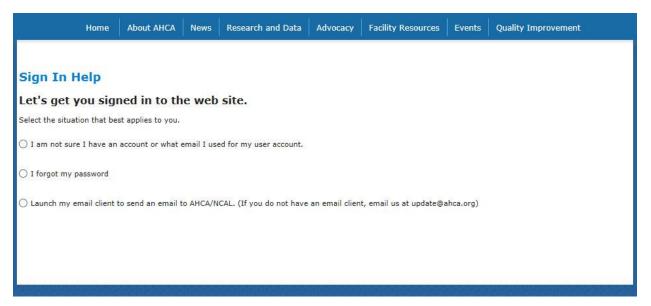# How To Look Up or Create Login Credentials for AHCA/NCAL Website

As AHCA/NCAL has continued to add on-line resources for our members, we have worked hard to make the log in process as seamless as possible for members by making each web site rely on a single set of credentials. These web sites include ahcancal.org, webportal.ahca.org, the Long Term Care Trend Tracker application, the new ahcancalEd site, and connect.ahcancal.org. These new sites rely on unique log in credentials for each individual in order to present appropriate content to the user.

With this in mind, we have given our members the ability to look up and/or create their own login credentials for the AHCA/NCAL website at http://www.ahcancal.org/Pages/forgot-password.aspx. Members may select one of three options when needing assistance with logging into the website.

I am not sure I have an account or what email I used for my account.

If you believe that you have a login for the AHCA/NCAL website, you can give us up to three e-mail addresses, so we can help you find which one was used to create your AHCA/NCAL account.

If we find that one of these email addresses exists in our records, we'll use it to send you your username and a link to sign in with it. If we are unable to locate your account, you will then have the option to try again with a different identification, or create a new user account.
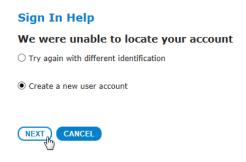
I forgot my password.

If you already have a login for the AHCA/NCAL website but have forgotten your password, you may use this option to retrieve your password. Simply enter your e-mail address, and click the "Next" button.

If we are able to locate your user account using the credentials you provided, you may then select to receive an e-mail with a link to display your user name and reset your password. If we are unable to locate your account, you will then have the option to try again with a different identification, or create a new user account.

Create New User Account

If you do not have an online account with AHCA/NCAL, you may use this option to create your own username and password to access the AHCA/NCAL website. This option will appear if either of the two options above failed to locate your account.

Sign In Help

We were unable to locate your account

○ Try again with different identification

◉ Create a new user account

NEXT   CANCEL

Once selected and after clicking "Next," a New User Account form will appear. All fields on the New User Account form are required. Please also select a secret answer that is easy to remember. In the future, if you forget your password, you will be able to use the prompted answer as a backup way of signing in.

- **Identify My Company** – Please enter search criteria that will help identify your member company. It is not necessary to enter an exact match, and you can search on just one of these fields. Once you see your company in the search results, click on that company name to select it as your own, then click "Save." If you do not see your company listed, please e-mail update@ahca.org with all of your contact information.

Identify My Company

Please enter search criteria that will help identify your parent company. It is not necessary to enter an exact match. Once you see your company in the search results, click on that company name to select it as your own, and then click "Save". If you do not see your company listed, send an email to update@ahca.org with all of your contact information.

Account Name [   ]   ZIP/Postal Code [   ]

City [Chicago]

SEARCH

Drag a column header and drop it here to group by that column

Company Name	Parent Company	Address	City	State	Zip Code	Country
Alden Lakeland		820 W Lawrence Ave	Chicago	IL	60640-4213	US
Alden NC Morrow		5001 S Michigan Ave	Chicago	IL	60615-2112	US
Alden NC Wentworth		201 W 69th St	Chicago	IL	60621-3719	US
Zielgler Securities		1 S Wacker Dr Ste 3080	Chicago	IL	60606-4617	US
Abelson Taylor Company		35 E Wacker Dr	Chicago	IL	60601-2314	US

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SAVE   CANCEL

After clicking "Create New Account And Sign In", you will either be directed to correct any errors with your submission, or you will be successfully signed into the website.

Launch My E-mail Client to Send An Email to AHCA/NCAL

If you need additional assistance creating or retrieving your AHCA/NCAL login, select this option to send an e-mail to update@ahca.org . Please include your full contact information in your e-mail. You may also e-mail update@ahca.org at any time for website login assistance.