

## Forgotten Password or Disabled Account

1. Visit: <https://sais.health.pa.gov/commonpoc/Login/Login.aspx>
2. If you have **forgotten your password or your account has been disabled** due to too many attempts at logging in, or it has deactivated due to extending the 180 days since last log on, please click on the red link titled "**Forgot password or disabled account**"

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DEPARTMENT OF HEALTH

*Pennsylvania Department of Health*  
**POC/Online Licensing - Login Page**

Login ID

Password

Login Change Password

**Forgot Your Password or Disabled Account?**

ALL

Please note: Passwords must be changed every 60 days. Accounts that are inactive for 180 consecutive days will be disabled. If your account has been disabled, please contact the appropriate Department of Health office to get your account activated.

[POC Instructions \(NCF\)](#) [POC Instructions \(non-NCF\)](#) [POC Instructions \(D/A\)](#) [POC Instructions \(ADC/ALR\)](#) [ONL Manuals](#)

3. Enter your login ID and registered email address.  
**\*\*If there has been a change in email address or administrator and your agency has not previously notified the Division, please email your facility's Division to acquire the Password Agreement form. Email Addresses found at the bottom of this document.**

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**POC/Online Licensing - Lost Password**

Login ID

E-mail Address

E-mail Password

After entering the information, select "Email Password." A pop-up will appear stating "Password Successfully Sent".

- Once the email has been received, go back to the main log on page and enter your login ID and password that was previously sent to your email.

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Login ID

Password

[Forget Your Password or Disabled Account?](#)

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- After entering your login information, click “Login.” A pop-up will appear stating “Due to a prior forgotten password or disabled account, please change your password.”
- Select the “Change Password” button.
- Enter your Login ID, Old Password (the password just sent to your email from step 4), and your new password twice. **DO NOT COPY AND PASTE THE OLD PASSWORD – PHYSICALLY TYPE IT, EXACTLY AS SHOWN FROM THE EMAIL YOU RECEIVED.**

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**POC/Online Licensing - Change Password**

Login ID

Old Password

New Password

Retype New Password

**Password Guidelines:** Passwords must be changed at least every 60 days. New passwords must be at least 6 alphanumeric characters long and no more than 20 characters long. New passwords must be different than the previous three passwords. Passwords can not be changed more than once per day. If you suspect your password has been compromised, change it immediately.

- Select “Change Password”

9. If the system accepts your password, go back to the Log On screen and enter your login ID and new password. Once selecting Login, you should be able to access your facility's license and/or POC.

**\*\*Division email addresses:**

Division of Home Health Facilities	<a href="mailto:ra-dhhomehealth@pa.gov">ra-dhhomehealth@pa.gov</a>
Division of Nursing Care Facilities	<a href="mailto:ra-ncf@pa.gov">ra-ncf@pa.gov</a>
Division of Acute and Ambulatory Care Facilities	<a href="mailto:RA-DHPOCAAC@pa.gov">RA-DHPOCAAC@pa.gov</a>
Division of Intermediate Care Facilities	<a href="mailto:RA-DHPOCICF@pa.gov">RA-DHPOCICF@pa.gov</a>
Division of Safety Inspection	<a href="mailto:ra-dsi@pa.gov">ra-dsi@pa.gov</a>