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"

pennsylval DEPARTMENT OF HEALT	Pennsylvania Department of Health POC/Online Licensing - Login Page			
	Login ID Password			
	Login Change Password Forget Your Password or Disabled Account? ALL • Message Board			
your account has been disa	ust be changed every 60 days. Accounts that are inactive for 180 consecutive days will be disabled. If abled, please contact the appropriate Department of Health office to get your account activated. 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.

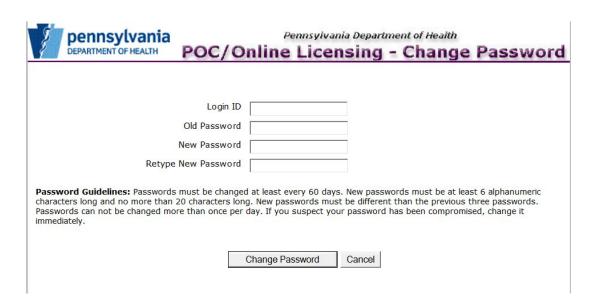
Pennsylvania Department of Health POC/Online Licensing - Lost Password			
Login ID			
E-mail Address			
	Login ID		

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

4. 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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POC Instructions (NCF)	POC Instructions (non-NCF)	POC Instructions (D/A)	POC Instructions (ADC/ALR)	ONL Manuals	

- 5. 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."
- 6. Select the "Change Password" button.
- 7. 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.



8. 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

Division of Nursing Care Facilities

Division of Acute and Ambulatory Care Facilities

Division of Intermediate Care Facilities

Division of Safety Inspection

Ta-dhhomehealth@pa.gov

ra-ncf@pa.gov

RA-DHPOCAAC@pa.gov

RA-DHPOCICF@pa.gov

ra-dsi@pa.gov