PROVIDER PORTAL
PASSWORD RESET
Password reset

1. Log into the following URL
   [https://acsprovider.suffolk.gov.uk](https://acsprovider.suffolk.gov.uk)

2. Click on link next to the **start button** on the right-hand side of the screen to access the Provider Portal

3. Click on **Login with Suffolk Sign-on**

4. To reset your password, click on the forgotten my password link
5. Enter your email address in the email field, then enter the characters in the field below this in to the enter your characters field. Press new to refresh the characters show, and audio to read the characters aloud. Once you have entered the characters, press next to continue.
6. Choose a method to verify your identity, and press next

7. Depending on your method of verification, you will now have to enter a security code that will be text/mailed to you, or answer a phone call and follow instructions.

8. For text/email, enter the last four digits of your number then press the send code/call button

9. Enter the code sent to you if you have selected the email/text option
10. Once you have completed the verification process, you will be able to enter your new password. Enter your password twice, then click next to change.

11. A confirmation message will be displayed that your password has been changed. Click next to continue and log in.
Your account has been recovered

You can now use your new security info to sign in to your account.

Here is a summary of what you’ve just completed:

Your password was changed

We highly recommend that you turn on two-step verification. Two-step verification is an advanced security feature that makes it harder for someone to break into your account with just a stolen password. Learn more about two-step verification and whether it’s right for you.

Enable two-step verification  Next

12. Enter your password and click sign in

Microsoft

sccidptesting@gmail.com

Enter password

Password

☐ Keep me signed in

Forgotten my password

Sign in with a different Microsoft account

Sign in
13. Complete your chosen verification method

Microsoft
sccidptesting@gmail.com

Enter code

☐ We’ve texted your phone +XX XXXXXXXXXXXX93. Please enter the code to sign in.

Code

Having trouble? Sign in another way

More information

Verify

14. You will then be logged in to the portal
Contact details

If you have any questions about the information you are submitting for billing purposes, actuals, you can contact business and finance colleagues as you have always done.

If you have any problems using or accessing the portal itself, please contact the ACS Contracts Helpdesk, using the contact details below.

E: ACSContractsHelpdesk@Suffolk.gov.uk
T: 01473 264025