

Steps: Forgot Password

Power Apps Portal <https://www.ihgforms.com>

Click on **Forgot your Password?**

Welcome

Username

Password

LOGIN

[Forgot Username?](#) [Forgot your Password?](#) 

Enter username –email address

Click **submit**

Forgot your Password?

Please enter username for password reset.

Username

SUBMIT 

OR

[Back to Login](#)

Message will pop up

Forgot your Password?

Password reset email has been sent for username [REDACTED]

[Back to Login](#)

Incorrect details entered? [Fix the entered details](#)

Did not receive email yet? [Resend Email](#)

Go to your email and look for email from: Independence Blue Cross

From: Independence Blue Cross <noreply@ibx.com>

Subject: [External] Please Reset Your Password for Your Independence Blue Cross Account

Click on

Password Reset

Enter New Password

Confirm New Password

Click on **Reset Password**



Independence Blue Cross

carmen.velazquez@ibx.com

Reset your password

Set a password for your user account.

New Password

Confirm New Password

Reset Password

Reset your password

Set a password for your user account.

New Password

- The password must have at least 12 characters.
- The password cannot exceed 40 characters.
- The password cannot contain the First Name of the user.
- The password cannot contain the Last Name of the user.
- The password cannot contain the user name.
- The password must have at least 1 lowercase characters.
- The password must have at least 1 uppercase characters.
- The password must have at least 1 numeric characters.
- Cannot repeat last 4 passwords

Confirm New Password

Message will pop up



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Congratulations!

Your password has been reset. Please login using your new password.

[Continue to Sign In](#)

Click on **Continue to Sign In**

Go to your emails and get a code one-time passcode. This passcode is valid for 10 minutes.

Enter Code

Click on Trust this device for 15 days.

Click on Verify

Verifying OTP

Please enter OTP code sent to **CARXXXXX@IBX.COM**

OTP Code

Trust this device for 15 days.

VERIFY

OR

[Use an alternative authentication method](#)

User should close tab when done

