
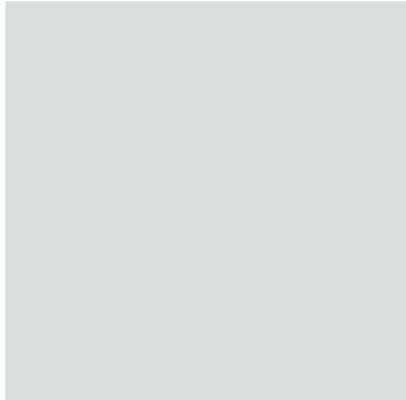


**LOCKED OUT OF  
YOUR E-PEBP PORTAL?**

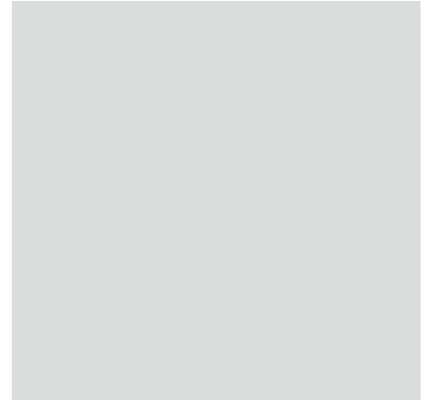


**NEED TO RESET  
YOUR PASSWORD?**



Public Employees' Benefits Program

**775-684-7000**  
**702-486-3100**  
or **1-800-326-5496**  
<https://pebp.nv.gov>



**WANT YOUR PEBP  
PARTICIPANT ID NUMBER?**



# LOCKED OUT OF YOUR E-PEBP PORTAL?

## STEP 1

Go to PEBP Website and click on  
“E-PEBP Portal” to get to the  
E-PEBP Portal Login Screen

Whether you forgot your password,  
locked yourself out of your account or  
want to know your PEBP Participant ID  
number, your first step will be to visit  
<https://pebp.nv.gov>

## NEED TO RESET YOUR PASSWORD?

The screenshot shows the Nevada Public Employees' Benefits Program website. At the top, there is a navigation bar with the PEBP logo and links for Plans, Resources, Meetings & Events, About Us, Contact Us, and E-PEBP Portal. A red arrow points to the E-PEBP Portal link. Below the navigation bar is a banner with three images: 'Getting to Know Your Plan 2024', 'E-PEBP Portal' (with a red arrow pointing to it), and 'Find a Provider'. Below the banner is a grid of six buttons: E-PEBP Portal, Plans, Resources, Meetings & Events, About Us, and Contact US. A red arrow points to the E-PEBP Portal button.

<https://pebp.nv.gov>



For optimized use please  
use Edge or Safari



## LOCKED OUT OF YOUR E-PEBP PORTAL?

### STEP 2

Click on “Forgot Password”  
Even if you are LOCKED OUT you  
can reset your own password

NEED TO RESET  
YOUR PASSWORD?

NEVADA PUBLIC EMPLOYEES' BENEFITS PROGRAM

[Need Help?](#)

Welcome!

The E-PEBP Portal allows you to access and manage your core benefits. Once logged in, you are only a click away from your enrollment, eligibility, medical, prescription drug, dental and wellness benefits.

Please log in using your PEBP Participant ID or SSN and password. You can locate your participant ID on either your HealthSCOPE Benefits medical or dental card (with no preceding or trailing zeros. For example if your Participant ID is 0012345600 please enter 123456).

PEBP PARTICIPANT ID OR SSN [Forgot my participant ID](#)

PASSWORD [Forgot Password](#)

Login [Register](#)

If you are LOCKED out of your account, no need to call PEBP - You can reset your password yourself!

## LOCKED OUT OF YOUR E-PEBP PORTAL?

### STEP 3

Enter your PEBP ID or FULL SSN

Click on “I’m not a robot” and  
verify the reCAPTCHA

Click “Continue”

## NEED TO RESET YOUR PASSWORD?

The screenshot shows the 'Forgot Password' page for the Nevada Public Employees' Benefits Program (PEBP). At the top, there is a logo with a blue star and the text 'PEBP' and 'NEVADA PUBLIC EMPLOYEES' BENEFITS PROGRAM'. Below the logo, the heading 'Forgot Password' is displayed. A horizontal line separates the heading from the instructions: 'To change your password, start by entering your Participant ID or your full social security number without any spaces or dashes.' Below this is a text input field labeled 'PEBP ID or FULL SSN'. Underneath the input field is a reCAPTCHA widget showing a green checkmark and the text 'I'm not a robot' next to the reCAPTCHA logo and 'reCAPTCHA Privacy - Terms' link. At the bottom right, there are two buttons: 'Cancel' and 'Continue'. Three red arrows with yellow outlines point to the reCAPTCHA widget, the 'PEBP ID or FULL SSN' input field, and the 'Continue' button.

**For your Social Security Number do not include any spaces or dashes**



## LOCKED OUT OF YOUR E-PEBP PORTAL?

### STEP 4

Answer challenge questions

-OR-

Click on "Email"

If you have an email on file you  
will receive an email to reset  
your password

## NEED TO RESET YOUR PASSWORD?

**NEVADA PUBLIC EMPLOYEES' BENEFITS PROGRAM**

### Forgot Password

To change your password, choose one of the options below: Please note that the use of the email password reset relies on the security of your email account and the primary responsibility for the security of your account password lies with you. If your email account has been compromised or the email is intercepted, this could put your benefits account at risk.

Participant ID:

Question: What is your mother's maiden name?

Question: What is your father's middle name?

Question: In what City were you born?

Cancel Submit

Cancel Email

### Forgot Password

Check your email for a link to change your password. If you do not receive this email within 10 minutes, please check your **Spam folder** or contact PEBP Member Services at 775-684-7000. Please note for security purposes, the link is temporary and will expire after one use.

Continue

Challenge questions answers are NOT cAse SeNsitiVe

## LOCKED OUT OF YOUR E-PEBP PORTAL?

### STEP 5

Create a new password.

Password must be between 8 and 12 characters, contain one upper case and one lower case letter, contain a number and a special character.

## NEED TO RESET YOUR PASSWORD?



NEVADA PUBLIC EMPLOYEES' BENEFITS PROGRAM

### Change Password

- Password must be between 8 and 12 characters.
- Must have at least one lower character.
- Must have at least one upper character.
- Must have at least one number.
- Must contain special characters such as, but not limited to "!", "@", "\$", "#".
- Must not contain your login ID.
- Must not contain your first name or last name.
- Must not re-use your previous 3 passwords.
- Must not be repeated within the past 365 days.

#### NEW PASSWORD

#### CONFIRM PASSWORD

Back

Save Changes

Be sure to write your password down so that you have it for next time you login



# WANT YOUR PEBP PARTICIPANT ID NUMBER?

## STEP 1

Go to PEBP Website and click “Login” to get to the E-PEBP Portal Login Screen

Whether you forgot your password, locked yourself out of your account or want to know your PEBP Participant ID number, your first step will be to visit <https://pebp.nv.gov>

The screenshot shows the website for the Nevada Public Employees' Benefits Program. At the top, there is a dark blue navigation bar with the NV.gov logo, the program name, and links for Plans, Resources, Meetings & Events, About Us, Contact Us, and E-PEBP Portal. A red arrow points to the E-PEBP Portal link. Below the navigation bar is a large banner with three sections: 'Getting to Know Your Plan 2024' (with a rock art image), 'E-PEBP Portal' (with the PEBP logo), and 'Find a Provider' (with a colorful balloon image). A red arrow points to the 'E-PEBP Portal' button in the banner. Below the banner is a dark blue grid of buttons for E-PEBP Portal, Plans, Resources, Meetings & Events, About Us, and Contact US. A red arrow points to the 'E-PEBP Portal' button in this grid.

<https://pebp.nv.gov>



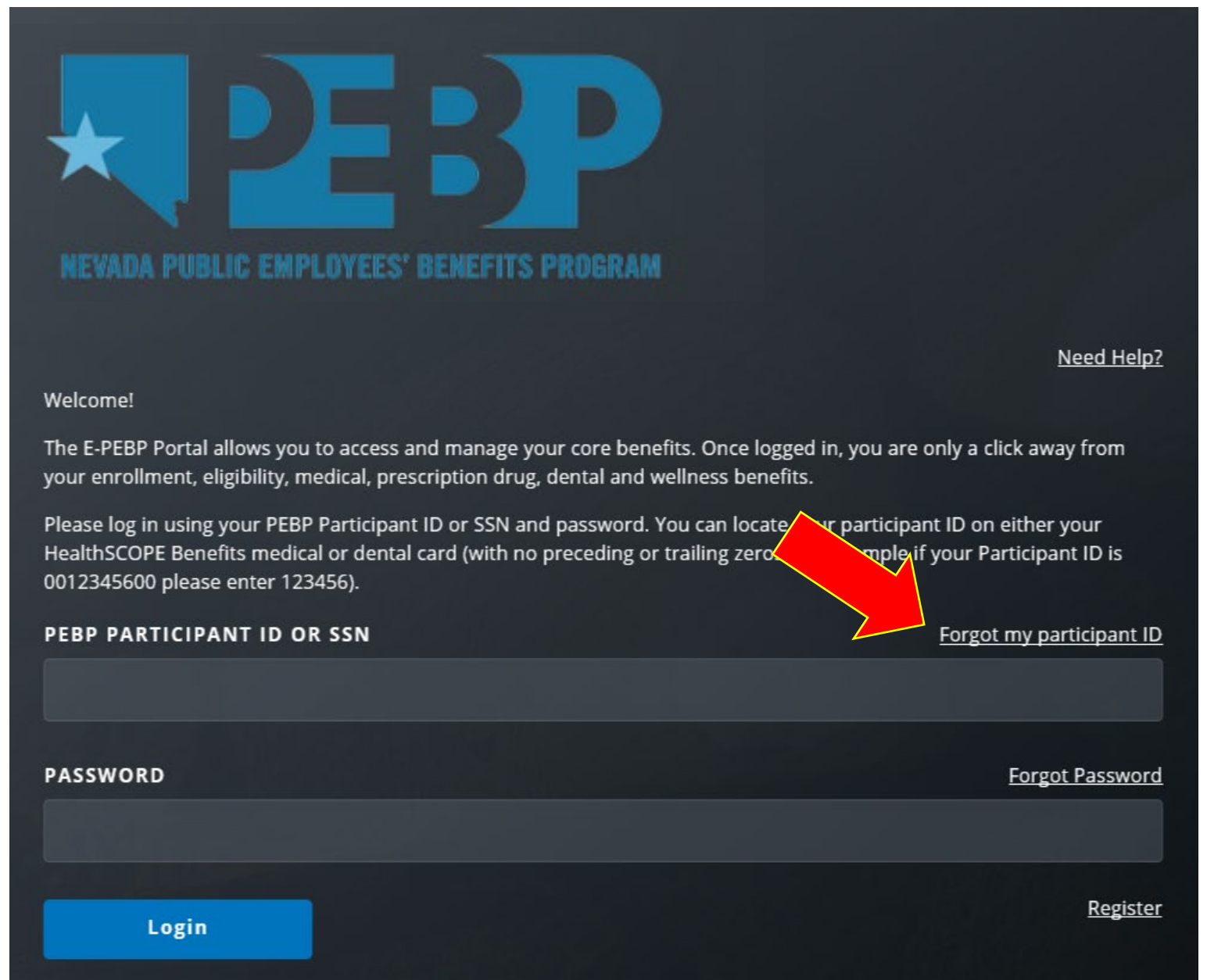
For optimized use  
please use Edge or  
Safari



WANT YOUR PEBP  
PARTICIPANT ID NUMBER?

## STEP 2

Click on “Forgot my participant ID”. If you are locked out of your account, you may just be typing in the wrong ID number



The screenshot shows the PEBP (Nevada Public Employees' Benefits Program) login page. At the top left is the PEBP logo, which includes a blue outline of the state of Nevada with a white star inside, followed by the letters 'PEBP' in a large, bold, blue font. Below the logo is the text 'NEVADA PUBLIC EMPLOYEES' BENEFITS PROGRAM' in a smaller, blue, sans-serif font. In the top right corner, there is a link that says 'Need Help?'. The main content area starts with 'Welcome!' followed by a paragraph: 'The E-PEBP Portal allows you to access and manage your core benefits. Once logged in, you are only a click away from your enrollment, eligibility, medical, prescription drug, dental and wellness benefits.' Below this is another paragraph: 'Please log in using your PEBP Participant ID or SSN and password. You can locate your participant ID on either your HealthSCOPE Benefits medical or dental card (with no preceding or trailing zero). For example if your Participant ID is 0012345600 please enter 123456.' There are two input fields: the first is labeled 'PEBP PARTICIPANT ID OR SSN' and the second is labeled 'PASSWORD'. To the right of the first input field is a link 'Forgot my participant ID', which is highlighted by a large red arrow. To the right of the second input field is a link 'Forgot Password'. At the bottom left is a blue button labeled 'Login', and at the bottom right is a link labeled 'Register'.

Your PEBP Participant ID is not the same as your Employee ID



WANT YOUR PEBP  
PARTICIPANT ID NUMBER?

### STEP 3

Answer the required questions:  
Last Name, Date of Birth, SSN

Click on “I’m not a robot” and  
verify the reCAPTCHA

Click “Continue”

**PEBP**  
NEVADA PUBLIC EMPLOYEES' BENEFITS PROGRAM


## Forgot Login Id - Step 1

Please answer the following questions to retrieve login id.

**LAST NAME**

**DATE OF BIRTH (FORMAT MMDDYYYY)**

**SSN (INITIAL REGISTRATION)**

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Cancel Continue

For your Date of Birth and Social Security Number do not include any spaces or dashes

## WANT YOUR PEBP PARTICIPANT ID NUMBER?

### STEP 4

Click “Show Login Code”

Write down your ID number so that you don’t forget it

Click “Continue” to go back to the Login page

The image shows a screenshot of the Nevada Public Employees' Benefits Program (PEBP) website. The top section displays the PEBP logo and the text "NEVADA PUBLIC EMPLOYEES' BENEFITS PROGRAM". Below this, the word "Success" is prominently displayed. A message states: "You have successfully retrieved your login id." Underneath, the text "LOGIN CODE:" is followed by two buttons: "Show Login Code" and "Continue". The "Show Login Code" button is circled in red. To the right, a smaller inset shows a login form with fields for "PEBP PARTICIPANT ID OR SSN" and "PASSWORD", and a "Login" button. A red double-headed arrow points from the "Continue" button on the main page to the login form. The login form also includes links for "Need Help?", "Forgot my participant ID", and "Forgot Password", and a "Register" link at the bottom right.

**After you click Show Login Code use that number for your participant ID number**