RNA User password reset required for ALL users after December 28, 2019


The first phase of this implementation for the CMS HITECH Registration System (RNA) will be completed on December 28, 2019. Following this update ALL users will have to reset their passwords as they log into the Registration System (RNA) for the first time after December 28, 2019. Note – this applies to EVERY user of the RNA, even if you last reset your RNA password less than 60 days ago. Also, be aware resetting your password on or before the date will not eliminate the mandatory password reset required after December 28, 2019.

After entering your current password to sign into the RNA, you will receive the error message “The account’s password has expired. Please go to I&A to change the password now”. Clicking the change the password link (alternatively, entering the following URL in your browser - https://nppes.cms.hhs.gov/IAWeb/warning.do) will open up the Identity & Access Management System interface as shown below.

Read the Terms and Conditions and click ‘Accept’
Enter your User ID and current password, and click ‘Sign In’
You will then be presented the ‘User Information Integrity Check’ message as shown below.

Click ‘Continue To Start’
And then you will be prompted to create a new password

Only one password change is permitted in a 24-hour period.

In case assistance is required, contact the NLR Production Support Desk

By e-mail - NLRProdSupport@cms.hhs.gov

OR, by phone - 1-833-238-0203 (Toll free. Hours of operation – Monday to Friday, 8am to 5pm EST. Voicemail is available outside regular operating hours).