

A Guide to Resetting your REACH Password

Step 1. Go to <https://okta.brightspringhealth.com/>



Step 2. Call 1 (800) 866-0860


***Before calling make sure you know your Employee ID #**

- Press Option 1: BrightSpring Systems Help Line
- Press Option 1: Password reset/General IT
- Press Option 2: All other inquiries
- Press Option 5: Community Living
 - Tell them you need to reset your REACH password

Step 3. Follow steps outlined by IT person making sure to have access to the REACH Login Page

- Username: (Your Employee ID#)

Connecting to **REACH**
Sign in with your account to access REACH



BRIGHTSPRING
HEALTH SERVICES

Sign In

Username
EmployeeID or Windows Login

0434069

Password

☐ Keep me signed in

Sign in

[Forgot my password?](#)
[Unlock my account?](#)
[Sign In Help](#)

Special circumstances on next page

Special Circumstances:

- 1. If you don't know the answer to your security question, they may have to email your supervisor.**
 - a. Reach out to the supervisor they emailed and make sure they approved the request.**
 - b. Once the supervisor approves your request you may call IT again following the Step 2**
- 2. If your phone number on file has changed, they may have to email your supervisor.**
 - a. Reach out to the supervisor they emailed and make sure they approved the request.**
 - b. Once the supervisor approves your request you may call IT again following the Step 2**

If you are unable to reset your password or require any other assistance, please reach out to the HR Staff by submitting a [Technology Help Form](#)