



## SAVE User ID and Password

If you need your SAVE User ID and/or need to reset your Password or if your SAVE account is locked, follow the steps outlined below.

## SAVE User ID

To get your SAVE User ID, select the “Forgot User ID” link from the SAVE Sign In page and you will be directed to the “Forgot User ID” page:



Sign In

**i** If you are an employee of the Social Security Administration, [click here.](#)

User ID (required)

[Forgot User ID](#)

Password (required)

[Forgot Password](#) [Show password](#)

[Sign In](#)

Then enter your email address into the “Email Address” field and select “Submit” button:



Forgot User ID

Enter the email address associated with your account and we will send your User ID.

Email Address

[Cancel](#) [Submit](#)

SAVE will send a Forgot SAVE User ID message to the email address associated with this account:



A screenshot of a web page titled "Forgot User ID". At the top right is the official seal of the Social Security Administration. Below the title is a green success message box with a checkmark icon, containing the text: "Success Your User ID has been sent to your email address. Go back to Sign In." Below the message box is a blue button labeled "Back to Sign In".

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## Reset Password

To reset a password, select the "Forgot Password" link from the SAVE Sign In page and you will be directed to the "Reset Password" page:



A screenshot of the "Sign In" page. At the top right is the official seal of the Social Security Administration. Below the title is a light blue information box with an "i" icon, containing the text: "If you are an employee of the Social Security Administration, click here." Below this are two input fields: "User ID (required)" and "Password (required)". Below the "User ID" field is a blue link "Forgot User ID". Below the "Password" field is a blue link "Forgot Password" and a blue link "Show password". At the bottom is a blue button labeled "Sign In".

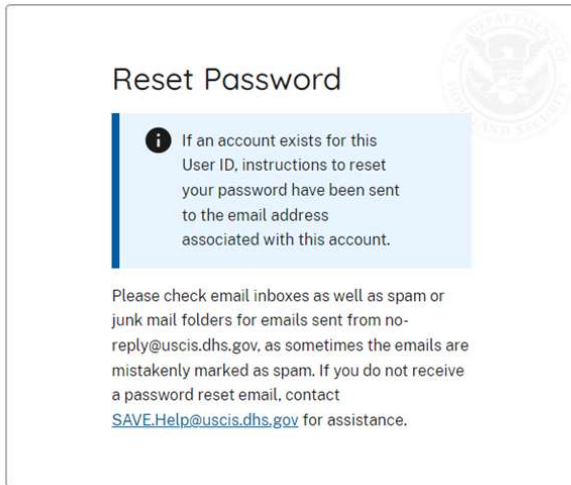
Then enter your User ID into the "User ID" field and select "Reset Password" button:

An official website of the United States government [Here's how you know](#) ▾



A screenshot of the "Reset Password" page. At the top right is the official seal of the Social Security Administration. Below the title is the text "Enter User ID". Below this is an input field labeled "User ID (required)". Below the input field is a blue link "Forgot User ID". At the bottom are two buttons: "Cancel" and "Reset Password".

SAVE will send a password reset message to the email address associated with the User ID:



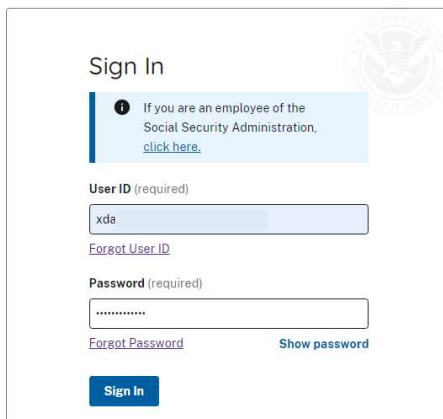
*The password reset will be available for 30 minutes. If a new password is not created within 30 minutes, you will have to repeat the process to reset your password.*

The password reset email will include a clickable link with a one-time code that will direct you to the "Change Password" page in SAVE.

You will then be prompted to enter a new password.

Once a new password is established, you will be signed out of all current sessions and prompted to return to the SAVE Sign In page.

Then enter your User ID and Password:



Once finished, you will be directed to the Home screen:

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**SAVE** Home Cases Reports Help

Welcome, [User Name]

Create New Case Search Cases

User Role: General User 3  
Agency Id: 6182  
Agency Name: Wisconsin - Department of Health Services / Division of Health Care Access and Accountability

