



PPL@Home Mobile Number Log In User Password Creation

Login/Registration Tool | Login/Registration Troubleshooting

PURPOSE

PPL is introducing an update to make your account even more secure. As part of this update, if you log into PPL@Home using your mobile number, you will be prompted to create a password and use it to log in going forward instead of a one-time verification code at log in. **You will only need to create a password one time.**

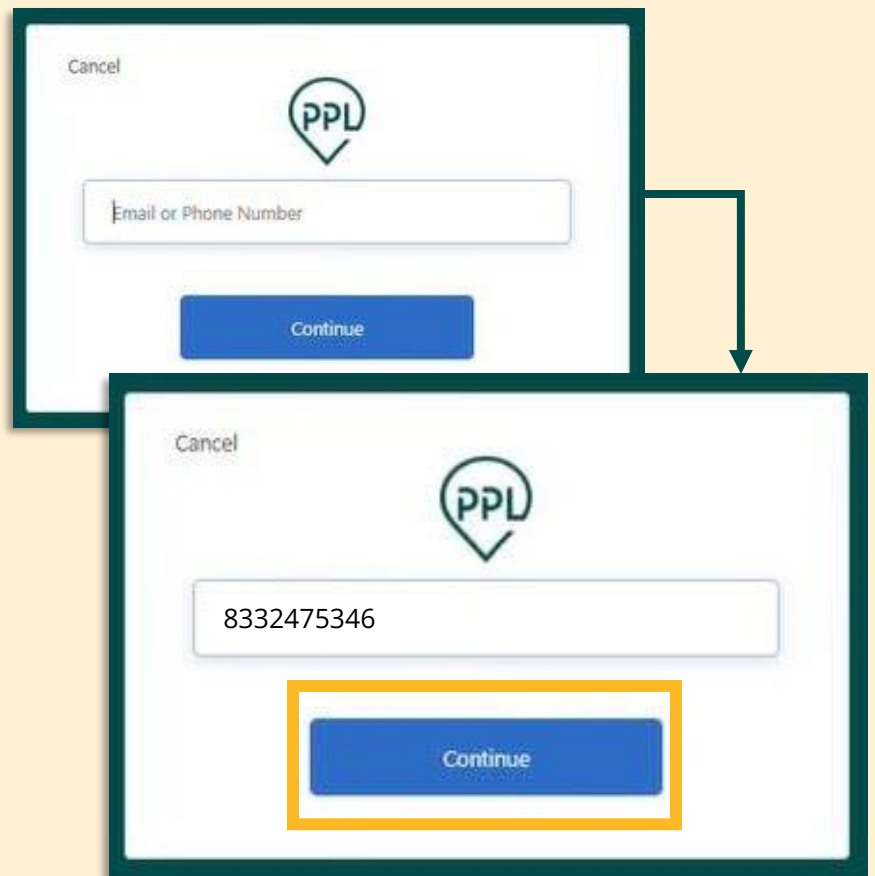
SECURITY TIP. The website address for PPL@Home will **always have 'pplfirst' in the URL.** Be aware of misspelled words or unfamiliar URLs as this may be a fake site designed to steal your sensitive data and information. If you are ever unsure, access PPL@Home links directly from PPL's website, pplfirst.com/cdpap.

The need to create a password will happen for different users at different times, so if you don't experience it the next time you log in (or the time after that), don't worry! When it is your turn, you will see a simple prompt on the screen guiding you through the steps, and it only takes a minute.

1

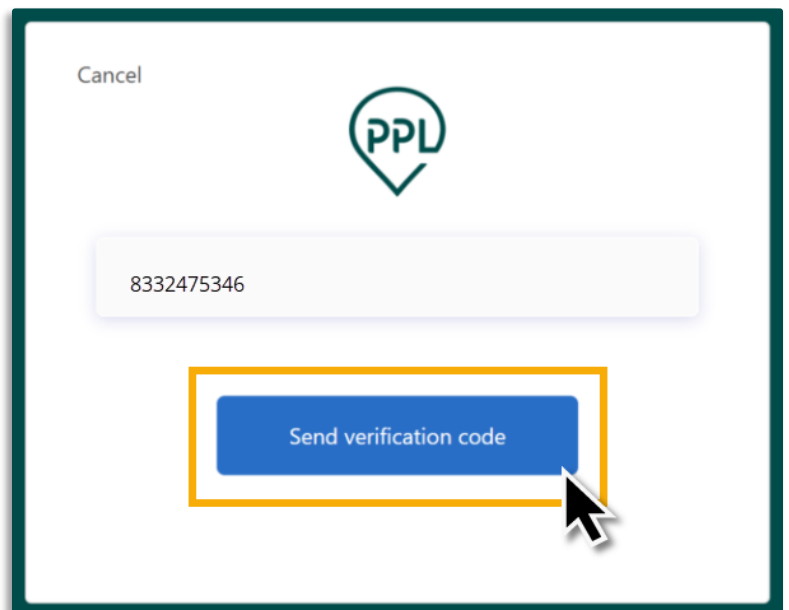
As a mobile number user, when logging into PPL@Home, you will see a screen where you can enter your mobile number. Enter it in the field.

After entering it, click the **blue 'Continue' button**.



2

Click the blue **'Send verification code' button**. This will send a one time, 6-digit passcode to the mobile number you entered (same as the current process).



3

Use verification code 611624 for ngen-prd authentication.

Enter the 6-digit code in the field titled 'Enter verification code', then click the blue 'Verify code' button.

Verification code has been sent. Please copy it to the input box below.

8332475346

611624

Verify code Send new code

4A

If it **is not your turn** to create a password, you will be taken directly into PPL@Home as normal.

PPL@Home

< Back

Details for Charles

Summary Registration Information To Do List Service Authorizati

Application Summary

4B

If it **is your turn**, you will be taken directly to the create password screen.

The password must meet **all five criteria**.
It must:

- Be between 8 and 64 characters
- Contain a special character
- Contain a number
- Contain an uppercase letter
- Contain a lowercase letter

Enter your password in the 'New Password' field, and again in the 'Confirm New Password' field.

Then click the **blue 'Continue' button**

PPL

New Password

←

Confirm New Password

←

Password Rules

- Between 8 and 64 characters
- Contains a special character
- Contains a number
- Contains an uppercase character
- Contains a lowercase character

Continue

SECURITY TIP. The strongest and most secure passwords avoid common words or phrases, repeating numbers, and names.

5

If the password you chose is valid and matches what you entered into the 'Confirm New Password' field, you will be immediately logged into PPL@Home.

If there is an issue with the password, you will be prompted to try again.

PPL

One or more fields are filled out incorrectly. Please check your entries and try again.

8-64 characters, containing each of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } \ : ' , ? / ~ " () ; .

Test12345

Test12345

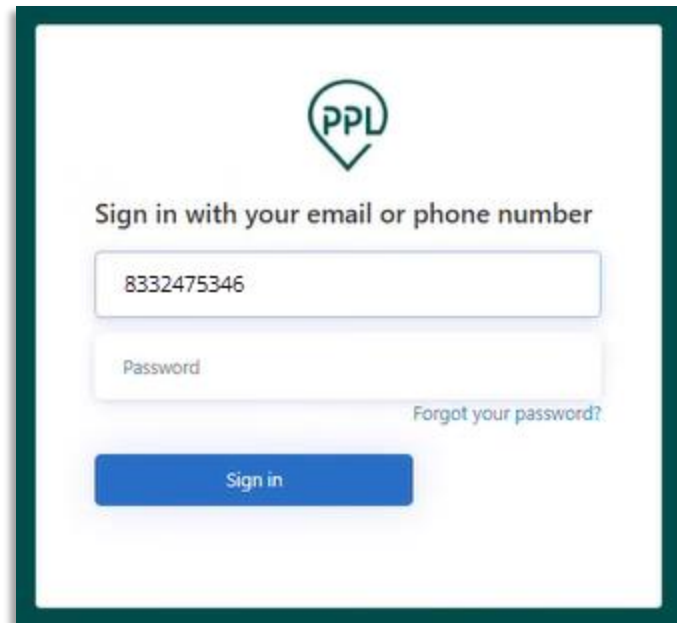
Password Rules

- ✓ Between 8 and 64 characters
- ✗ Contains a special character
- ✓ Contains a number
- ✓ Contains an uppercase character
- ✓ Contains a lowercase character

Continue

Once successfully created, this will be your new password going forward. You will be asked to enter it any time you:

- Log in to PPL@Home.
- Log in to or set up the Time4Care app.



If you continue to have trouble:

- Contact PPL for help by calling **1-833-247-5346**.
- Contact PPL via emailing **nycdpap@pplfirst.com**.
- Contact your **NY CDPAP Facilitator** (if you have one). Facilitator information can be found at pplfirst.com/cdpap-facilitators.



YOUR LIFE
YOUR CARE
YOUR PEOPLE