



Resource for Service Providers to Reset their E-Billing Portal Password

Service Providers have the ability to reset their password on their E-Billing Portal without needing to go through the SDRC E-Billing Department. Please follow these simple instructions. If you have continued issues, please reach out to e.billing@sdrc.org

STEP 1: Enter your username and click **Forgot your password or need a password reset?** link

When clicking **Forgot your password or need a password reset?** you need to ensure your username is listed within the appropriate box. If you do not enter in your username in that box, it will not send you the password reset link.

This is what happens when you click the **Forgot your password or need a password reset?** link without entering a username. As you can see, it cannot continue and prompts you to enter your user name.

The screenshot shows the eBilling Home Page. At the top left is the San Diego Regional Center logo with the tagline "Serving People with Developmental Disabilities in San Diego and Imperial Counties". At the top right is the text "eBilling Home Page" with links for "DDS Home Page", "eBilling/SDP FAQ", "Online Help", and "Support Contacts".

On the left side, there is a red box with a white speech bubble icon containing three exclamation marks. The text inside reads: "The Provider Directory is now **LIVE!** Get ready for easier management of provider data. Please visit [here](#) to act now."

In the center, there is a yellow box with the text: "Please enter the username and then click the forgot password link to reset your password".

Below this is the "eBilling system" logo. Underneath the logo is a login form with two input fields: "Username" and "Password". To the right of the "Password" field is a "Login" button. Below the input fields is a blue link: "Forgot your password or need a password reset?".

Below the login form, there is a red text box that says: "The eBilling system requires Chrome browser." with a blue link: "Click here to download Chrome browser".

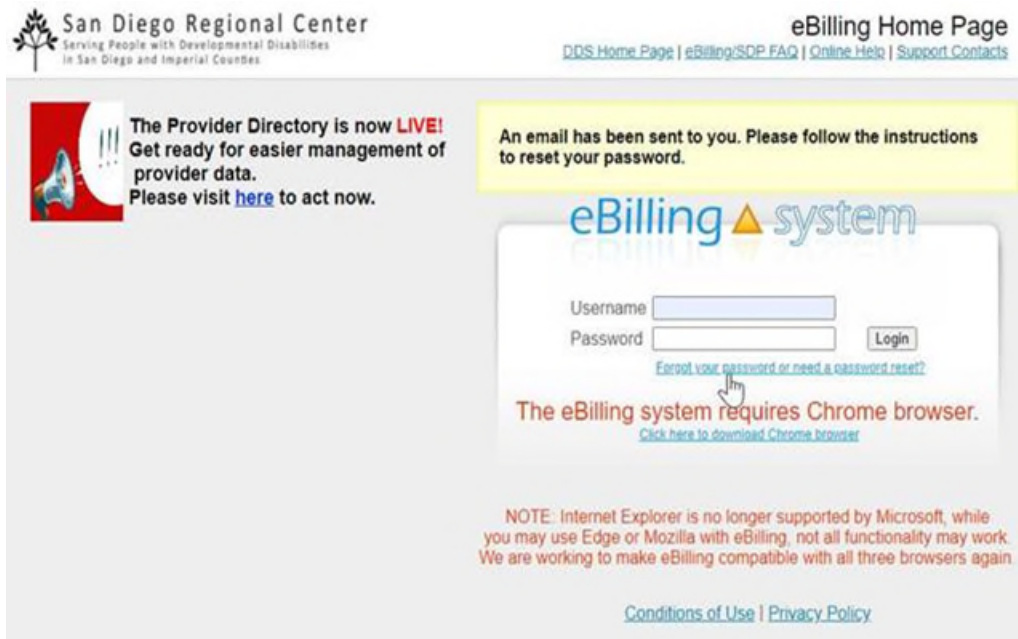
At the bottom of the page, there is a red text box with a note: "NOTE: Internet Explorer is no longer supported by Microsoft, while you may use Edge or Mozilla with eBilling, not all functionality may work. We are working to make eBilling compatible with all three browsers again." Below this note are two blue links: "Conditions of Use" and "Privacy Policy".



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Serving individuals with developmental disabilities in San Diego and Imperial Counties

This is what it looks like once you've entered a username, and click the **Forgot your password or need a password reset?** link. As you can see, the system sends a password reset link to your email. Please ensure you check your spam folder as well:



STEP 2: Open the email you received titled “Request for E-Billing Password Reset.” Click on the (blue) link which will take you back to your E-Billing System launch page. Follow the prompts within your E-Billing System to reset your password. The link will expire in 24 hours.

