

# Fulfill Portal

## Updated DME Provider Login Workflow

### We're improving how you log in to Fulfill by using Microsoft Entra ID.

This ensures your account stays secure and makes signing in easier.

#### What's Changing?

- You'll now sign in using your email address and complete a quick security check (MFA).
- You will see new Synapse-branded login screens.
- This change applies starting September 2, 2025.

Here are the instructions to set up this new workflow.

#### Existing Fulfill Users

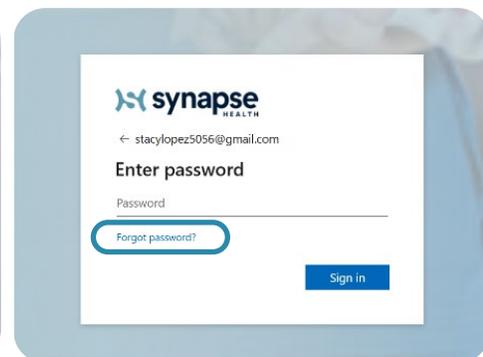
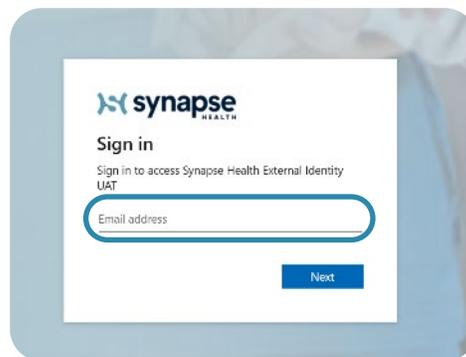
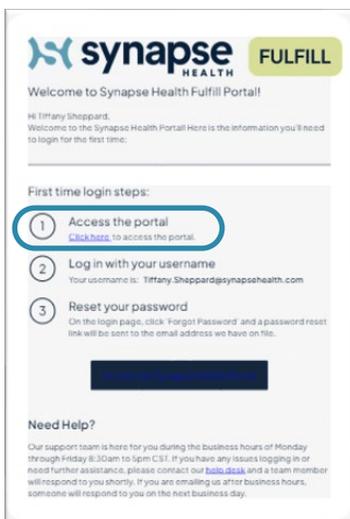
- Log in to the [Fulfill Portal](#)
- Enter your email address, then click **"Forgot Password"**
- A verification code will be emailed to you
  - Skip ahead to the **"How to Reset Your Password"** section of this document and continue

#### New Fulfill Users

Upon creation of your account, you will receive an email to register.

#### Synapse Fulfill Welcome Email

- Begin your Fulfill registration by clicking **"Click here"** in the email
- Enter your email address, then click **"Forgot password?"**
- A verification code will be emailed to you
  - See the **"How to Reset Your Password"** section of this document on the next page

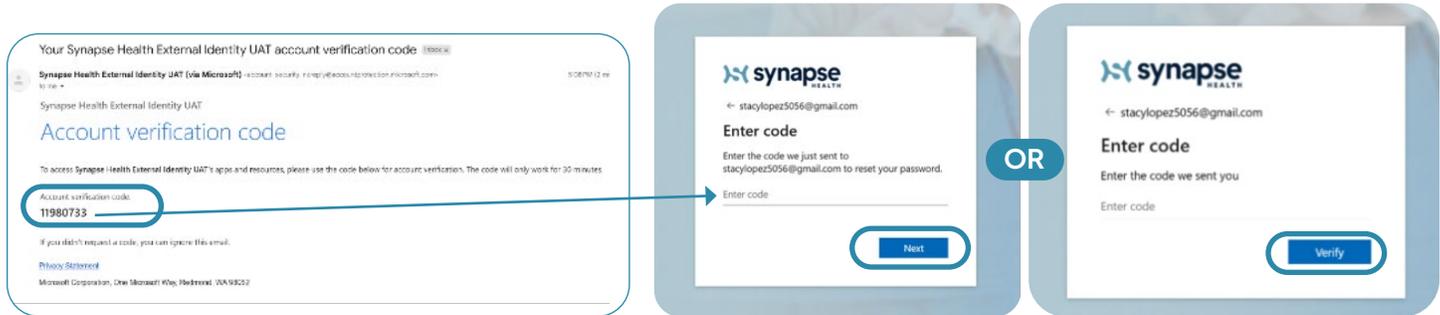




## How to Reset Your Password

After you've selected "Forgot password?" you will follow these steps to reset it:

- Check your email for a verification code
- Enter the code into the prompt on Fulfill and click "**Next**" if it's the first time or "**Verify**" if this is a future reset



- Create your new password (8 or more characters) and click "**Reset password**"



- For ease of access on your next login, select "**Don't show this again**" and then click "**Yes**" on the prompt to reduce the number of times you're asked to sign in



You may be periodically asked to verify your identity again in the future. This is based on things like time since your last login, a new device and/or browser. You will follow the same instructions as above.