

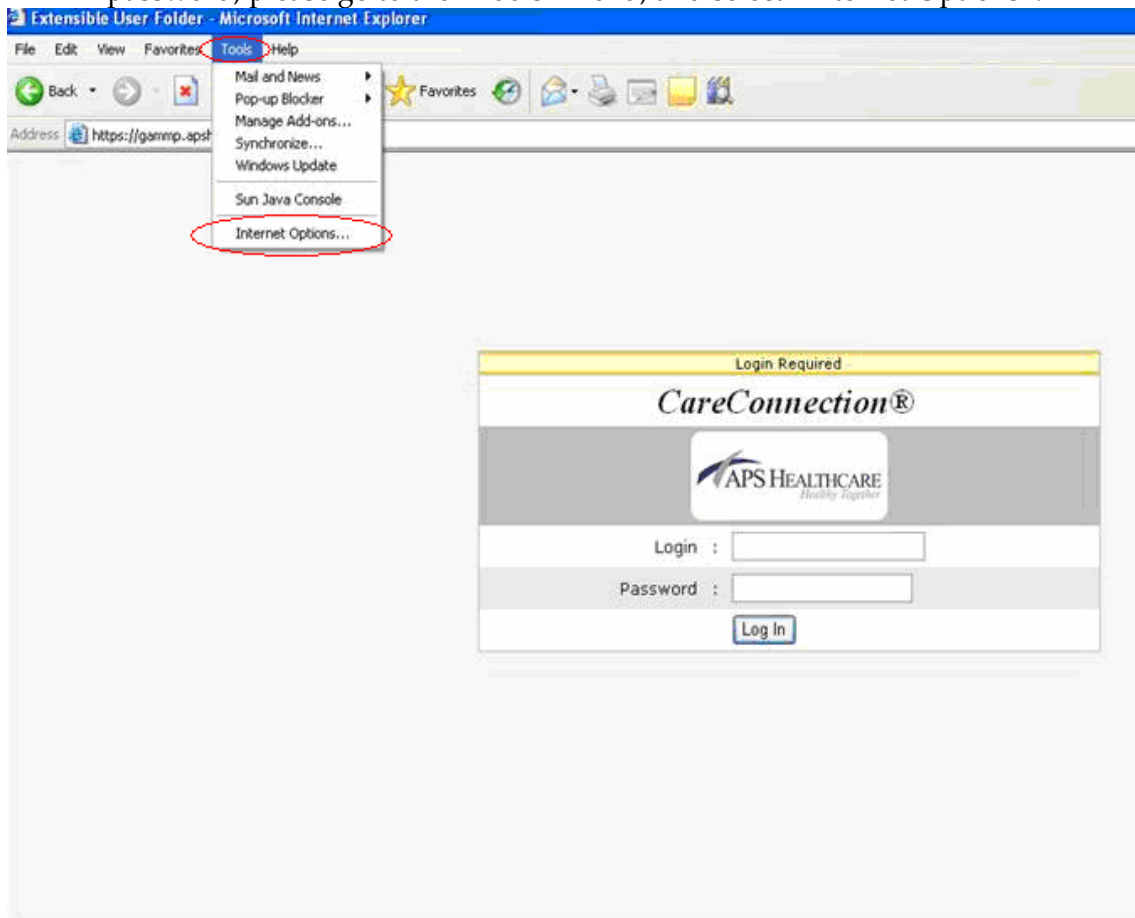
APS CareConnection® Update: Enhanced Password Security Effective 6/1/09

Effective 6/1/09 APS CareConnection® will prompt users to change their passwords on a more frequent basis. The first time users log in to APS CareConnection® after 6/1/09, the system will require them to change their password. The following information will help users ensure optimal password security in their use of APS CareConnection®.

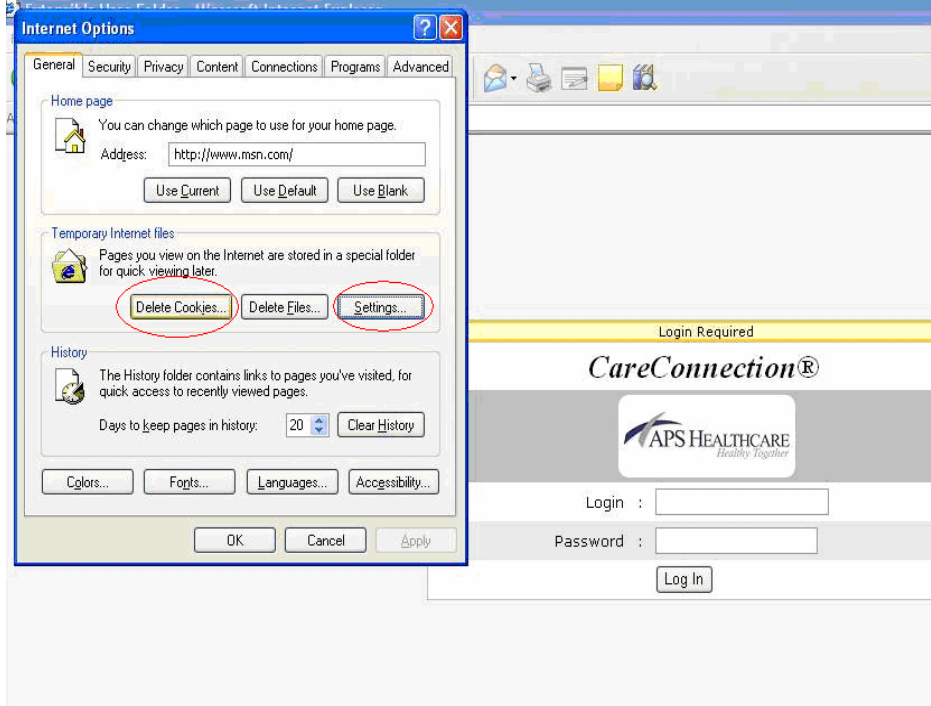
For help with this process, please contact APS Provider Relations at 866-521-0027.

Password Security: Before logging into APS CareConnection®, please do the following in order to assure proper site functioning:

1. Bring up the APS CareConnection® log-in screen. Before entering user name and password, please go to the “Tools” menu, and select “Internet Options”:

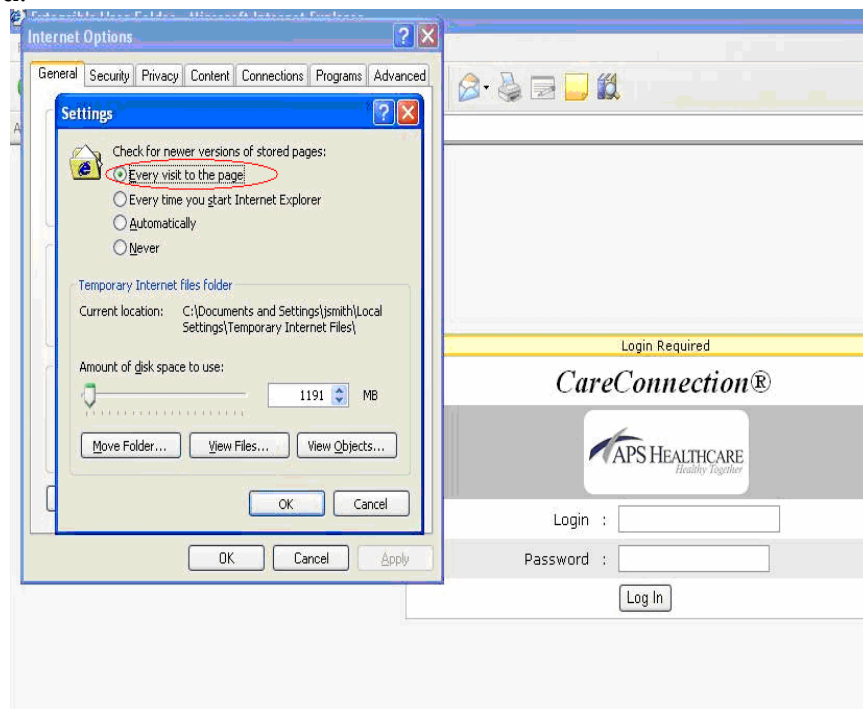


2. Under the “General” tab, please select “Delete Cookies”:



If you are using a newer version of IE, click “Delete” and then choose “Delete Cookies”

3. Then, select “Settings” and make sure the top option, “Every visit to the Page”, is checked:



Please note: on the first log-in to APS CareConnection® after June 1st, the system may prompt users to change their passwords. Please follow the prompts.