

### APEP Not Sending Password Reset or Account Creation Emails

**December 11, 2024**

AHCCCS is aware of a system issue that is impacting the AHCCCS Provider Enrollment Portal (APEP). Currently when a user establishes a new APEP login OR requests a password reset, the emails are not being sent to allow the user to take the intended action.

AHCCCS is working to get the issue corrected as soon as possible and will send a follow-up communication when the issue has been resolved.