

CONNECT Provider Portal - How do I Job Aid

How do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal?

The following guide will help providers understand the function of the MAC and provide step-bystep instructions for the MAC in order to Manage Authorized Contacts and Reset Passwords in the CONNECT Provider Portal.

Each provider in the CONNECT Provider Portal is assigned one Main Authorized Contact (*MAC*). The MAC has a designated role as outlined below:

- 1. Receives email notification(s) from the Office of Licensing when a correspondence is posted for review in the portal.
- 2. Attests that they will monitor CONNECT Portal users; add new users, update user contact information and remove/inactivate users as appropriate.
- 3. Determine and edit portal access.
- 4. Reset passwords when authorized users cannot reset their own password.

Note: For existing providers, the name of the Main Authorized Contact (MAC) for each provider was confirmed during the implementation of the system. Since that time, the MAC may have left the organization or changed roles. In order to reassign the role of the MAC, it is necessary for the provider to submit to the Office of Licensing, an Information Modification, identifying the transfer of MAC responsibilities from previous MAC to the new MAC. Please provide both names in the Information Modification and allow time for the Office of Licensing to process your application before removing the current MAC assigned.

The MAC's role is to support their provider organization CONNECT Users. The Office of Licensing recommendeds the MAC designates a backup CONNECT User with All Access to the CONNECT Provider Portal. Any CONNECT User with All Access to the portal can perform the functions described below from the Manage Authorized Contacts menu.

The following job aid provides step-by-step instructions for each function the MAC can perform in the CONNECT Provider Portal, to Manage Authorized Contacts and Reset Passwords:

- A. Add New Contact
- B. Edit Contact Information
- C. Edit Access Levels and Reset Passwords
- D. Remove Contacts



Step 1: From the DBHDS Office of Licensing website, click the Log into CONNECT button.

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Other Management Home Getting helps Offices A boord DBHOD 5 Gardad Language Image meet to the tool Office of Licensing Nome - Quality Management - Office of Licensing OUR MISSION: to be the inputatory authority for DBHOD Extensed service delivery system through effective correlated. Quality Mission: to be the inputatory authority for DBHOD Extensed service delivery system through effective correlated. Quality MISSION: to be the inputatory authority for DBHOD Extensed service delivery system through effective correlated. Quality MISSION: to be the inputatory authority for DBHOD Extensed service delivery system through effective correlated. Quality MISSION: to be the inputatory authority for DBHOD Extensed service delivery system through effective correlated. Quality MISSION: to be the inputatory authority for DBHOD Extensed service delivery system through effective correlated. Quality MISSION: to be the inputatory authority for DBHOD Extensed service and invited to provide on the inputatory oversite to DBHOD Extensed providers by supporting high Quality MISSION: to the delivery system through effective correlated. Quality MISSION: to the delivery system through effective correlated. Quality services to meet the diverse needs of its deres.
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OUR MISSION: to be the regulatory authority for DIH-DS licensed service delivery system through effective oversight. OUR VISION: The Office of Licensing will provide consistent, responsive, and reliable regulatory oversight to DBH-DS licensed providers by supporting high quality services to meet the diverse needs of its clients.
OUR VISION: The Office of Licensing will provide consistent responsive, and reliable regulatory oversight to DBHOS licensed providers by supporting high quality services to meet the diverse needs of its clients.
CONNECT Provider Portal Resources and Information
Click below for help using the CONNECT Provider Portual or to report an issue.
CONNECT Help Desk
CONNECT User Resources Initial Applicants
Log into CONNECT

Step 2: From the CONNECT Provider Portal Login page, enter the User Account **Email Address** and **Password**.





Step 3: From the provider landing page, click the **Dashboard** button to open the Provider Dashboard.

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	Virginia Department of Behavioral Health & Developmental Services				
	Provider Selection In order to complete an initial provider ap Provider Portal Dashboard you would lisk dashboard once the request for access IMPORTANT, If you are applying for a ch	e to access. If the Provider Portal has been approved. hange in ownership, you must sub see the provider organization with	Dashboard is mit the application	showing Access Pe	s, print licenses, or access the communication center please select the ending, your access is pending approval. You will be able to select the <i>r</i> provider organization record that the license(s) will be issued to after the up listed below, click the Dashboard link for that organization. Otherwise,

Step 4: From the Provider Portal Dashboard, the provider will select **Manage Authorized Contact** from the menu.





CONNECT Provider Portal - How do I Job Aid

The Manage Authorized Contact Displays. From this menu, the MAC and any user with ALL ACCESS, can perform the following functions:

- A. Add New Contact
- **B.** Edit Contact Information
- C. Edit Access and Reset Password
- **D. Remove Contact**

Note: Contacts identified as owners of the provider organization cannot be deleted from the CONNECT Provider Portal without a change of ownership application.

contacts								
					anage user access to the DBHDS riate access levels for contacts.	CONNECT Provider Por	tal by removing co	ontacts that are no lon
					tact, select the "Add New Conta by selecting the "Select" button in			ve at least one access
					e no longer affiliated with the organization of the			
Add New Contac		in the Kenlove	Contact Column. Pleas	se remove co	macts that are no longer empty	byed by the organizatio	n widin 24 nours	of the last flour wor
Add New Contac	а.							
Name	Title	Phone Number	Email		Provider Portal Access	Edit Contact Information	Edit Access	Remove Contact
Name Robyn Maitland	Title Owner	Number	Email		Provider Portal Access All Access - Main Authorized Contact			
Robyn Maitland		Number	Email		All Access - Main Authorized	Information	Access	Contact
Robyn	Owner	Number	Email		All Access - Main Authorized Contact	Information	Access	Select

A. Add New Contact:

Step 1: From the Manage Authorized Contacts menu, select the **Add New Contact** button.





Step 2: Enter the contact's primary information. Note each user account must have a unique email address.

An Agency of the Commonwealth of Virginia	
Very Control of Contro	
Contact Information	
Please enter/update the addre	ess for the contact below, then click "Save" to continue.
Name: robyn maitland	
Contact Information Phone Number: * Alternate Number: Email Address: * Fax: Mailing Address Street 1: * City: * State: * Zip:	
* Indicates a required field Cancel Save	

Step 3: Click the **Save** button.

Step 4: The User is now added. The next step is to go to step **C. Edit Access** to give the user access to the provider portal based on role.

B. Edit Contact Information:

Step 1: Click the Edit Contact Information Button from the Manage Contacts Menu.

Contacts							
				initial, can manage over access to the DBHD esting appropriate access levels for contacts	S CONNECT Provider Po	tai by renoving ci	oritacts that are no long
				skill a new contact, select the "Add New Cont long contacts by selecting the "Select" button			we at least one access
				summ that are no longer affiliated with the or- te remove contacts that are no longer emp			
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Name	Tite	Phone Number	Email	Provider Portal Access	Edit Contact Information	Edit	Remove Contect
	Title Oaner	Phone Number	Email	Provider Portal Access All Access - Main Authorized Context			
Name	Title Owner CEO	Phone Number	Email	All Access - Mars Authorized	Information	Access	Contact
Name Robyn Matland	100	Pione Number	Enal	All Access - Main Authorized Contect	Information Sector	Access	Contact



Step 2: The Contact Information page displays, requiring the MAC to enter **all required fields** that include any updates to the user account.

An Agency of the Commonwealth of Virginia	
	Vipinio Department of Behavioral Freath & Developmental Services
Co	ntact Information
Plea	se enter/update the address for the contact below, then click "Save" to continue.
Nan	ne: robyn maitland
	ntact Information one Number: *
Alt	ernate Number:
En	nail Address: •
Fa	x.
Ma Sti	niling Address
St	eet 2:
Ci	y: •
St	ate: *
Zış	<u>×</u>
Ci	y/County: *
_	incel Save

Step 3: Click the **Save** botton to save the changes.

C. Edit Access and Reset Passwords

Step 1: Click the **Edit Access** Button for the user requiring update.

An Agency of the Commonwealth of Virg An Agency of the Commonwealth of Virg	Virginia Department Behavioral Health & Developmental Servi	of ces						
	Contacts							
				d Contact, can manage user a riate access levels for contacts	ccess to the DBHDS CONNECT Provide	er Portal by removing contac	ts that are no l	onger affiliated with the
				To add a new contact, select the selecting the "Select" button in	the Edit Access column.	tacts are required to have a	least one acce	ess level requested. You may
					iffiliated with the organization have their ployed by the organization within 24			ccess, click the "Select"
	Add New Contact							
	Name	Title	Phone Number	Email	Provider Portal Access	Edit Contact Information	Edit Access	Remove Contact
				1	All Access - Main Authorized Contact	Select	Select	Select
		J J		**	All Access Renewal Modification Corrective Action Plan Background Checks	Select	Select	Select
				1	Renewal Modification Corrective Action Plan Background Checks	Select	Select	Select
				1	Modification Corrective Action Plan	Select	Select	Select



Step 2: **Select the checkbox** for All Access or indicate the specific Access Level by clicking one or multiple checkboxes.

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	Verginia Department of Benvingui Isteals 1 Benvingui Isteal 1 Benvi Isteal 1 Benvingui Isteal 1 Benvi Isteal 1 Benvingui Isteal
ſ	Please specify the access level requested for the selected contact for the DBHDS CONNECT Provider Portal. Once the Access Level is set, select "Save" The "Send Temporary Password" button will only be available for contacts who have access to the DBHDS Provider Portal or have a request for access submitted. Click the "Send Temporary Password" to select access contact when necessary. Note: Please submit an Information Modification to change the Main Authorized Contact. Contact Name: rohun mailtaot Current Access Level: All Access: Contact Name: Corrective Action Plan: Correctiv
	Access Definitions: "NOTE: A user can be given any combination of access to the Provider Portal. All users will have access to manage their own password, print a license, messaging, and the correspondence link.
	All Access: The user will be given any combination or access to the Provider Portal. An user will have access to manage title own password, part a factore, increasing, and the correspondence min. All Access: The user will have access to all functions from the Provider Portal Dashboard. This includes all of access levels listed below, as well as access to add and manage authorized contacts, resetting passwords, etc. This is the highest level of Provider Portal Access.
	Renewal: The user will have access to submit renewals.
	Modification: The user will have access to submit modifications.
	Corrective Action Plan: The user will have access only to corrective action plans.
	Background Checks: The user will have access to add and manage background check contacts, view the status of submitted background checks, and view decision letters sent by the agency. This access should be restricted to background check contacts only. Can: Saw Band Temporary Password

Note: From this menu, a Temporary Password can be sent for users who need password reset help.

Step 3: Click the **Save** button.



D. Remove Contacts

Please remove contacts who are no longer employed by the organization within 24 hours of the last hour worked.

Step 1: Click the Edit Contact Information Button for the user requiring the update.

Contacts							
			the Main Authorized Contact, can man new contacts, and requesting appropria		ONNECT Provider Port	al by removing co	ntacts that are no longer
			ovider organization. To add a new conta manage access of existing contacts by				ve at least one access le
			prized Contact to ensure users that are				
click the "Selec	t' button	in the Remove	e Contact column. Please remove cont	tacts that are no longer employ	ed by the organization	within 24 hours	of the last hour worke
Add New Conta	act						
Add New Conta	Title	Phone Number	Email	Provider Portal Access	Edit Contact Information	Edit Access	Remove Contact
	Title		Email robyn maitland@dbhds.virginia.gov				
Name Robyn	Title	Number (804) 555-		All Access - Main Authorized	Information	Access	Contact
Name Robyn Maitland	Title Owner	Number (804) 555- 1212 (404) 375-	robyn.maitland@dbhds.virginia.gov	All Access - Main Authorized Contact	Information Select	Access Select	Contact

This completes the How do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal Job Aid.