

CONNECT Provider Portal - How Do I Job Aid

How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?

The following guide will help CONNECT authorized users understand how to recognize when their password is expiring and provides step-by-step instructions to reset their password. This guide will also help authorized users to reset their password after the password has expired and will help the authorized user understand the function of the Change Login Information link within the CONNECT Provider Portal.

When the authorized user's password is expiring, the authorized user can reset their password *prior to expiration* within the CONNECT Provider Portal using the Change Login Information menu link. When the authorized user's password *has expired*, the authorized user will receive an expiration notification on the screen when attempting to access CONNECT.

The following Job Aid provides step-by-step instructions to authorized users on how to reset a password in CONNECT when it is expiring or has expired as follows:

- 1. How Do I Know the Password Is Expiring?
- 2. How Do I Reset the Password Prior to Expiration?
- 3. How Do I Reset the Password After the Password Has Expired?

Section 1: How Do I Know a Password Is Expiring?

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

									-	ð
← → C 📩 https://dbhds.virginia.gov/quality-management/office-of-licensin	g/					A	0,	* ל	Ē	
🚴 An Agency of the Commonwealth of Virginia								М	oinia.goy E	nd an Agency
	EMERGENCY ALERTS Learn more	about DBHDS Coronavirus - COVID-1	19 updates, resources c							
Visibilit Development Development	tment of ath & Home Getting Help * Offices al Services	About DBHDS O	Contact Us *	Select Language 💙	How Do I					
	Off	ice of Licensing								
Home × C	uality Management > Office of Licensing									
×	OUR MISSION: To be the regulatory authority for DBHD OUR VISION: The Office of Licensing will provide consist quality services to meet the diverse needs of its clients.				erting high					
со	NNECT Provider Po	tal Resourc	es and	Informat	tion					
	Click below for help using	the CONNECT Provider Portal or to re	report an issue.							
	cc	NNECT Help Desk								
	CONNECT User Resources		Initial Ap	plicants						
	· · · · · · · ·	9g Into CONNECT	Initial Ap		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1					
	· · · · · · · ·	ienvices Sign up to get news an	Subscribe to t	· ~ ~						

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

An Agency of the Commonwealth of V	Irginia	Virginia.gov Find an Agency
	Vipin Department of Beneformal Services	
	Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal Login	
	Welcome to the Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal system.	
	The Provider Portal Dashboard provides access to applicant and licensed provider information online and allows direct communication with the Office of Licensing. Only authorized users can complete licensing tasks online including submitting applications, renewals and modifications, as well as Corrective Action Plan management.	
	If you are already registered and know your login information, please enter your email address and password, then click the "Login" button. You are required to reset your password every 90 days. If you wish to reset your password, enter your email address and password "Dashbard" option for your provider on the Provider Selection page; and then on the Dashbaard select the "Change Login Information". If your password has expliced, click the "Forget Password" link below.	
	If you are a member of a licensed provider organization and do not have login information, please select the "Request Login - Existing Licensed Providers" button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.	
	If you are a new applicant and you would like to begin the initial application or change of ownership application process, click the "Register - Initial Applicants" button. Please Note: You will need to go through a security check before you are given access to the Provider Portal Dashboard. This may take 1-2 business days once the request has been processed.	
→ [View Application Wait List Email Address Forget Email Address? Password Password Forget Password?	
	Back	
	Login	
	Request Login - Existing Licensed Providers	
	Register - Initial Applicants	
	"Indicates a required field	

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

An Agency of the Commonwealth of Virginia					
	Virginia Department of Behavioral Health & Developmental Services				
	access. If the Provider Portal Dashboard is showir IMPORTANT: If you are applying for a change in c	ng Access Pending, your access is pending appro ownership, you must submit the application under	val. You will be the new provid	licenses, or access the communication center please select the Provider Port e able to select the dashboard once the request for access has been approved der organization record that the license(s) will be issued to after the change in ganization. Otherwise, click the "Change of Ownership Application" button b Select	d. ı ownership takes place. If you see

Step 4: On the Provider Portal Dashboard landing page there will be an expiration notification.

ency of the Commonwealth of Virginia	
	Vojnia Department of Benefizipanta Sinces
	Provider Portal Dashboard
	Lag Out
	Weicome to the Virginia Department of Behavioral Health and Developmental Services Provider Portal.
	Vew Wat Lst
	If your organization will be undergoing a change in ownership, please click here to submit a notification to the Office of Licensing. Note: this is not the change of ownership application, it is an alert to the Office of Licensing so they know of the upcoming change.
	Your Password will Expire in 19 Days, if you wish to change it now, click the "Change Login Information" link below.
	Communication Center:
	The communication center allows you to correspond with DBHDS Office of Licensing and manage your organization's contacts and access to this Provider Portal. <u>Correspondence Inbox</u> 🔞
	Messenino 🕥 🛛
	Login Request @@
	Menu:
	You may choose from the various options halow to school applications and modifications as well as to manage conscirution postaries and respond to conserving action plans

Section 2: How Do I Reset the Password Prior to Expiration?

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

Office of Licensing - Virginia Dep × +							-	ð
\leftarrow \rightarrow C \triangle https://dbhds.virginia.gov/quality-management/office-of	-licensing/					A 🗔 Q 🚖	£= @	
in Agency of the Correnonwealth of Virginia							Virginia.gov	Find an Agency
	EMERGENCY ALERTS	earn more about DBHDS Coronavirus - COVI	D-19 updates, resources and RAQs					
	Virginia Department of Behavioral Health & Home Getting Help * Developmental Services	Offices * About DBHDS *	Contact Us • Select Lange	uage ❤	-			
		Office of Licensing						
	Home » Quality Management » Office of Licensing							
	OUR MISSION: To be the regulatory authority to OUR VISION: The Office of Licensing will provi quality services to meet the diverse needs of its	de consistent, responsive, and reliable regula		viders by supporting high				
	CONNECT Provider	Portal Resour	ces and Info	ormation				
	Click below for h	elp using the CONNECT Provider Portal or t	o report an issue.					
		CONNECT Help Desk						
	CONNECT User Resources		Initial Applicants					
		Log Into CONNECT		* *** **** **** **** **** ***				
	Licensed Provider Search	nmantal Canúras Sinn un trunat nave	Subscribe to the Email					
	Provider Search System to locate licensed providers by a var		epartment of Behavioral Health and D					
		Waitlist						

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

An Agency of the Commonwealth of V	firginia	Virginia.gov Find an Agency
	Valphin Department of Beneficipation 1. Development Services	
	Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal Login	
	Welcome to the Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal system.	
	The Provider Portal Dashboard provides access to applicant and licensed provider information online and allows direct communication with the Office of Licensing. Only authorized users can complete licensing tasks online including submitting applications, renewals and modifications, as well as Corrective Action Plan management.	
	If you are already registered and know your login information, please enter your email address and password, hen click the "Login" button. You are required to reset your password every 90 days. If you wish to reset your password, enter your email address and password "Danhoard" option for your provider on the Provider Selection page, and then on the Dashboard select the "Change Login Information". If your password has expired, click the "Forget Password" link below.	
	If you are a member of a licensed provider organization and do not have login information, please select the "Request Login - Existing Licensed Providers" button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.	
	If you are a new applicant and you would like to begin the initial application or change of ownership application process, click the "Register - Initial Applicants" button. Please Note: You will need to go through a security check before you are given access to the Provider Portal Dashboard. This may take 1-2 business days once the request has been processed.	
→ [View Application Walt List Email Address Forocl Email Address? Password Forocl Password?	
	Back	
	Login	
	Request Login - Existing Licensed Providers	
	Register - Initial Applicants	
	"Indicates a required field	

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

An Agency of the Commonwealth of Virginia						
	Virginia Department of Behavioral Health & Developmental Services					
	access. If the Provider Portal Dashboard is showing Access Pending <u>IMPORTANT</u> : If you are applying for a change in ownership, you mu), your access is pending approva st submit the application under th	ıl. You will be e new provic	e able to select the da der organization reco	the communication center please select the Provider Portal Dashboard you woul ashboard once the request for access has been approved. ord that the license(s) will be issued to after the change in ownership takes place a, click the "Change of Ownership Application" button below the table.	
	Provider Name Change of Ownership Application	Provider Number	Status Active	Select Dashboard	-	

Step 4: Click the Change Login Information link to update the login information.

	Provider Portal Dashboard
ľ	Log Out
	Welcome to the Virginia Department of Behavioral Health and Developmental Services Provider Portal.
	View Wait List
	your organization will be undergoing a change in ownership, please click here to submit a notification to the Office of Licensing. Note: this is not the change of ownership application, it is an alert to the Office of carsing so they know of the upcoming change.
ļ	Communication Center:
	The communication center allows you to correspond with the DBHDS Office of Licensing and manage your organization's contacts and access to this Provider Portal.
į	Messading @@
1	
l	
1	Menu:
1	You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.
	f a menu option is greyed out, then you may not have security access to the process, or the process is not available to the Provider Organization at this time – Please hover over the question mark next to each menu option for more details.
1	The Manage Authorized Contacts menu option below allows authorized contacts with "All Access" to submit requests to grant access to the Provider Portal. Once the request is approved, the user can access the Provider Portal. Please contact the organization's Main Authorized Contact to make changes to your access level.
1	NOTE: Licenses on a License Status Letter or a Conditional License Type are not eligible for modifications. If an emergency change is required, please send a message to your Licensing Specialis using the Message Center above.
I	When navigating between screens on the CONNECT Provider Portal, always use the Back and Next buttons on the screen. Do not use the back button on the browser.
1	f you need assistance navigating the processes available to you or the organization, please contact the organization's primary contact before contacting the DBHDS Office of Licensing for assistance.
	Manage Authorized Contacts
	> Initial Provider Application
	► Children's Residential Provider Application ●
	> Background Checks Ø
	> Service Modification ♥
	► Location Modification
	► Information Modification @
	≻ Information Modification – Children's Residential❷
	► License Renewal@
	Corrective Action Plans●
	> PintLicense
	► Change Login Information Ø

Step 5: The Provider will be prompted to make updates on the **Change Login Information** landing page.

An Agency of the Commonwealth of Virgini	ia	
	Valpin Deverser of Benefician A	
	Change Login Information	
	Please enter or update the following information for your login information.	
	Email Address: Email Confirm Email	
	Password: NOTE: Password must be at least 8 characters long and contain one special character(ex. I, @, #\$), one upper case letter, one lower case letter, and one number. Password	
	Confirm Password	
	Security Questions: Security Question 1	
	Answer The second secon	
	Security Question 2	
	Answer Carter and Answer Answe	
	Security Question 3	
	Answer	
	"Indicates required field.	
	Back Save	

Step 6: Enter the email address in the **Email Address** field. Then enter the email address again to confirm that the email addresses match.

Step 7: Create a new password and enter it in the **Password** field. Then enter the password again to confirm that the passwords match.

Note: If the Provider does not enter the new password according to the criteria noted, the Provider may receive an error message.

For example, if the Provider enters a previously used password, the following error message will appear:

Password: NOTE: Password must be at least 8 characters long and contain one special character(ex. I, @, #\$), one upper case letter, one lower case letter, and one numb Password	ber.
Confirm Password	

Step 8: Select a **Security Question** from the dropdown menu. Then enter the answer in the **Answer** field. Repeat this step for each **Security Question**.

An Agency of the Commonwealth of Virg		
	Viginia Department of Benefician Rest A Sector Sect	
	Change Login Information Please enter or update the following information for your login information. Email name@dbfds.virgini gov Confine Temail name@dbfds.virgini gov name@dbfds.virgini gov name@dbfds.virgin	
\rightarrow	Answer Security Question 2 Answer	₽ ₽ ₽
	Indicates required field. Back Save	

Step 9: Click the **Save** button to complete the process. The Provider will be taken to the Provider Portal Dashboard landing page once complete.

An Agency of the Commonwealth of Virginia		
	Bydynesee of Bydynese with I Bydynese I Services	
	Change Login Information Please enter or update the following information for your login information. Email Address: Email [name@dbhds.virgini.gov] Confime Email name@dbhds.virgini.gov] Password: NOTE: Password must be at least 8 characters long and contain one special character(ex. 1, @, #\$), one upper case letter, one lower case letter, and one number. Password Confime Password	
	Answer School Security Question 2	v
	Security Question 3	v)

Section 3: How Do I Reset the Password After the Password Has Expired?

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

Office of Licensing - Virginia Dep x +				-	. 0
← → C	rensing/	AN DE C	ર ★	t G	
An Agency of the Commonwealth of Virginia				Virginia.go	Find an Agency
	EMERGENCY ALERTS Learn more about DBHDS Coronavirus - COVID-19 updates, resources and FAQs				
	nia Department of Inviola Maah B Home Getting Help * Offices * About DBHDS * Contact Us * Belest Language ¥ How Do L.				
	Office of Licensing				
н	one + Quality Management + Officer of Licensing				
	OUR MISSION: To be the regulatory authority for OPHOS icenses service derivery system through effective oversight. OUR WISSION: To be the regulatory authority for OPHOS icenses service derivery system through effective oversight. OUR WISSION: To be the regulatory authority for OPHOS icenses service derivery system through effective oversight.				
(CONNECT Provider Portal Resources and Information				
	Click beow for hep-using the CONNECT Howleer Ports or to report an issue.				
	CONNECT User Resources Initial Applicants				
	Licensed Provider Search Use the Vigna Dpartment of Statistical Islams and Developmental Services Provider Search System to loads Islams and Developmental Services Provider Search System to loads Islams and Developmental Services				
-	Waitlist				

Step 2: After entering the User Account **Email Address** and **Password** on the CONNECT Provider Portal Login page, the password will disappear if it has expired.

÷	Behavioral Reach & Developmental Services
	/irginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal Login
٧	Velcome to the Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal system.
1	he Provider Portal Dashboard provides access to applicant and licensed provider information online and allows direct communication with the Office of Licensing. Only authorized users can complete licens nline including submitting applications, renewals and modifications, as well as Corrective Action Plan management.
y	f you are already registered and know your login information, please enter your email address and password, then click the "Login" button. You are required to reset your password, select the "Dashboard" option for your provider on the Provider Selection page, and then on the Dashboard select the "Change Login Information" assword has knowned? link below.
II C	f you are a member of a licensed provider organization and do not have login information, please select the "Request Login - Existing Licensed Providers" button. Once approved as an authorized user f CONNECT Provider Portal by your organization, you will receive a temporary password.
P	f you are a new applicant and you would like to begin the initial application or change of ownership application process, click the "Register - Initial Applicants" button. Please Note: You will need to go throu ecurity check before you are given access to the Provider Portal Dashboard. This may take 1-2 business days once the request has been processed.
E ELE	Staff@dbds.virginia.gov orroot.Email.Address? Password orroot.Password?
-	Gur password is expired. "Please click "Forgot Password?" above to request a new temporary password.
i	Logn
1	Request Login - Existing Licensed Providers
1	Register - Initial Applicants
-	Indicates a required field

Step 3: A password expiration notification will appear on the screen instructing the Provider to Click the **Forgot Password** link.

Email Address	
Staff@dbhds.virginia.go	v •
Forgot Email Address?	
Password	
Forgot Password?	
Your password is expired. Plea	se click "Forgot Password?" above to request a new temporary pa
Your password is expired. Plea	ese click "Forgot Password?" above to request a new temporary pa
	se click "Forgot Password?" above to request a new temporary pa

Step 4: Click the Forgot Password link.



Step 5: Enter the User Account Email Address and DBHDS Licensed Provider Number.

An Agency of the Commonwealth of Virginia		
	Vojnia Reportment el Bensival Health 8 Developmenta Services	
	Forgot Password?	
	To reset your password, enter your email and the provider organization number. Upon clicking the "Submit" button, you will be prompted to enter the answers to security questions previously submitted.	
	MPORTANT: If you have not set up security questions and need to reset your password, please click "Back" and return to the Login screen, then select Request Login to have your request for a new temporary password processed.	
1	Email Address · Provider Number ·	
	Back Submit	

Step 6: Click the Submit button.

A Agency of the Commonwealth of Virginia		
	Viginia Department of Behavioral Health 8 Developmental Devices	
	Forgot Password?	
	To reset your password, enter your email and the provider organization number. Upon clicking the 'Submit' button, you will be prompted to enter the answers to security questions previously submitted.	
	MPORTANC. If you have not set up security questions and need to reset your password, please click 'Back' and return to the Login screen, then select Request Login to have your request for a new temporary password processed.	
	Email Address • Staff@dbhds.virginia.gov Provider Number • 0000	
	Bax Sumt	

Step 7: Enter the response to the Security Questions and click the Submit button.

An Agency of the Commonwealth of Virginia	
	The based services
	Security Questions
	Enter your response to the questions below. Upon clicking the 'Submit' button, an email will be sent to the email address we have on file for your account containing a temporary password. Use this temporary password to log in to your account.
	IMPORTANT. If you have not set up security questions and need to reset your password, please click "Back" and return to the Login screen, then select Request Login to have your request for a new temporary password processed.
-	Security Question 1: Matiwas the name of your first pet? Answer: What is your oldest solding's middle name? Answer: Security Question 3: What is your favorite movie? Answer: State

*IMPORTANT: If you have not set up security questions and need to reset your password, please click "**Back**" and return to the Login screen, then select Request Login to have your request for a new temporary password processed.

This completes the How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired? job aid.