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.

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

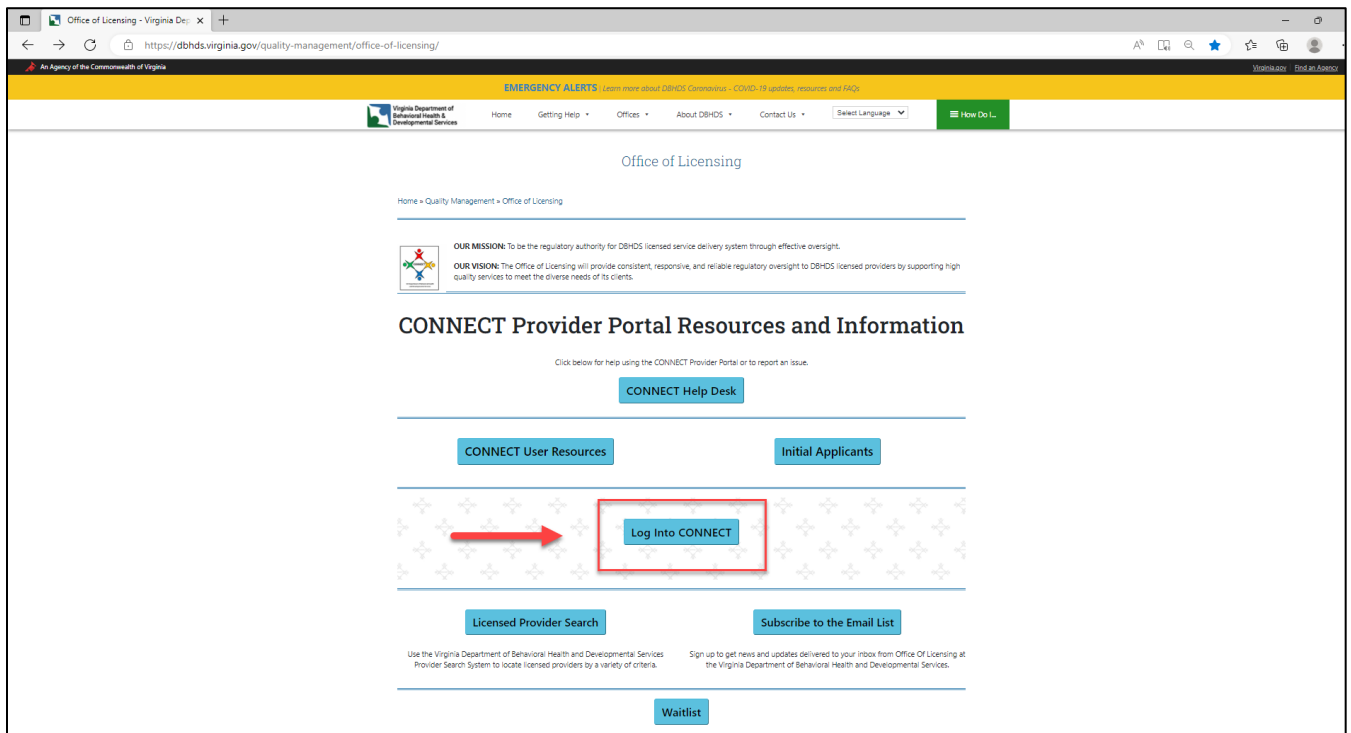**Step 3:** From the provider landing page, click the **Dashboard** button to open the Provider Dashboard.

Step 4: On the **Provider Portal Dashboard** landing page there will be an expiration notification.
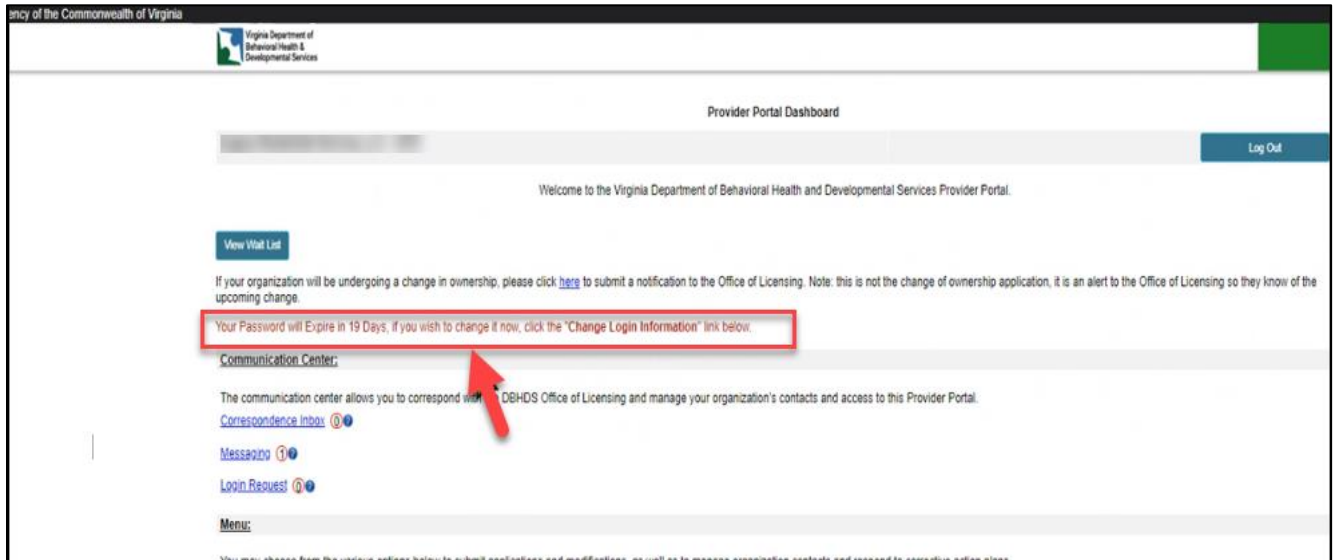
Section 2: How Do I Reset the Password Prior to Expiration?

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

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

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

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

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

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.
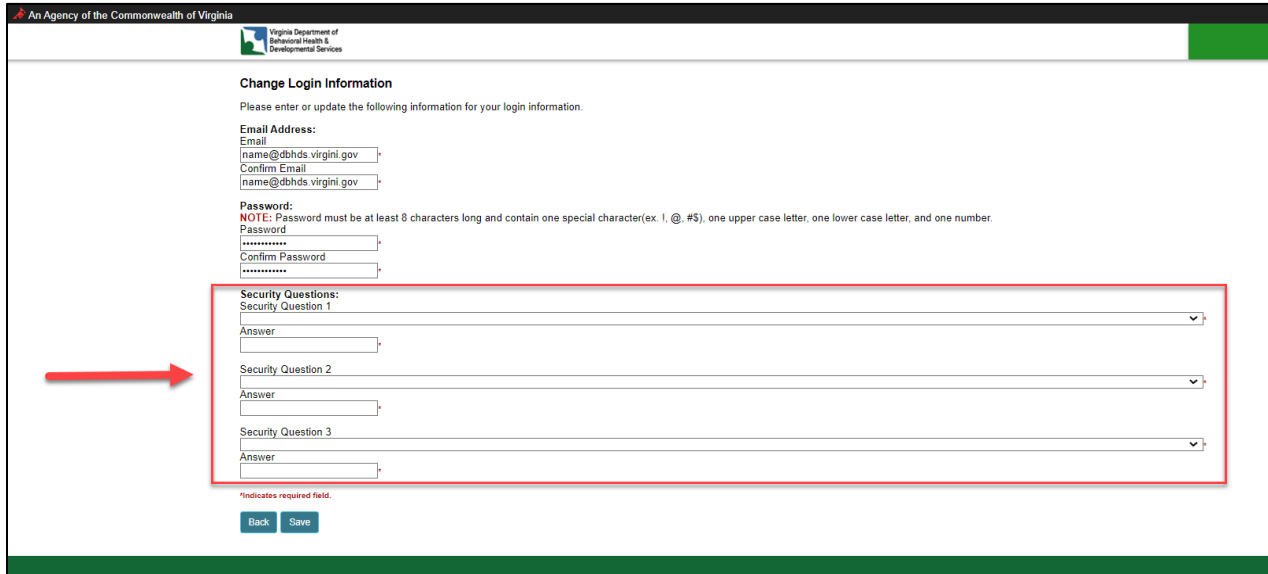

Note: If the Provider does not enter the new password according to the criteria noted, the Provider may receive an error message.

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

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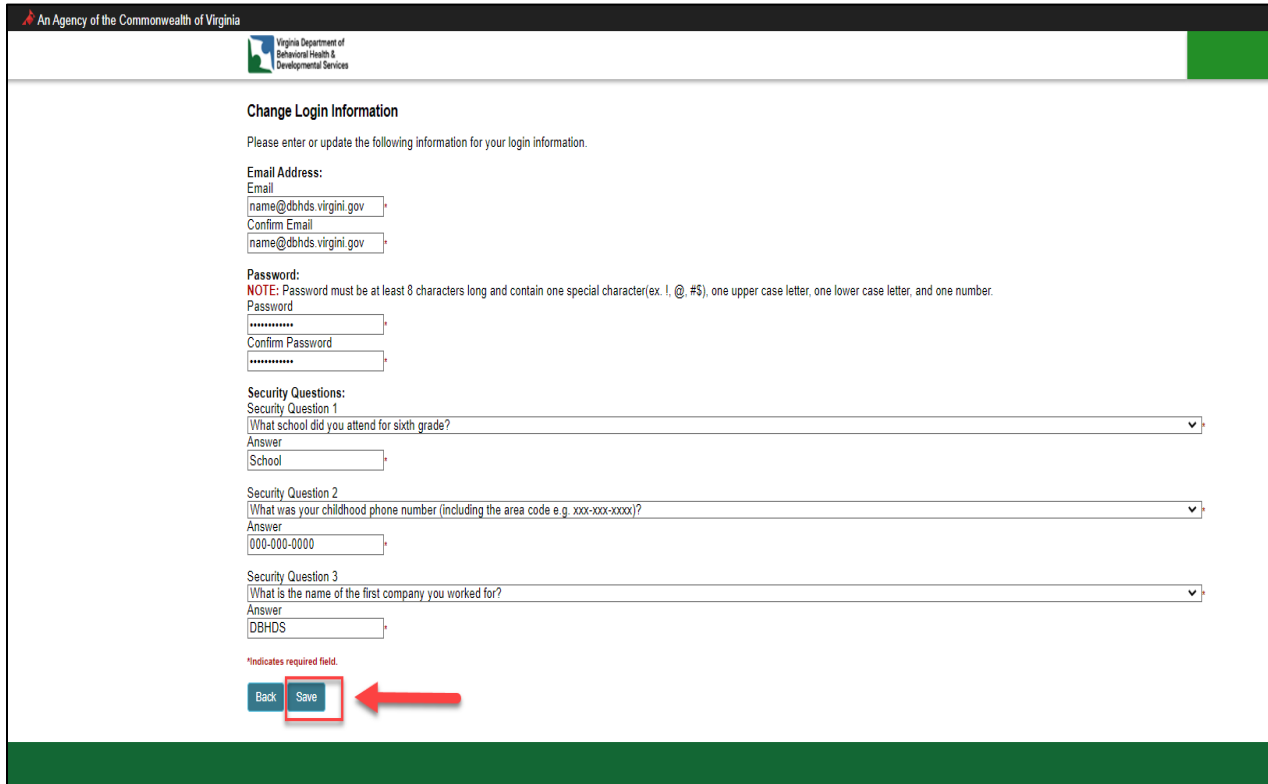
Step 9: Click the **Save** button to complete the process. The Provider will be taken to the Provider Portal Dashboard landing page once complete.

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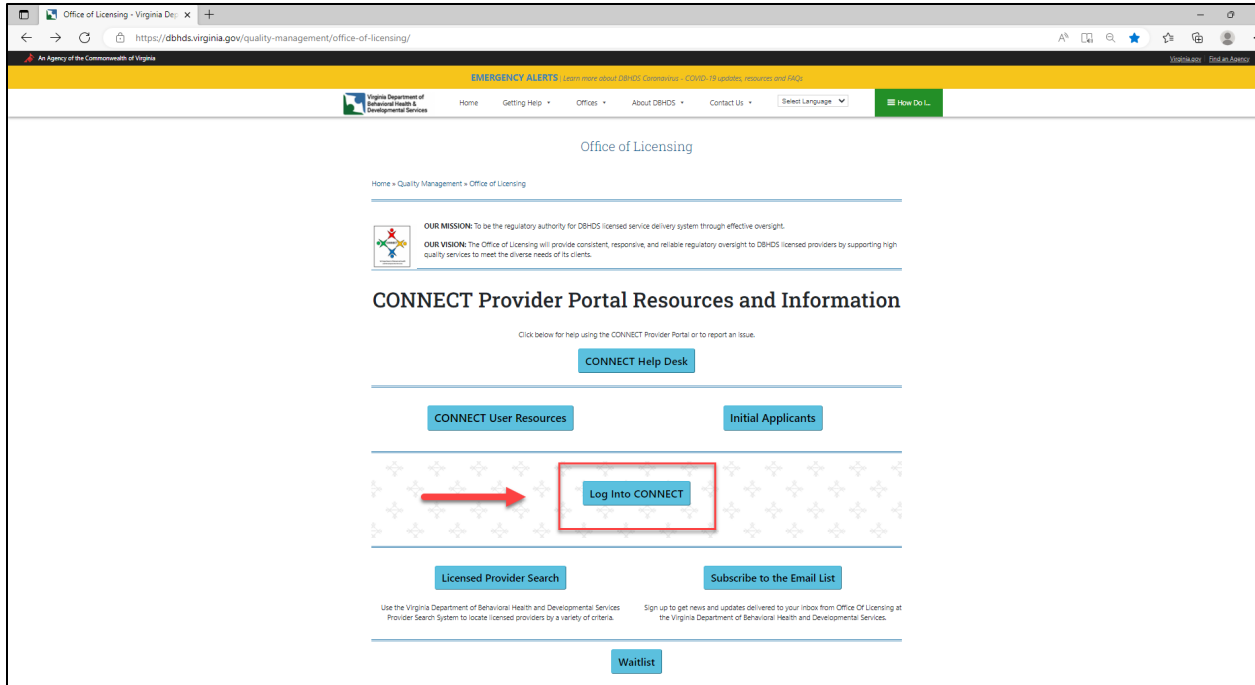
Step 2: After entering the User Account **Email Address** and **Password** on the CONNECT Provider Portal Login page, the password will disappear if it has expired.

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

Step 4: Click the **Forgot Password** link.

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

Step 6: Click the **Submit** button.

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

*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.