CONNECT Provider Portal - How Do I Job Aid
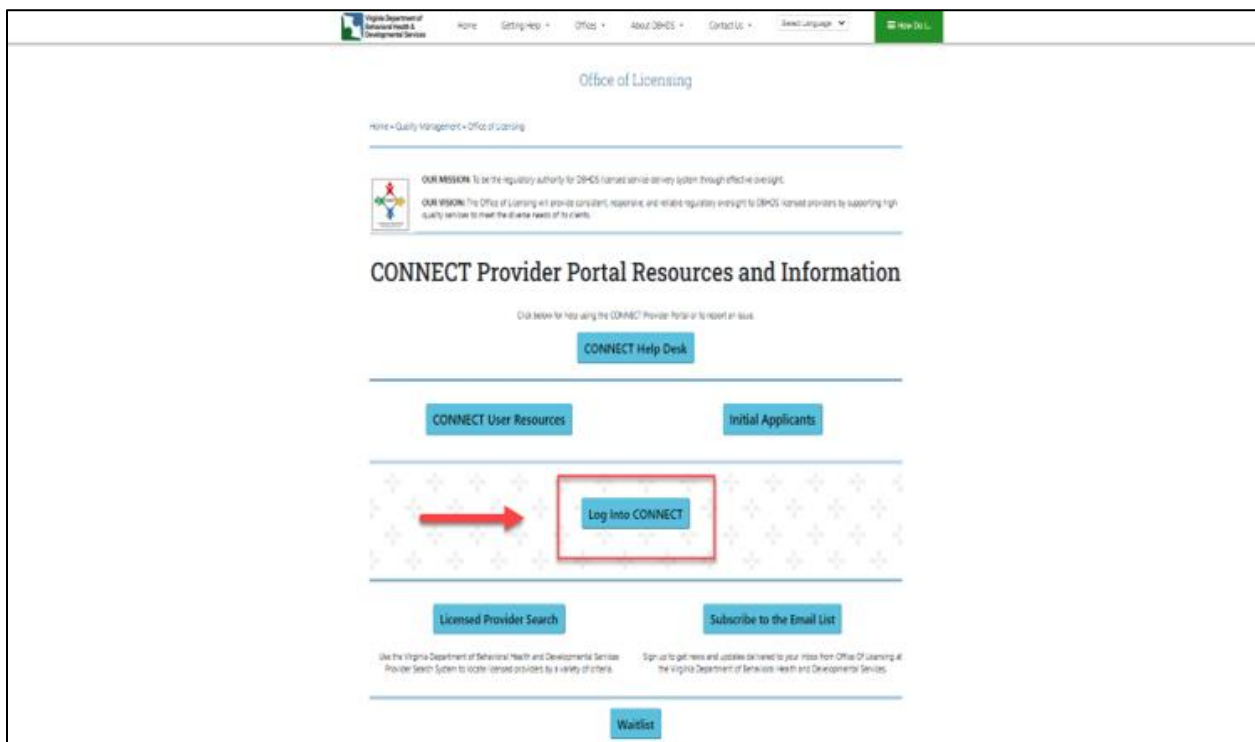
How Do I Use the Forgot Password Link?

The following guide will help providers understand how to use the "Forgot Password?" function in the CONNECT Provider Portal. This guide will help the provider understand how to locate the "Forgot Password?" link, locate the temporary password, and reset their password.

The following Job Aid provides step-by-step instructions on how to use the "Forgot Password?" function in the CONNECT Provider Portal as follows:

1. How Do I Locate the "Forgot Password?" link in CONNECT?
2. How Do I Use the "Forgot Password?" function in CONNECT
3. How Do I Locate the Temporary Password?
4. How Do I Reset the Password in CONNECT?

Section 1: How Do I Locate the "Forgot Password?" link in CONNECT?

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

Step 2: From the CONNECT Provider Portal Login page, click the **Forgot Password?** Link.

Section 2: How Do I Use the "Forgot Password?" function in CONNECT?

Step 1: Enter the **Email Address** and the **Provider Number**, then click the **Submit** button. **Note:** The Email Address refers to the email address that is on record. The Provider number is the number assigned by DBHDS, not your NPI number.

Step 2: From the **Security Questions** page, answer each security question and then click the **Submit** button. **Note:** The Security Questions are case sensitive. Please enter the information the same as when initially created to prevent receiving an error message.

Section 3: How Do I Locate the Temporary Password?

Step 1: After answering the Security Questions, check your email Inbox for the **Temporary Password Email**. The temporary password email will be sent to the email linked to your provider record. The temporary password will expire after 48 hours. **Note:** Please check your **Spam or Junk** mail folders if the email is not found in your inbox. The temporary password email is system generated and sent from the vendor. It is recommended you add this email address to your contacts to avoid the emails from going to your spam or junk folder in the future. The email name is DBHDS Office of Licensing, but the actual email address is smtprelay@glsolutions.com who is our vendor for CONNECT.

Step 2: If the **Temporary Password Email** was received, proceed to **Section 4**. If the **Temporary Password Email** was *not* received, please ensure that you have completed the following steps:

Checked the SPAM/Junk Folder.

Restarted email so the Inbox refreshes.

Checked the Inbox again around date and time the temporary password was sent.

Note: If part of a larger organization, you may need to check with your IT Department to ensure the email is not being blocked.

Section 4: How Do I Reset the Password in CONNECT?

Step 1: Once the temporary password has been received, from the CONNECT Provider Portal Login page, enter the User Account **Email Address** and **Temporary Password**. Click the **Login** button. **Note:** If you are using the cut and paste method, do not include blank spaces on either side of the temporary password, as the system will include the blank spaces as part of the password.

Step 2: From the **Change Login Information** page, enter the User Account **Email Address** and **New Password,** and confirm each by entering the information a second time. Then select the **Security Questions** and enter the **Answers**. When complete, click the **Save** button.

Step 3: You will be sent to the **CONNECT Provider Selection** landing page**.**

This completes the **How Do I Use the "Forgot Password?" Link** job aid.