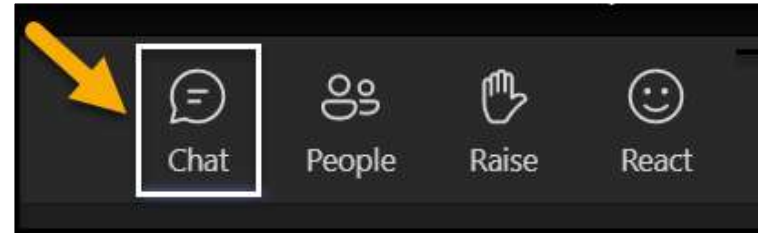# CONNECT Managing Contacts
June 2024

Dan Jenkins
CONNECT System Manager
Office of Licensing

Use the Chat feature to access the link for the 'Q&A' session.

Training video and PowerPoint presentation will be posted on the Office of Licensing website.

Chat   People   Raise   React

Thank you for participating in the Q&A portion of today's CONNECT Training!

Please enter your questions below. Answers will be posted along with today's presentation on the Office of Licensing Website.

1. What questions do you have about today's CONNECT Training?

Enter your answer

Today's demonstration will include:

1. Log-in Process
2. Selecting your Provider Dashboard
3. Manage Authorized Contacts
4. Adding Authorized Contacts
5. Editing Authorized Contacts (Name, Contact Info, Access)
6. Removing Authorized Contacts
7. Tips & Reminders
8. Additional Resources

CONNECT

VA Department of Behavioral Health and Developmental Services
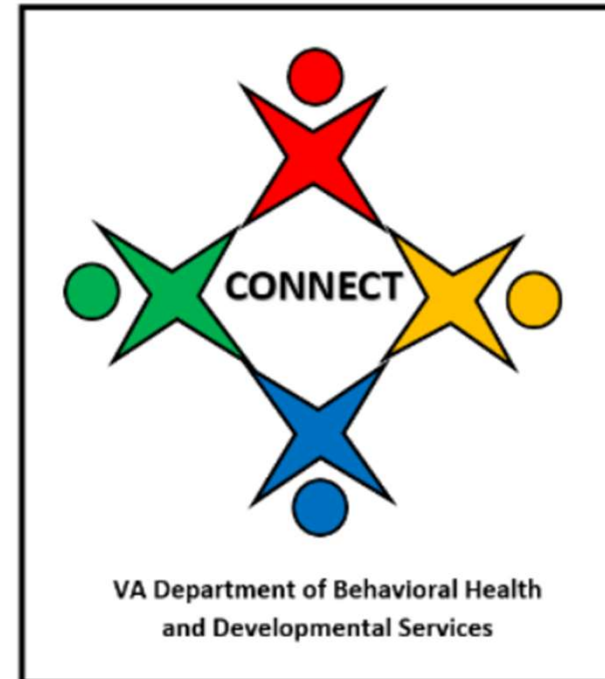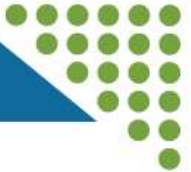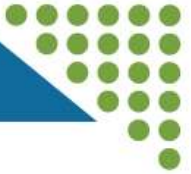
Live Demonstration
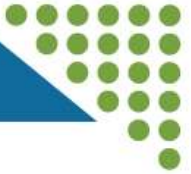
Tips & Reminders

1. Your Main Authorized Contact can reset passwords for all other Authorized Contacts.

2. Remember to remove Authorized Contacts that leave your organization.

3. Add the following email addresses to your "Safe Senders" list:

   noreply-connect@dbhds.virginia.gov
   smtprelay@glsolutions.com

Additional Resources

1. For a review of the Provider Portal Dashboard:
   https://www.youtube.com/watch?v=Wftcu9J3OLo

2. For all other CONNECT User Resources:
   https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/
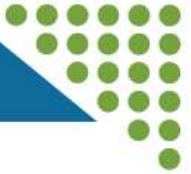
Thank you for attending!

Remember to enter questions into the Form available in the Webinar Chat.