

The CONNECT Blast



Office of Licensing
June 2022

Welcome to our CONNECT newsletter to update providers on the DBHDS CONNECT licensing system and tips to using the CONNECT Provider Web Portal.

Updates to the CONNECT Licensing System

- ❖ Providers are now limited in the CONNECT Portal to 3 pending submissions for each modification type. The types of modifications are: Information modification, Location modification, and Service modification. With this change, CONNECT will not allow opening a 4th modification if there are 3 modifications of a certain type pending submission. Once a modification is submitted and the status is pending, the Office of Licensing will be in receipt of the modification and the limitation will be removed.

User Tips From the CONNECT Help Desk

- ❖ If you have requested a login on the CONNECT provider portal or a password reset and have not received your temporary password:
 - Please check your spam box to see if the password was sent there. In addition, please add smtprelay@gl solutions.com to your contact list.
 - Temporary passwords sent in email will expire after 48 hours. Please use the expired password anyway and the system will prompt you to reset it.
 - If you are a member of a larger organization and find your users are not receiving password reset emails, you will need to speak with your IT department to ensure emails sent from smtprelay@gl solutions.com are not blocked by the organization's firewall.
 - Add smtprelay@gl solutions.com to your contacts and/or make sure pop up blockers are not on that would prevent contact with the CONNECT portal.
- ❖ Routinely clear browser cache and cookies, as this helps CONNECT run better on your computer and fixes certain problems, like slow loading screens or formatting issues.
- ❖ CONNECT users for provider organizations should contact their provider's main authorized contact for password resets and other access issues.
- ❖ The fastest way to get CONNECT Help is to navigate to the DBHDS Office of Licensing website <https://dbhds.virginia.gov/quality-management/office-of-licensing/> and click on the **CONNECT Help Desk** button. There you will find instructions to email the issue to our Help Desk with the important information needed including screenshots so that we clearly troubleshoot your issue for quick and satisfactory resolution.