

The CONNECT Blast



Virginia Department of
Behavioral Health &
Developmental Services

Office of Licensing
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This newsletter will provide updates on the DBHDS CONNECT licensing system and offer tips for using the CONNECT Provider Web Portal.

New Enhancements to CONNECT Provider Portal

- ❖ There are no new enhancements scheduled this month. We highly recommend continuing to read the CONNECT Blast Newsletter announcing any changes to CONNECT that will impact licensed providers and applicants.

From the CONNECT Help Desk

- ❖ **A CONNECT Job Aid is now available on the DBHDS Office of Licensing public website:**
 - [How Do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal?](#)
- ❖ **Previously Published Job Aids include:**
 - [How Do I Register for the CONNECT Provider Portal to Begin the Initial Application Process?](#)
 - [How Do I Determine which Modification Application to Submit in CONNECT when a Change Needs to Be Made?](#)
 - [How do I View Licensing Information from the CONNECT Provider Portal Dashboard?](#)
 - [How do I Submit a Renewal from the CONNECT Provider Portal?](#)
- ❖ **Online Account and Password Resets**
 - As a reminder, per security protocols, the DBHDS Office of Licensing Help Desk is only authorized to reset the password for the Main Authorized Contact (“MAC”). All additional users will be referred to their organization’s MAC for password reset requests. Tickets submitted on behalf of the MAC will be resolved by contacting the MAC. Please refer to the new Job Aid, **How do I Manage Authorized Contacts and Reset Passwords in the CONNECT Provider Portal**, which will guide the MAC and authorized users with adding/removing contacts and resetting passwords.
- ❖ **How to reach the CONNECT Help Desk**
 - The DBHDS CONNECT Help Desk Issue Box is monitored by the Help Desk Team Monday-Friday from 8:30am-5:00pm.

- To report an issue, please navigate to the [Office of Licensing website](#), and find the **“Report an Issue”** button under the **CONNECT Help Desk tab**. Tickets should include Authorized Contact’s Name, Provider ID, Service License (if applicable), Provider Name (optional), best contact phone number and a description of the issue that is occurring. It is also helpful to submit a screenshot/picture of the CONNECT error on the page which will expedite the resolution.
- If you have questions related to Licensing Regulations or a policy inquiry, please send a message to your licensing specialist through the CONNECT Portal Message Center. For new applicants, you can send questions through the CONNECT Portal Message Center or by email to the general Office of Licensing Admin team at licensingadminsupport@dbhds.virginia.gov.