



## CONNECT Provider Portal - How do I Job Aid

### How do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal?

The following guide will help providers understand the function of the MAC and provide step-by-step instructions for the MAC in order to Manage Authorized Contacts and Reset Passwords in the CONNECT Provider Portal.

Each provider in the CONNECT Provider Portal is assigned one Main Authorized Contact (\*MAC\*). The MAC has a designated role as outlined below:

1. Receives email notification(s) from the Office of Licensing when a correspondence is posted for review in the portal.
2. Attests that they will monitor CONNECT Portal users; add new users, update user contact information and remove/inactivate users as appropriate.
3. Determine and edit portal access.
4. Reset passwords when authorized users cannot reset their own password.

**Note:** For existing providers, the name of the Main Authorized Contact (MAC) for each provider was confirmed during the implementation of the system. Since that time, the MAC may have left the organization or changed roles. In order to reassign the role of the MAC, it is necessary for the provider to submit to the Office of Licensing, an Information Modification, identifying the transfer of MAC responsibilities from previous MAC to the new MAC. Please provide both names in the Information Modification and allow time for the Office of Licensing to process your application before removing the current MAC assigned.

The MAC's role is to support their provider organization CONNECT Users. The Office of Licensing recommends the MAC designates a backup CONNECT User with All Access to the CONNECT Provider Portal. Any CONNECT User with All Access to the portal can perform the functions described below from the Manage Authorized Contacts menu.

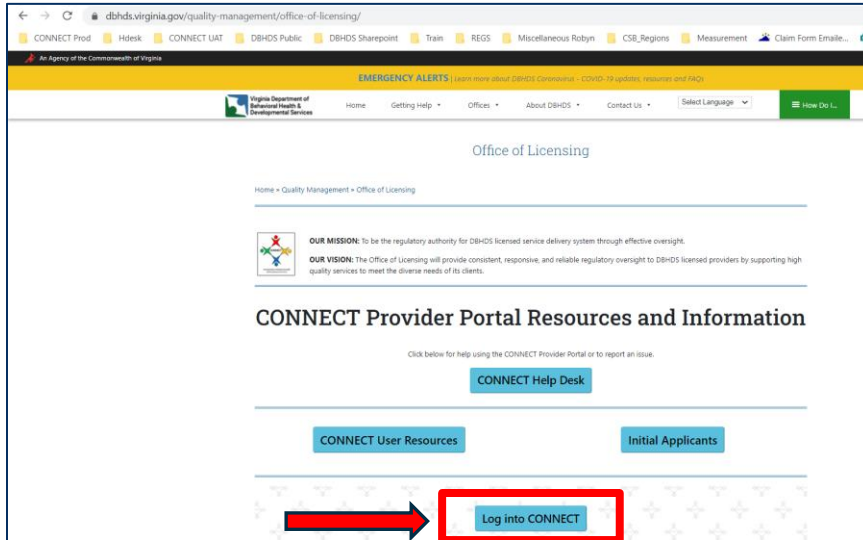
The following job aid provides step-by-step instructions for each function the MAC can perform in the CONNECT Provider Portal, to Manage Authorized Contacts and Reset Passwords:

- A. Add New Contact
- B. Edit Contact Information
- C. Edit Access Levels and Reset Passwords
- D. Remove Contacts

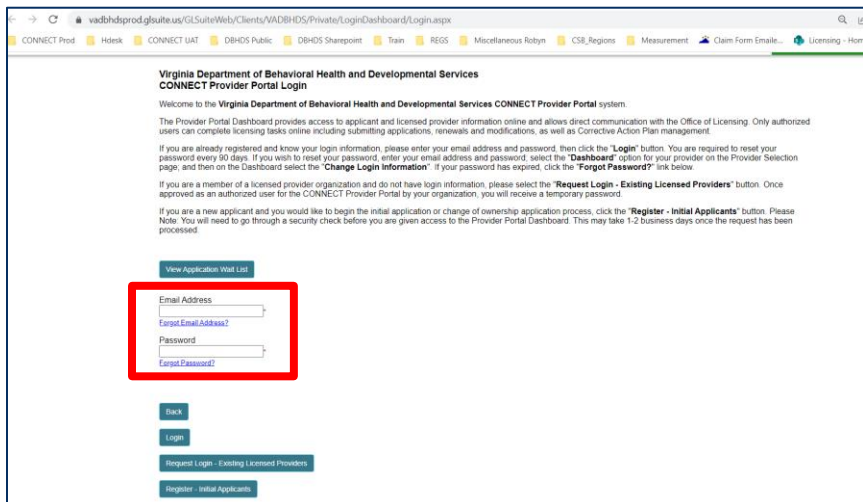


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**Step 1:** From the DBHDS Office of Licensing website, click the **Log into CONNECT** button.



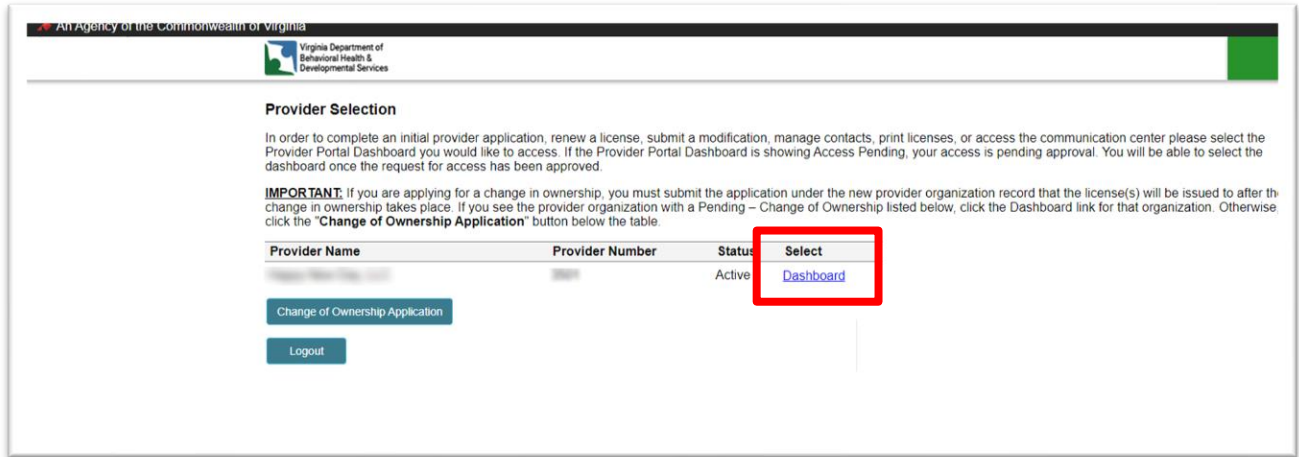
**Step 2:** From the CONNECT Provider Portal Login page, enter the User Account **Email Address** and **Password**.



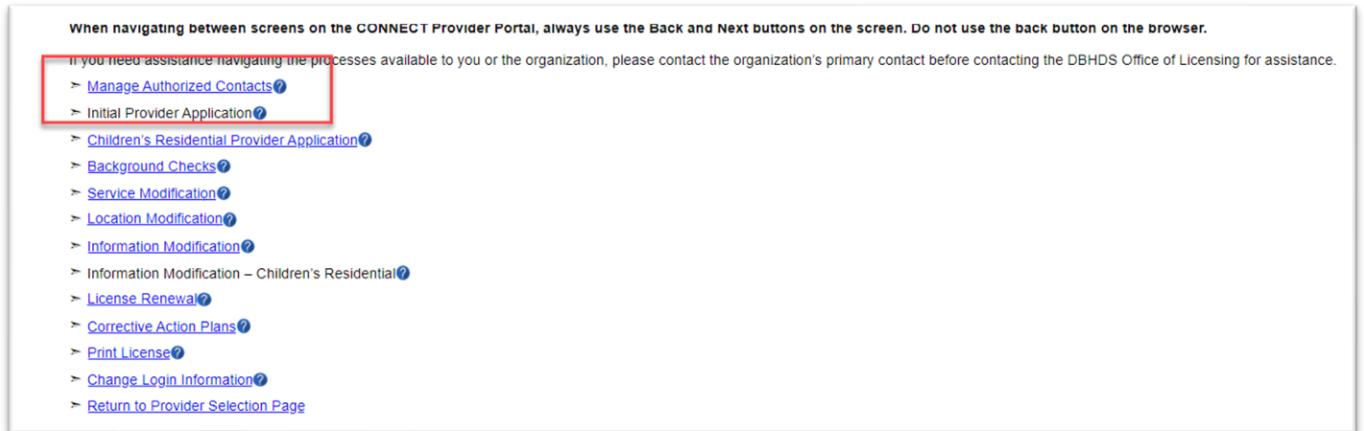


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**Step 3:** From the provider landing page, click the **Dashboard** button to open the Provider Dashboard.



**Step 4:** From the Provider Portal Dashboard, the provider will select **Manage Authorized Contact** from the menu.



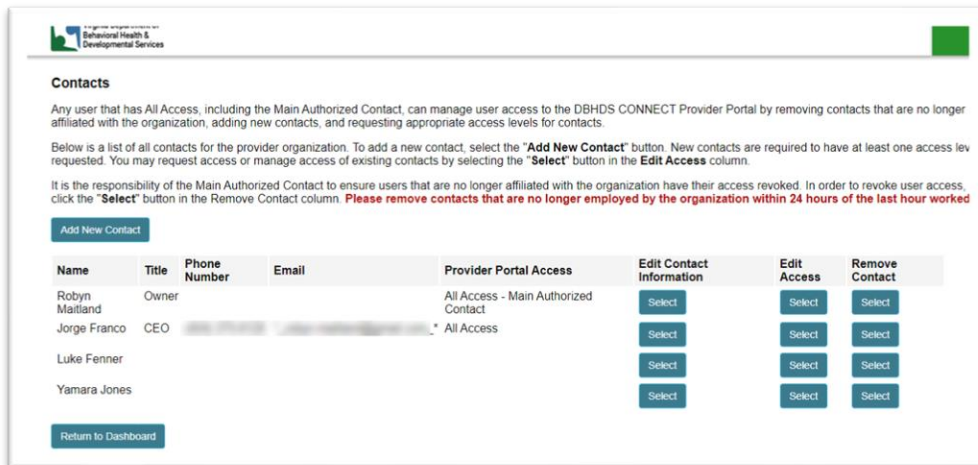


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The Manage Authorized Contact Displays. From this menu, the MAC and any user with ALL ACCESS, can perform the following functions:

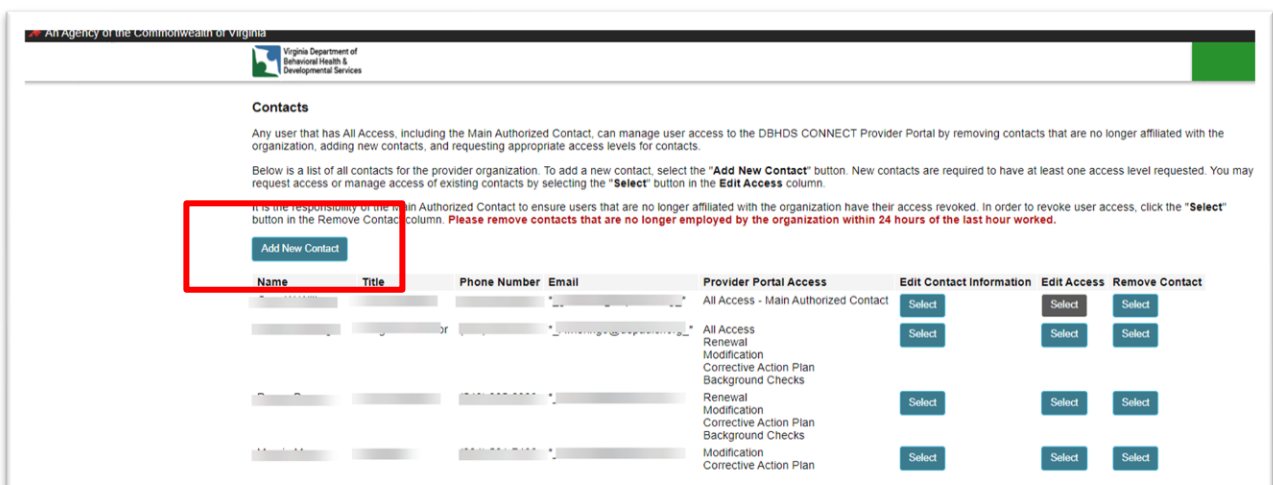
- A. Add New Contact
- B. Edit Contact Information
- C. Edit Access and Reset Password
- D. Remove Contact

Note: Contacts identified as owners of the provider organization cannot be deleted from the CONNECT Provider Portal without a change of ownership application.



## A. Add New Contact:

Step 1: From the Manage Authorized Contacts menu, select the **Add New Contact** button.





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Step 2: Enter the contact's primary information. Note each user account must have a unique email address.

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Virginia Department of Behavioral Health & Developmental Services

**Contact Information**  
Please enter/update the address for the contact below, then click "Save" to continue.

**Name:** robyn maitland

**Contact Information**  
Phone Number: \*  
Alternate Number:  
Email Address: \*  
Fax:

**Mailing Address**  
Street 1: \*  
Street 2:  
City: \*  
State: \*  
Zip:  
City/Country: \*

\* Indicates a required field

Cancel Save

Step 3: Click the **Save** button.

Step 4: The User is now added. The next step is to go to step **C. Edit Access** to give the user access to the provider portal based on role.

## B. Edit Contact Information:

Step 1: Click the **Edit Contact Information** Button from the Manage Contacts Menu.

**Contacts**

Any user that has All Access, including the Main Authorized Contact, can manage user access to the DBHDS CONNECT Provider Portal by removing contacts that are no longer affiliated with the organization, adding new contacts, and requesting appropriate access levels for contacts.

Below is a list of all contacts for the provider organization. To add a new contact, select the "Add New Contact" button. New contacts are required to have at least one access level requested. You may request access or manage access of existing contacts by selecting the "Select" button in the Edit Access column.

It is the responsibility of the Main Authorized Contact to ensure users that are no longer affiliated with the organization have their access revoked. In order to revoke user access, click the "Select" button in the Remove Contact column. **Please remove contacts that are no longer employed by the organization within 24 hours of the last hour worked.**

Add New Contact

Name	Title	Phone Number	Email	Provider Portal Access	Edit Contact Information:	Edit Access	Remove Contact
Robyn Maitland	Owner			All Access - Main Authorized Contact	Select	Select	Select
Jorge Franco	CEO			* All Access	Select	Select	Select
Luke Fenner					Select	Select	Select
Yamara Jones					Select	Select	Select

Returns to Dashboard



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Step 2: The Contact Information page displays, requiring the MAC to enter **all required fields** that include any updates to the user account.

Step 3: Click the **Save** button to save the changes.

## C. Edit Access and Reset Passwords

Step 1: Click the **Edit Access** Button for the user requiring update.

Name	Title	Phone Number	Email	Provider Portal Access	Edit Contact Information	Edit Access	Remove Contact
[Redacted]	[Redacted]	[Redacted]	[Redacted]	All Access - Main Authorized Contact	Select	Select	Select
[Redacted]	[Redacted]	[Redacted]	[Redacted]	All Access Renewal Modification Corrective Action Plan Background Checks	Select	Select	Select
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Renewal Modification Corrective Action Plan Background Checks	Select	Select	Select
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Modification Corrective Action Plan	Select	Select	Select



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Step 2: **Select the checkbox** for All Access or indicate the specific Access Level by clicking one or multiple checkboxes.

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Please specify the access level requested for the selected contact for the DBHDS CONNECT Provider Portal. Once the Access Level is set, select "Save"

The "Send Temporary Password" button will only be available for contacts who have access to the DBHDS Provider Portal or have a request for access submitted. Click the "Send Temporary Password" to send a new temporary password to a selected contact when necessary.

Note: Please submit an Information Modification to change the Main Authorized Contact.

Contact Name: robin.mallard

**Current Access Level:**

All Access:	<input checked="" type="checkbox"/>
Renewal:	<input type="checkbox"/>
Modification:	<input type="checkbox"/>
Corrective Action Plan:	<input type="checkbox"/>
Background Checks:	<input type="checkbox"/>

**Access Definitions:**

**\*\*NOTE:** A user can be given any combination of access to the Provider Portal. All users will have access to manage their own password, print a license, messaging, and the correspondence link.

**All Access:** The user will have access to all functions from the Provider Portal Dashboard. This includes all of access levels listed below, as well as access to add and manage authorized contacts, resetting passwords, etc. This is the highest level of Provider Portal Access.

**Renewal:** The user will have access to submit renewals.

**Modification:** The user will have access to submit modifications.

**Corrective Action Plan:** The user will have access only to corrective action plans.

**Background Checks:** The user will have access to add and manage background check contacts, view the status of submitted background checks, and view decision letters sent by the agency. This access should be restricted to background check contacts only.

Cancel Save Send Temporary Password

Note: From this menu, a Temporary Password can be sent for users who need password reset help.

Step 3: Click the **Save** button.



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## D. Remove Contacts

Please remove contacts who are no longer employed by the organization within 24 hours of the last hour worked.

Step 1: Click the **Edit Contact Information** Button for the user requiring the update.

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### Contacts

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[Add New Contact](#)

Name	Title	Phone Number	Email	Provider Portal Access	Edit Contact Information	Edit Access	Remove Contact
Robyn Maitland	Owner	(804) 555-1212	robyn.maitland@dbhds.virginia.gov	All Access - Main Authorized Contact	Select	Select	Select
Jorge Franco	CEO	(404) 375-6128	*_robyn.maitland@gmail.com_*	All Access	Select	Select	Select
Luke Fenner		(555) 122-1222	luke@dbhds.virginia.gov		Select	Select	Select
Yamara Jones					Select	Select	Select

[Return to Dashboard](#)

This completes the **How do I Manage Authorized Contacts and Password Resets in the CONNECT Provider Portal Job Aid**.