



# CONNECT Provider Portal - How Do I Job Aid

## How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?

The following guide will help CONNECT authorized users understand how to recognize when their password is expiring and provides step-by-step instructions to reset their password. This guide will also help authorized users to reset their password after the password has expired and will help the authorized user understand the function of the Change Login Information link within the CONNECT Provider Portal.

When the authorized user's password is expiring, the authorized user can reset their password *prior to expiration* within the CONNECT Provider Portal using the Change Login Information menu link. When the authorized user's password *has expired*, the authorized user will receive an expiration notification on the screen when attempting to access CONNECT.

The following Job Aid provides step-by-step instructions to authorized users on how to reset a password in CONNECT when it is expiring or has expired as follows:

1. How Do I Know the Password Is Expiring?
2. How Do I Reset the Password Prior to Expiration?
3. How Do I Reset the Password After the Password Has Expired?

## Section 1: How Do I Know a Password Is Expiring?

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

The screenshot shows a web browser window displaying the 'Office of Licensing' page. The page features a navigation bar with 'EMERGENCY ALERTS' and a 'How Do I...' menu. Below the navigation bar, the page title is 'Office of Licensing'. The main content area is titled 'CONNECT Provider Portal Resources and Information'. A red arrow points to the 'Log Into CONNECT' button, which is highlighted with a red box. Other buttons visible include 'CONNECT Help Desk', 'CONNECT User Resources', 'Initial Applicants', 'Licensed Provider Search', 'Subscribe to the Email List', and 'Waitlist'.

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

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Virginia Department of Behavioral Health & Developmental Services

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### Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal Login

Welcome to the Virginia Department of Behavioral Health and Developmental Services CONNECT Provider Portal system.

The Provider Portal Dashboard provides access to applicant and licensed provider information online and allows direct communication with the Office of Licensing. Only authorized users can complete licensing tasks online including submitting applications, renewals and modifications, as well as Corrective Action Plan management.

If you are already registered and know your login information, please enter your email address and password, then click the "Login" button. You are required to reset your password every 90 days. If you wish to reset your password, enter your email address and password; select the "Dashboard" option for your provider on the Provider Selection page; and then on the Dashboard select the "Change Login Information". If your password has expired, click the "Forgot Password?" link below.

If you are a member of a licensed provider organization and do not have login information, please select the "Request Login - Existing Licensed Providers" button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.

If you are a new applicant and you would like to begin the initial application or change of ownership application process, click the "Register - Initial Applicants" button. Please Note: You will need to go through a security check before you are given access to the Provider Portal Dashboard. This may take 1-2 business days once the request has been processed.

[View Application Wait List](#)

Email Address

[Forgot Email Address?](#)

Password

[Forgot Password?](#)

[Back](#)

[Login](#)

[Request Login - Existing Licensed Providers](#)

[Register - Initial Applicants](#)

\*Indicates a required field

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

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### Provider Selection

In order to complete an initial provider application, renew a license, submit a modification, manage contacts, print licenses, or access the communication center please select the Provider Portal Dashboard you would like to access. If the Provider Portal Dashboard is showing Access Pending, your access is pending approval. You will be able to select the dashboard once the request for access has been approved.

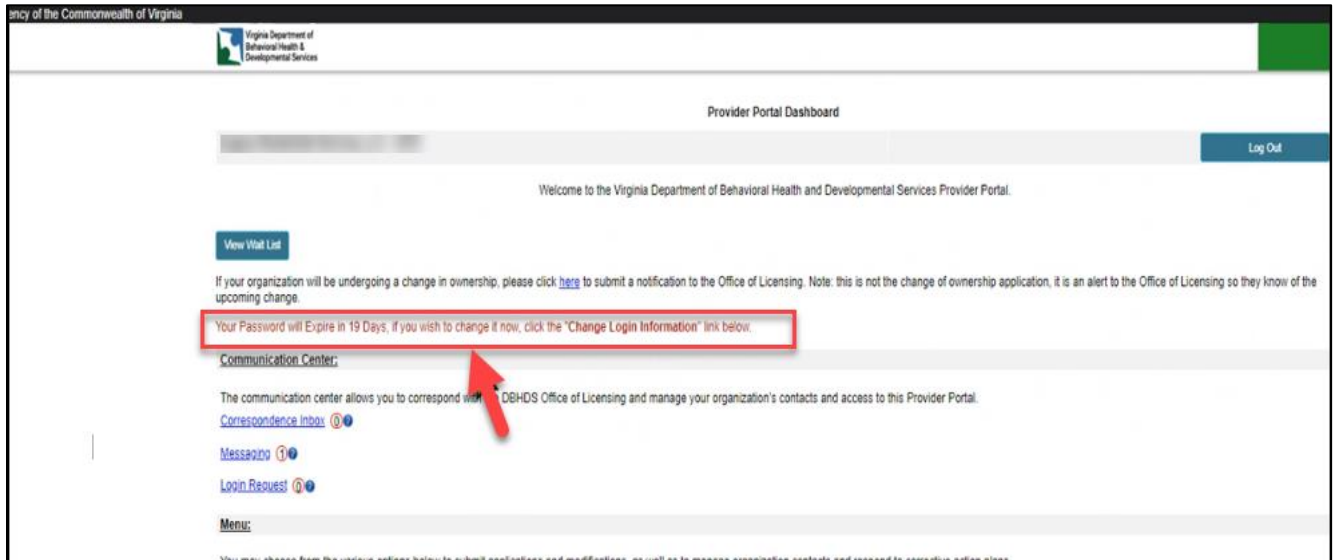
**IMPORTANT:** If you are applying for a change in ownership, you must submit the application under the new provider organization record that the license(s) will be issued after the change in ownership takes place. If you see the provider organization with a Pending - Change of Ownership listed below, click the Dashboard link for that organization. Otherwise, click the "Change of Ownership Application" button below the table.

Provider Name	Provider Number	Status	Select
		Active	<a href="#">Dashboard</a>

[Change of Ownership Application](#)

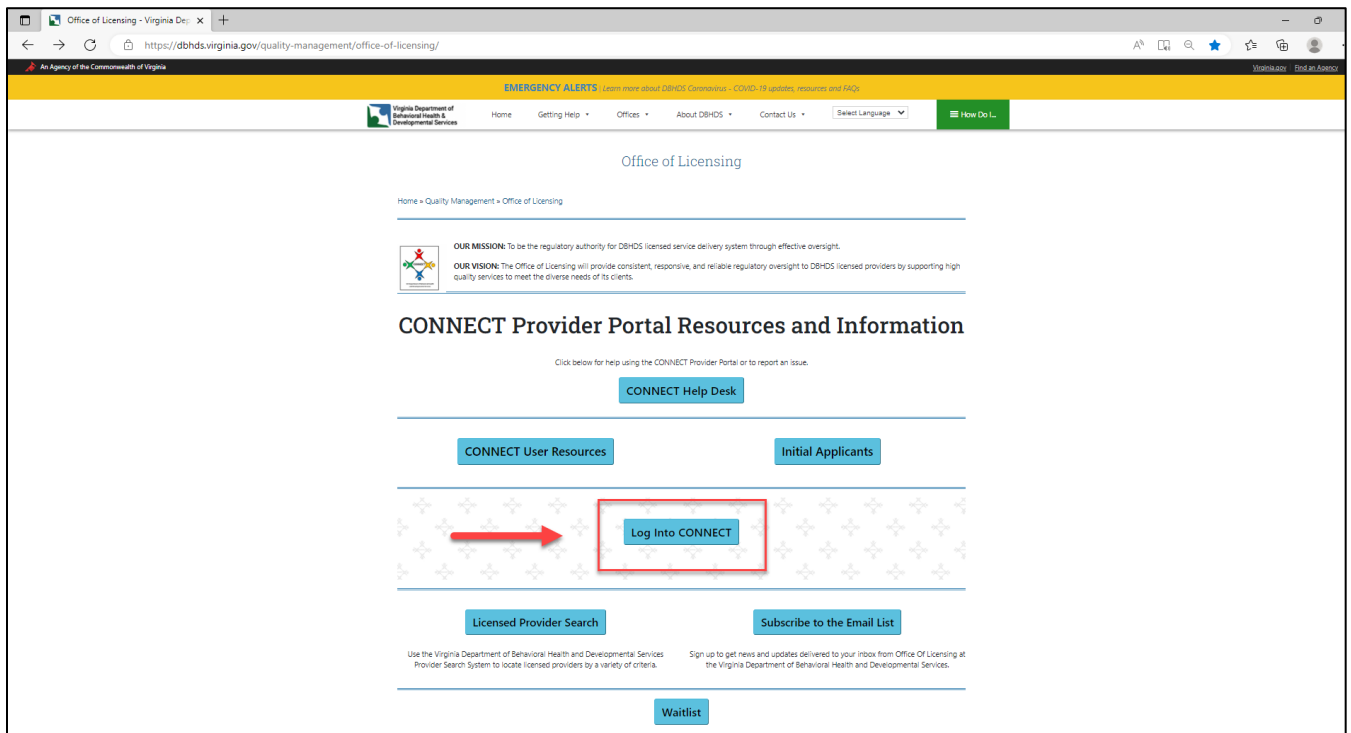
[Logout](#)

**Step 4:** On the **Provider Portal Dashboard** landing page there will be an expiration notification.



## **Section 2: How Do I Reset the Password Prior to Expiration?**

**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**. Click the **Login** button.

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### CONNECT Provider Portal Login

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If you are already registered and know your login information, please enter your email address and password, then click the "Login" button. You are required to reset your password every 90 days. If you wish to reset your password, enter your email address and password, select the "Dashboard" option for your provider on the Provider Selection page, and then on the Dashboard select the "Change Login Information". If your password has expired, click the "Forgot Password?" link below.

If you are a member of a licensed provider organization and do not have login information, please select the "Request Login - Existing Licensed Providers" button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.

If you are a new applicant and you would like to begin the initial application or change of ownership application process, click the "Register - Initial Applicants" button. Please Note: You will need to go through a security check before you are given access to the Provider Portal Dashboard. This may take 1-2 business days once the request has been processed.

[View Application Wait List](#)

Email Address

[Forgot Email Address?](#)

Password

[Forgot Password?](#)

[Back](#)

[Login](#)

[Request Login - Existing Licensed Providers](#)

[Register - Initial Applicants](#)

\*Indicates a required field

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

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### Provider Selection

In order to complete an initial provider application, renew a license, submit a modification, manage contacts, print licenses, or access the communication center please select the Provider Portal Dashboard you would like to access. If the Provider Portal Dashboard is showing Access Pending, your access is pending approval. You will be able to select the dashboard once the request for access has been approved.

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Provider Name	Provider Number	Status	Select
		Active	<a href="#">Dashboard</a>

[Change of Ownership Application](#)

[Logout](#)

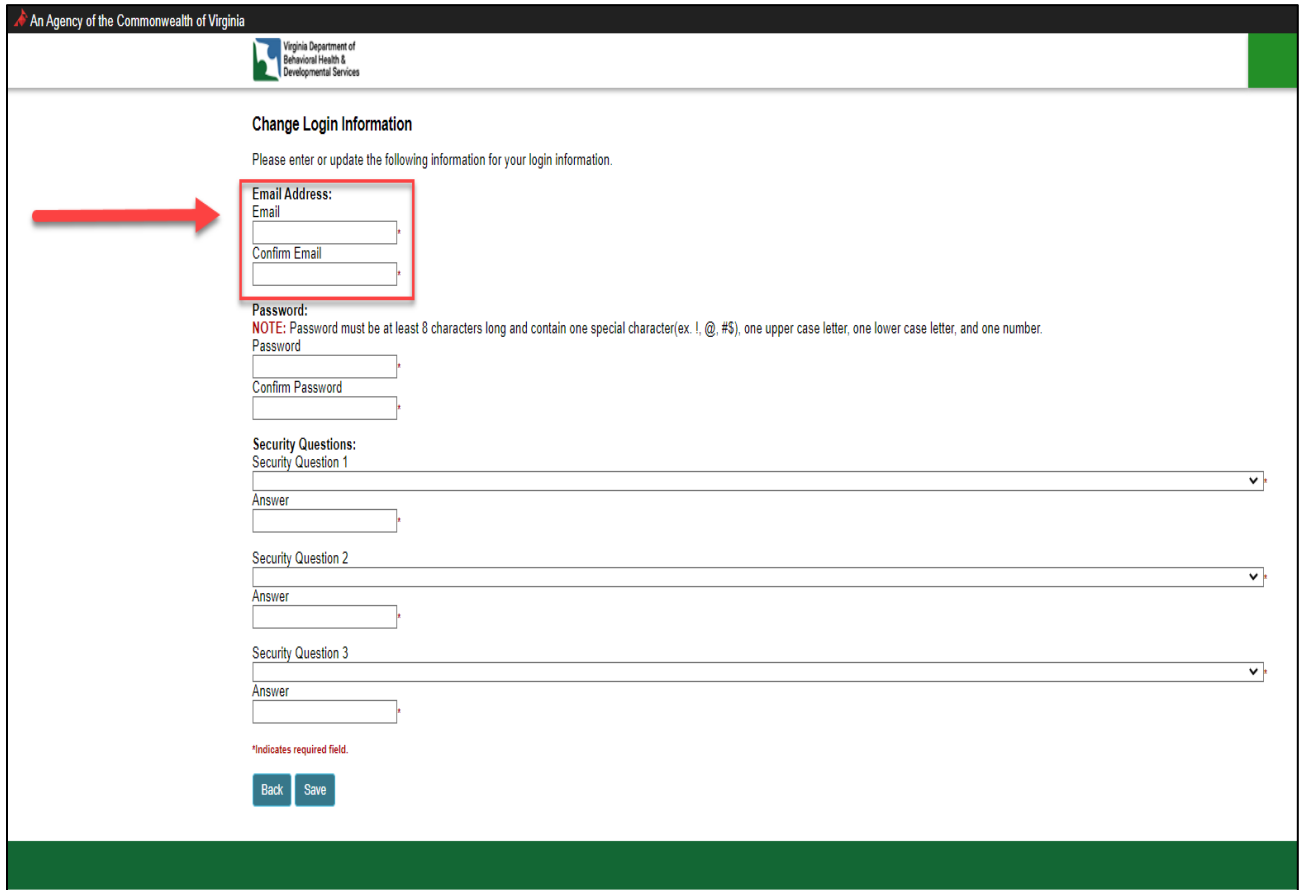
## Step 4: Click the **Change Login Information** link to update the login information.

The screenshot shows the 'Provider Portal Dashboard' for the Virginia Department of Behavioral Health and Developmental Services. At the top right is a 'Log Out' button. Below the header, there is a 'View Wait List' button and a welcome message. A 'Communication Center' section includes links for 'Correspondence Inbox', 'Messaging', and 'Login Request'. A 'Menu' section lists various options, with 'Change Login Information' highlighted by a red box and a red arrow pointing to it from the left. Other menu items include 'Manage Authorized Contacts', 'Initial Provider Application', 'Children's Residential Provider Application', 'Background Checks', 'Service Modification', 'Location Modification', 'Information Modification', 'Information Modification - Children's Residential', 'License Renewal', 'Corrective Action Plans', and 'Print License'. At the bottom of the menu is a 'Return to Provider Selection Page' link.

## Step 5: The Provider will be prompted to make updates on the **Change Login Information** landing page.

The screenshot shows the 'Change Login Information' page. At the top left, it says 'An Agency of the Commonwealth of Virginia' and 'Virginia Department of Behavioral Health & Developmental Services'. The main heading is 'Change Login Information'. Below this, it says 'Please enter or update the following information for your login information.' The form contains several sections: 'Email Address' with 'Email' and 'Confirm Email' fields; 'Password' with a note that passwords must be at least 8 characters long and contain a special character, one upper case letter, one lower case letter, and one number, and fields for 'Password' and 'Confirm Password'; and 'Security Questions' with three questions, each having a dropdown menu for the question and a text field for the answer. At the bottom, there is a note '\*Indicates required field.' and two buttons: 'Back' and 'Save'.

**Step 6:** Enter the email address in the **Email Address** field. Then enter the email address again to confirm that the email addresses match.



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### Change Login Information

Please enter or update the following information for your login information.

**Email Address:**

Email

Confirm Email

**Password:**

**NOTE:** Password must be at least 8 characters long and contain one special character(ex. !, @, #), one upper case letter, one lower case letter, and one number.

Password

Confirm Password

**Security Questions:**

Security Question 1

Answer

Security Question 2

Answer

Security Question 3

Answer

\*Indicates required field.

**Step 7:** Create a new password and enter it in the **Password** field. Then enter the password again to confirm that the passwords match.

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Virginia Department of Behavioral Health & Developmental Services

### Change Login Information

Please enter or update the following information for your login information.

**Email Address:**  
Email:   
Confirm Email:

**Password:**  
**NOTE:** Password must be at least 8 characters long and contain one special character(ex. !, @, #), one upper case letter, one lower case letter, and one number.  
Password:   
Confirm Password:

**Security Questions:**  
Security Question 1:   
Answer:   
Security Question 2:   
Answer:   
Security Question 3:   
Answer:

\*Indicates required field.

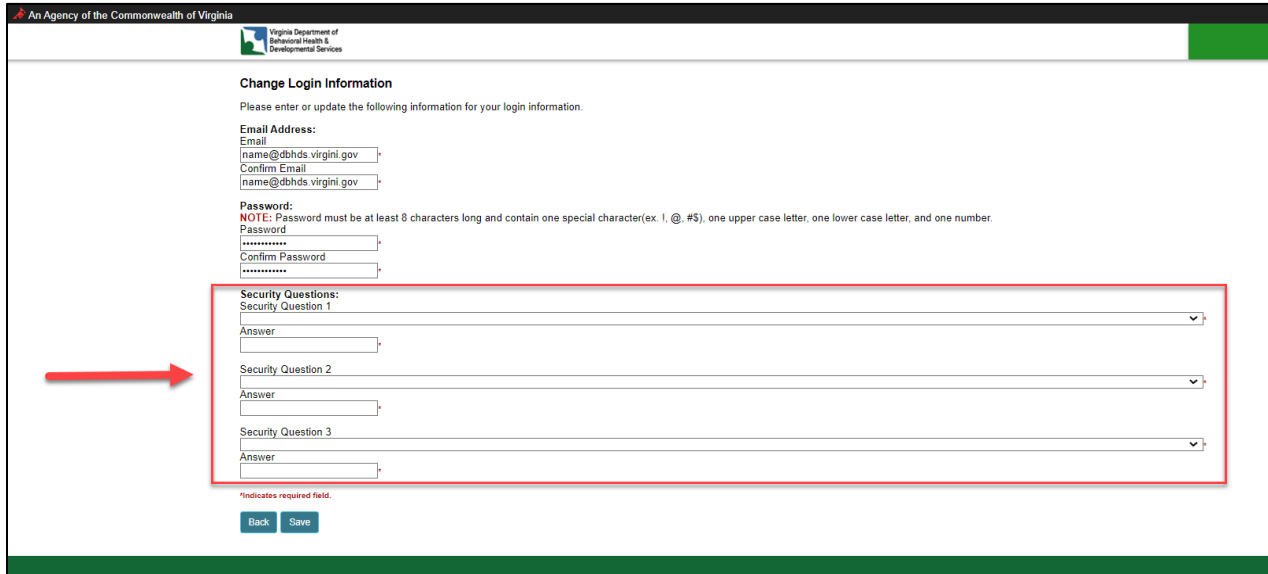
Note: If the Provider does not enter the new password according to the criteria noted, the Provider may receive an error message.

For example, if the Provider enters a previously used password, the following error message will appear:

**Password:**  
**NOTE:** Password must be at least 8 characters long and contain one special character(ex. !, @, #), one upper case letter, one lower case letter, and one number.  
Password:   
Confirm Password:

**The password you entered matches one of your last 24 passwords, please enter a new password.**

**Step 8:** Select a **Security Question** from the dropdown menu. Then enter the answer in the **Answer** field. Repeat this step for each **Security Question**.



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### Change Login Information

Please enter or update the following information for your login information.

**Email Address:**  
Email: [name@dbhds.virginia.gov]  
Confirm Email: [name@dbhds.virginia.gov]

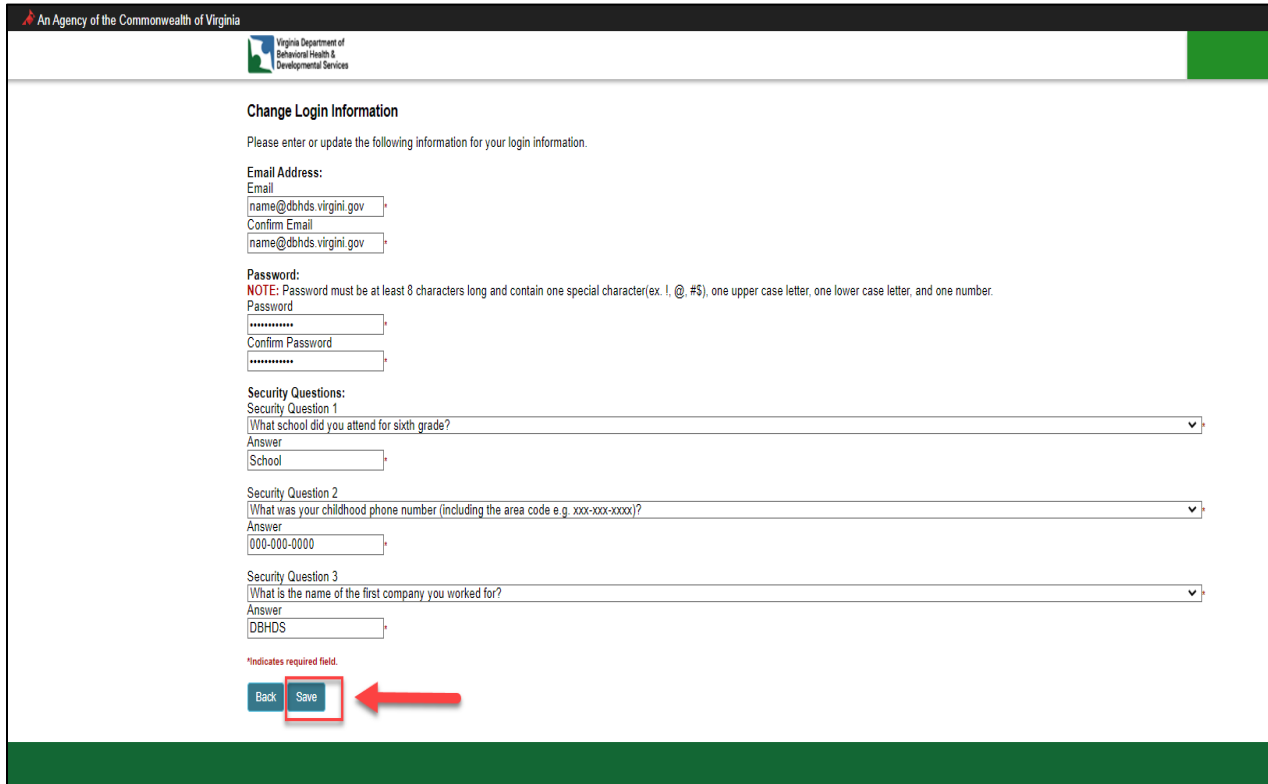
**Password:**  
**NOTE:** Password must be at least 8 characters long and contain one special character(ex. !, @, #), one upper case letter, one lower case letter, and one number.  
Password: [.....]  
Confirm Password: [.....]

**Security Questions:**  
Security Question 1: [.....]  
Answer: [.....]  
Security Question 2: [.....]  
Answer: [.....]  
Security Question 3: [.....]  
Answer: [.....]

\*Indicates required field.

[Back] [Save]

**Step 9:** Click the **Save** button to complete the process. The Provider will be taken to the Provider Portal Dashboard landing page once complete.



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Virginia Department of Behavioral Health & Developmental Services

### Change Login Information

Please enter or update the following information for your login information.

**Email Address:**  
Email: [name@dbhds.virginia.gov]  
Confirm Email: [name@dbhds.virginia.gov]

**Password:**  
**NOTE:** Password must be at least 8 characters long and contain one special character(ex. !, @, #), one upper case letter, one lower case letter, and one number.  
Password: [.....]  
Confirm Password: [.....]

**Security Questions:**  
Security Question 1: [What school did you attend for sixth grade?] [.....]  
Answer: [School]  
Security Question 2: [What was your childhood phone number (including the area code e.g. xxx-xxx-xxxx)?] [.....]  
Answer: [000-000-0000]  
Security Question 3: [What is the name of the first company you worked for?] [.....]  
Answer: [DBHDS]

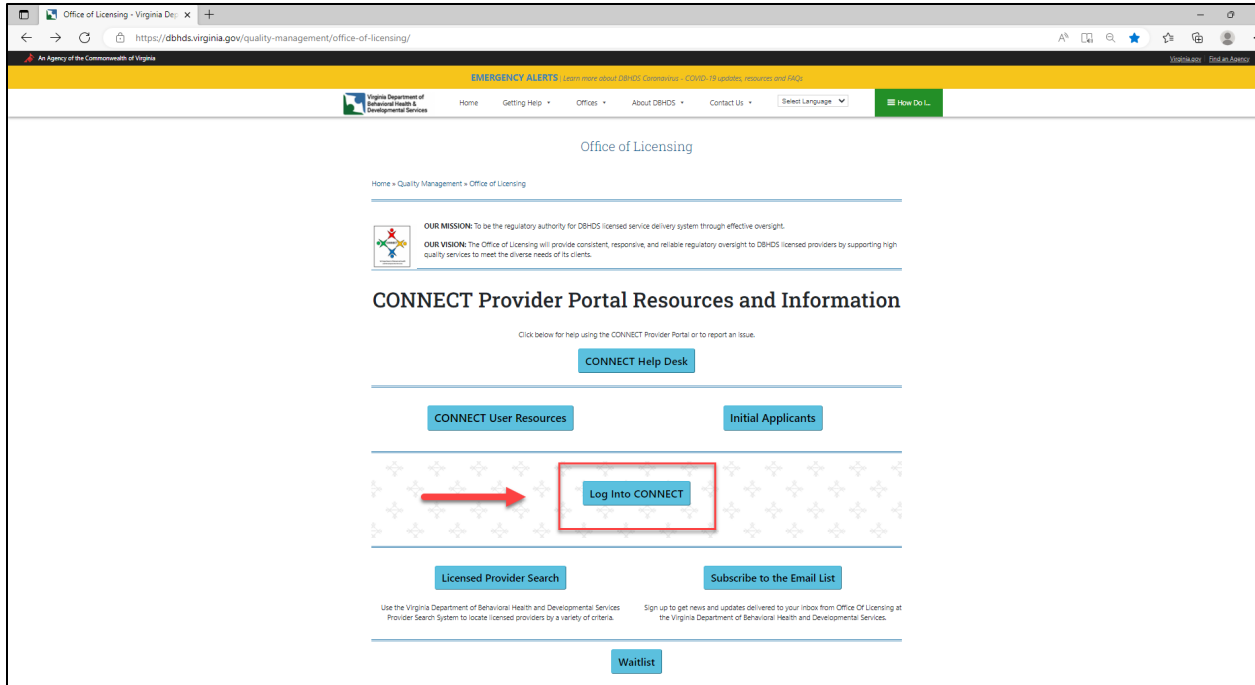
\*Indicates required field.

[Back] [Save]



## **Section 3: How Do I Reset the Password After the Password Has Expired?**

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



**Step 2:** After entering the User Account **Email Address** and **Password** on the CONNECT Provider Portal Login page, the password will disappear if it has expired.

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If you are already registered and know your login information, please enter your email address and password, then click the "Login" button. You are required to reset your password every 90 days. If you wish to reset your password, enter your email address and password, select the "Dashboard" option for your provider on the Provider Selection page, and then on the Dashboard select the "Change Login Information". If your password has expired, click the "Forgot Password?" link below.

If you are a member of a licensed provider organization and do not have login information, please select the "Request Login - Existing Licensed Providers" button. Once approved as an authorized user for the CONNECT Provider Portal by your organization, you will receive a temporary password.

If you are a new applicant and you would like to begin the initial application or change of ownership application process, click the "Register - Initial Applicants" button. Please Note: You will need to go through a security check before you are given access to the Provider Portal Dashboard. This may take 1-2 business days once the request has been processed.

[View Application Wait List](#)

Email Address  
  
[Forgot Email Address?](#)

Password  
  
[Forgot Password?](#)

Your password is expired. Please click "Forgot Password?" above to request a new temporary password.

[Back](#)

[Login](#)

[Request Login - Existing Licensed Providers](#)

[Register - Initial Applicants](#)

\*Indicates a required field

**Step 3:** A password expiration notification will appear on the screen instructing the Provider to Click the **Forgot Password** link.

[View Application Wait List](#)

Email Address  
  
[Forgot Email Address?](#)

Password  
  
[Forgot Password?](#)

Your password is expired. Please click "Forgot Password?" above to request a new temporary password.

[Back](#)

[Login](#)

[Request Login - Existing Licensed Providers](#)

[Register - Initial Applicants](#)

**Step 4: Click the Forgot Password link.**

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[View Application Wait List](#)

Email Address

[Forgot Email Address?](#)

Password

[Forgot Password?](#)

Your password is expired. Please click "Forgot Password?" above to request a new temporary password.

[Back](#)

[Login](#)

[Request Login - Existing Licensed Providers](#)

[Register - Initial Applicants](#)

\*Indicates a required field

**Step 5: Enter the User Account Email Address and DBHDS Licensed Provider Number.**

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### Forgot Password?

To reset your password, enter your email and the provider organization number. Upon clicking the "Submit" button, you will be prompted to enter the answers to security questions previously submitted.

**IMPORTANT:** If you have not set up security questions and need to reset your password, please click "Back" and return to the Login screen, then select Request Login to have your request for a new temporary password processed.

[Back](#) [Submit](#)

**Step 6:** Click the **Submit** button.

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### Forgot Password?

To reset your password, enter your email and the provider organization number. Upon clicking the "Submit" button, you will be prompted to enter the answers to security questions previously submitted.

**IMPORTANT:** If you have not set up security questions and need to reset your password, please click "Back" and return to the Login screen, then select Request Login to have your request for a new temporary password processed.

Email Address \*

Provider Number \*

A red arrow points to the Submit button.

**Step 7:** Enter the response to the **Security Questions** and click the **Submit** button.

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### Security Questions

Enter your response to the questions below. Upon clicking the "Submit" button, an email will be sent to the email address we have on file for your account containing a temporary password. Use this temporary password to log in to your account.

**IMPORTANT:** If you have not set up security questions and need to reset your password, please click "Back" and return to the Login screen, then select Request Login to have your request for a new temporary password processed.

Security Question 1:  
What was the name of your first pet?  
Answer:

Security Question 2:  
What is your oldest sibling's middle name?  
Answer:

Security Question 3:  
What is your favorite movie?  
Answer:

Red arrows point to the first answer field and the Submit button.

**\*IMPORTANT:** If you have not set up security questions and need to reset your password, please click **“Back”** and return to the Login screen, then select Request Login to have your request for a new temporary password processed.

This completes the **How Do I Reset My Password in CONNECT When It Is Expiring or Has Expired?** job aid.