



CONNECT Provider Portal - How Do I Job Aid

How Do I Send a Message in the CONNECT Provider Portal?

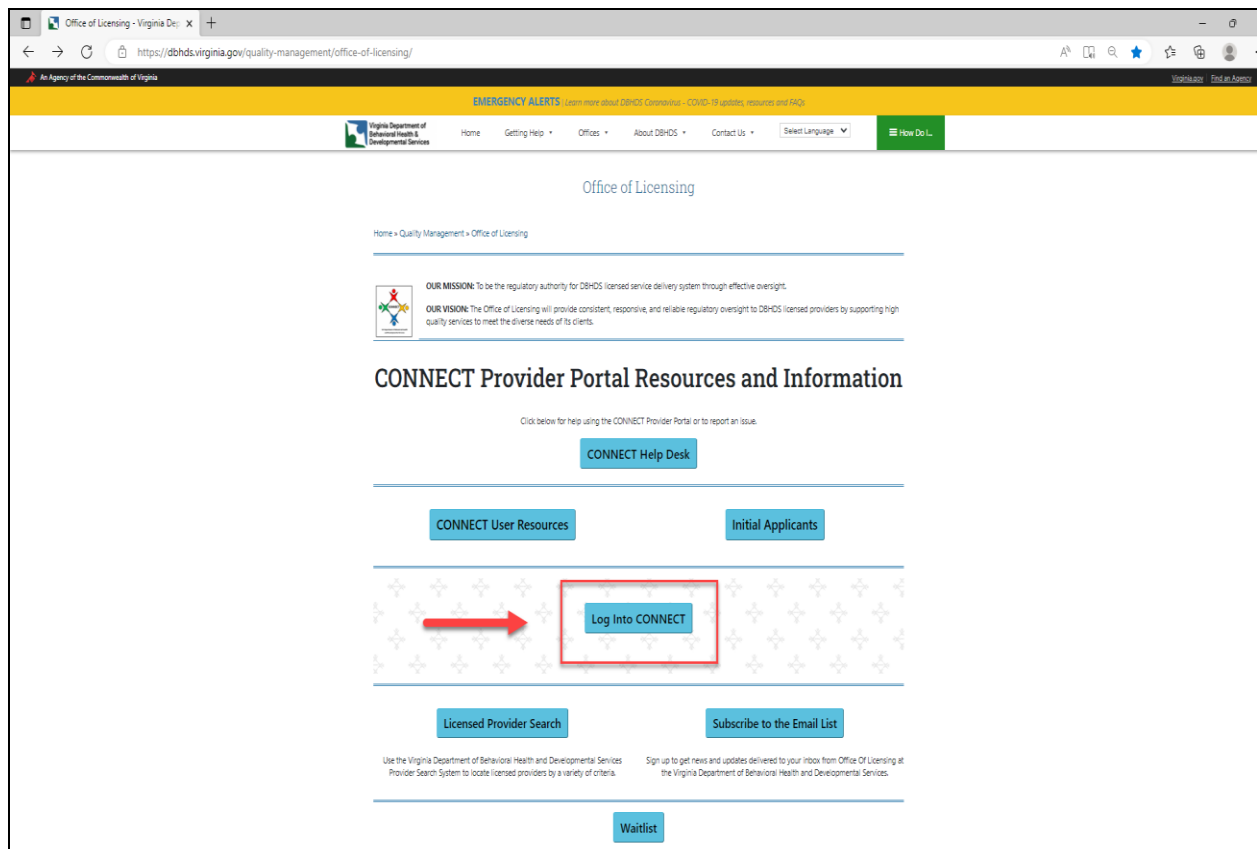
The following guide will help providers understand how to send a message to an Office of Licensing, Office of Human Rights, and the Background Investigations Unit staff members in the CONNECT Provider Portal. This guide will help the provider understand how to locate the messaging function, submit documentation through messaging if required, and assist the provider in deleting a message that was created in error or if a provider determines the message is no longer needed. Please note that all messages displayed on the Communication Center Messages screen can be viewed and edited by all organization users. Messages sent and received within the communication center are not private.

The following Job Aid provides step-by-step instructions on how to send a message in the CONNECT Provider Portal as follows:

1. How Do I Locate Messaging in CONNECT?
2. How Do I Send a Message?
3. How Do I Delete a Message?

Section 1: How Do I Locate Messaging in the CONNECT?

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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Virginia.gov | Find an Agency

Virginia Department of Behavioral Health & Developmental Services

**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 to 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	Dashboard

[Change of Ownership Application](#)

[Logout](#)

Step 4: Click the **Messaging** link to send a message to the Office of Licensing.

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Virginia Department of Behavioral Health & Developmental Services

Provider Portal Dashboard

Sample Provider -- Help Desk Use Only - 6385 Log Out

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

View Wait List

If your organization will be undergoing a change in ownership, please click here to submit a notification to the Office of Licensing. Note: this is not the change of ownership application, it is an alert to the Office of Licensing so they know of the upcoming change.

Communication Center:

The communication center allows you to correspond with the DBHDS Office of Licensing and manage your organization's contacts and access to this Provider Portal.

[Correspondence Inbox](#) ⓘ ⓘ

Messaging ⓘ ⓘ

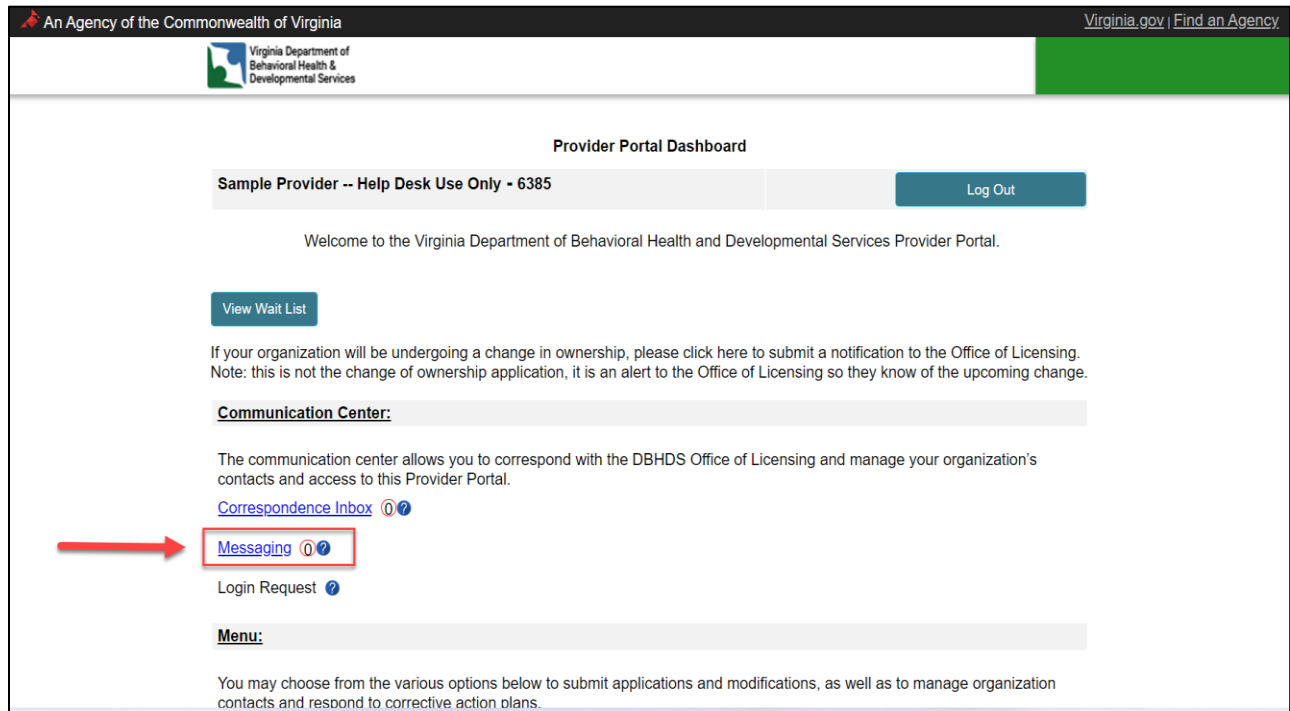
[Login Request](#) ⓘ

Menu:

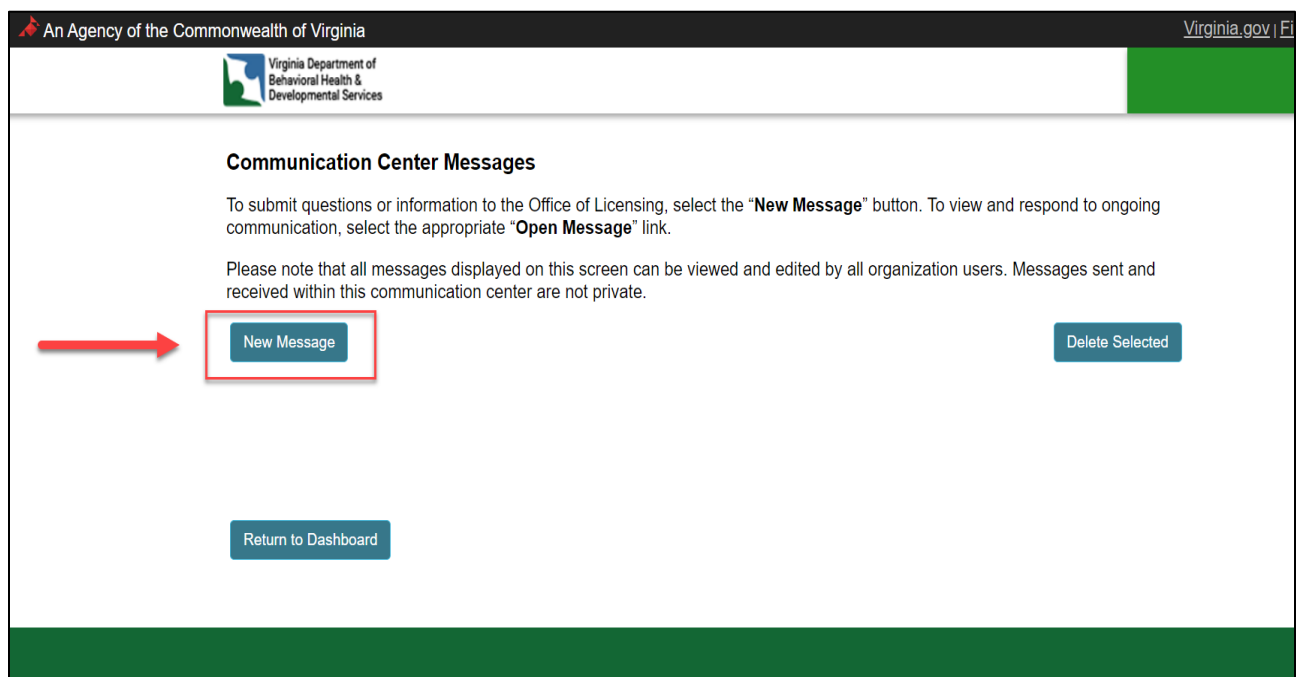
You may choose from the various options below to submit applications and modifications, as well as to manage organization contacts and respond to corrective action plans.

Section 2: How Do I Send a Message?

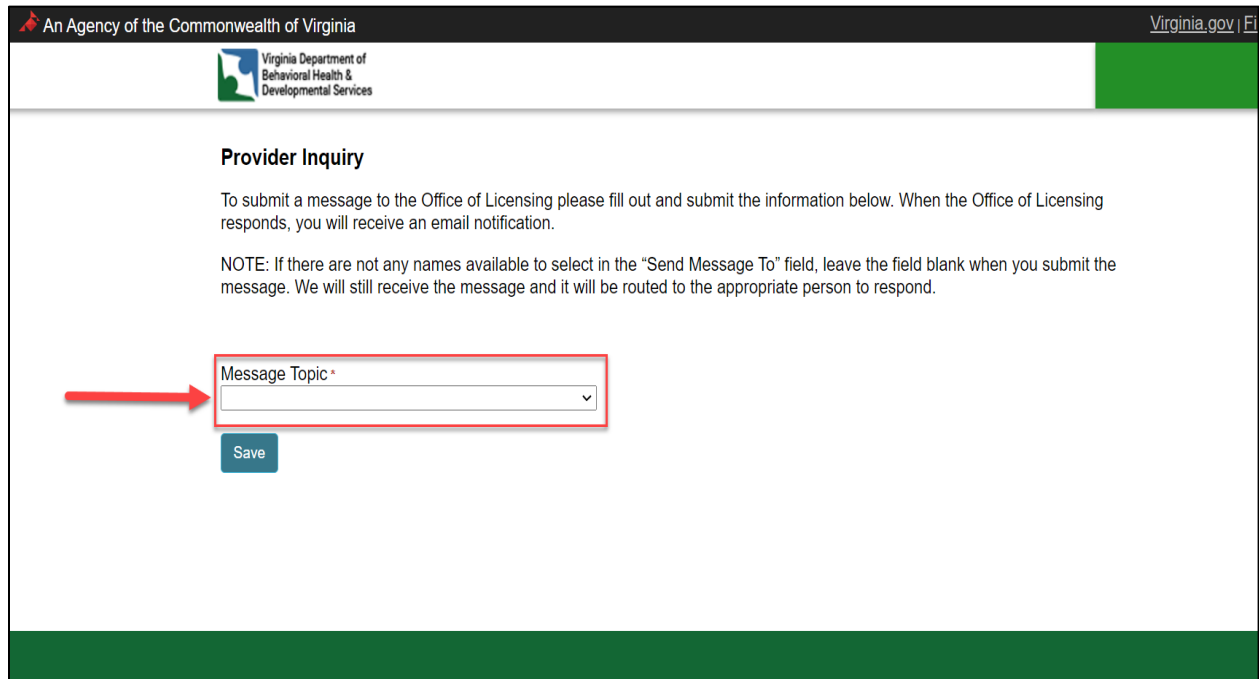
Step 1: From the Provider Portal Dashboard, click the **Messaging** link to send a message to the Office of Licensing.



Step 2: Click the **New Message** button.



Step 3: Select the **Message Topic** from the dropdown menu.



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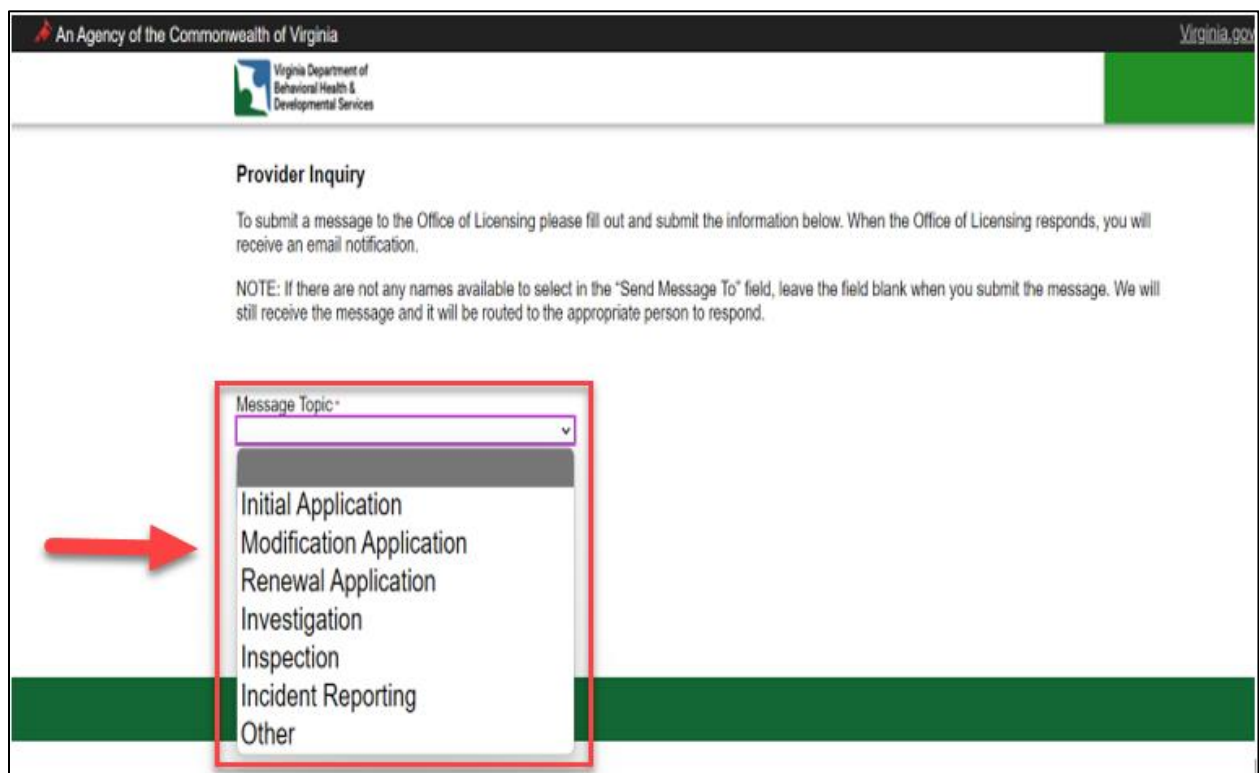
Provider Inquiry

To submit a message to the Office of Licensing please fill out and submit the information below. When the Office of Licensing responds, you will receive an email notification.

NOTE: If there are not any names available to select in the "Send Message To" field, leave the field blank when you submit the message. We will still receive the message and it will be routed to the appropriate person to respond.

Message Topic *

Save



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Provider Inquiry

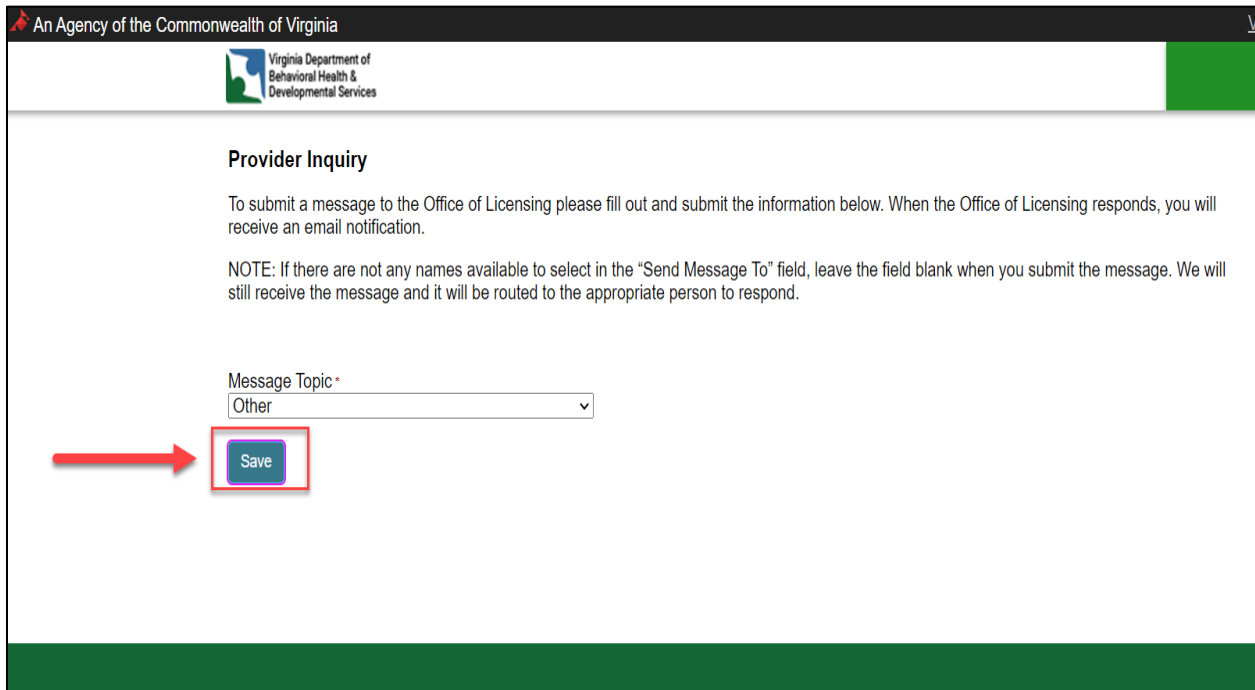
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Message Topic *

- Initial Application
- Modification Application
- Renewal Application
- Investigation
- Inspection
- Incident Reporting
- Other

Step 4: Click the **Save** button.



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Provider Inquiry

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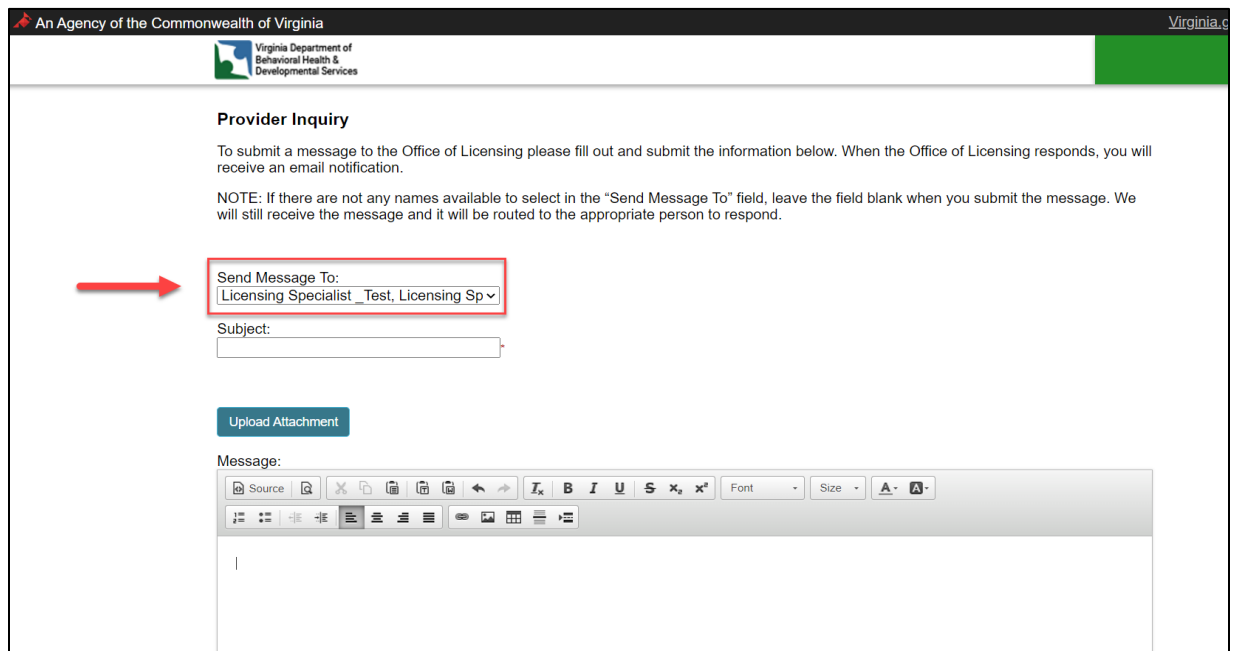
Message Topic *

Other

Save

Step 5: From the Provider Inquiry landing page, select the DBHDS Staff from the **Send Message To** dropdown menu.

NOTE: If there are not any names available to select in the "Send Message To" field, leave the field blank when you submit the message. We will still receive the message and it will be routed to the appropriate person to respond.



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Provider Inquiry

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Send Message To:

Licensing Specialist _ Test, Licensing Sp

Subject:

Upload Attachment

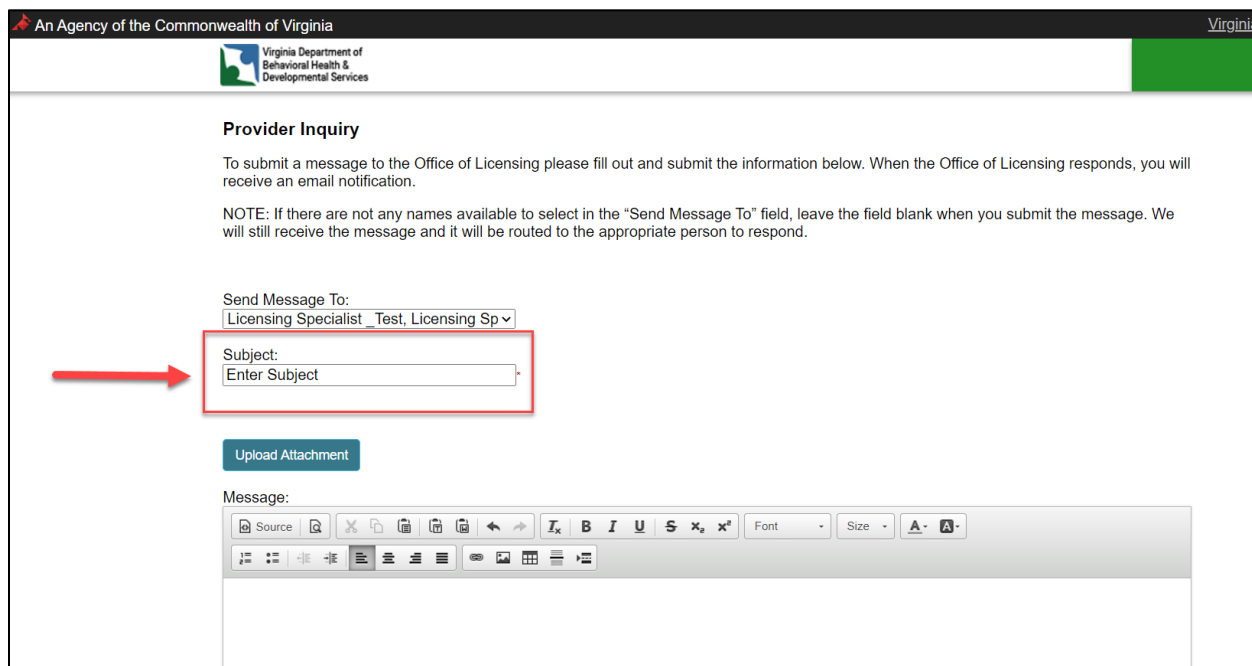
Message:

Source

Font

Size

Step 6: Enter the **Subject** in the subject field.



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Provider Inquiry

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NOTE: If there are not any names available to select in the "Send Message To" field, leave the field blank when you submit the message. We will still receive the message and it will be routed to the appropriate person to respond.

Send Message To:
Licensing Specialist _Test, Licensing Sp ▾

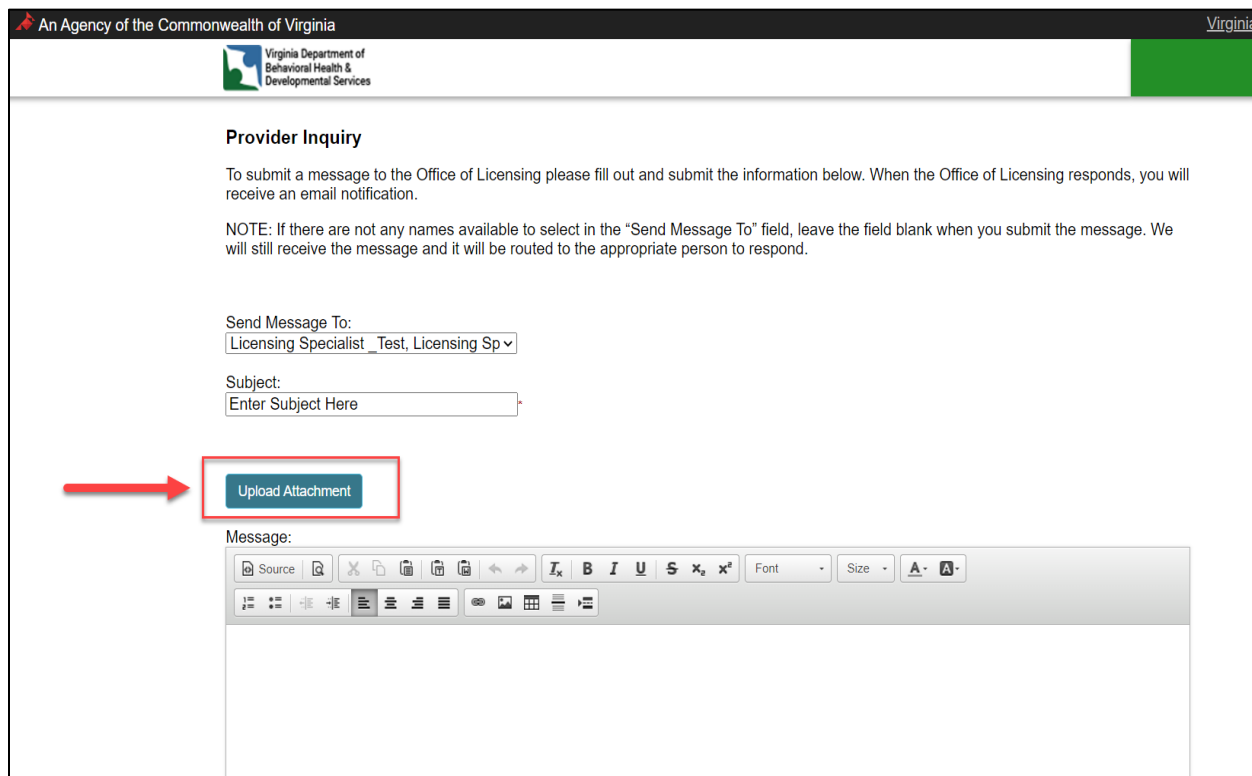
Subject:
Enter Subject

Upload Attachment

Message:

Rich text editor toolbar with options: Source, Undo, Redo, Bold, Italic, Underline, Strikethrough, Font, Size, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Table, Table of Contents, Print, and a text area for composing the message.

Step 7: If applicable, click the **Upload Attachment** button to upload documents. If you do not have attachments to upload, please proceed to **Step 9**.



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Provider Inquiry

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Send Message To:
Licensing Specialist _Test, Licensing Sp ▾

Subject:
Enter Subject Here

Upload Attachment

Message:

Rich text editor toolbar with options: Source, Undo, Redo, Bold, Italic, Underline, Strikethrough, Font, Size, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Table, Table of Contents, Print, and a text area for composing the message.

Step 8: Enter the **Document Description** in the document description field, then click the **Choose File** button to select the appropriate file. Once complete, click the **Save Changes** button.

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Provider Inquiry

Please enter a description and select your document using the "Browse" button.

Document Description

Choose File No file...osen

Cancel Save Changes

For example:

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Virginia Department of Behavioral Health & Developmental Services

Provider Inquiry

Please enter a description and select your document using the "Browse" button.

Document Description

Choose File Sample.docx

Cancel Save Changes

Step 9: Enter the **Message** in the message field. Once complete, click the **Submit Message** button.

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Provider Inquiry

To submit a message to the Office of Licensing please fill out and submit the information below. When the Office of Licensing responds, you will receive an email notification.

NOTE: If there are not any names available to select in the "Send Message To" field, leave the field blank when you submit the message. We will still receive the message and it will be routed to the appropriate person to respond.

Send Message To:
Licensing Specialist _ Test, Licensing Sp ▾

Subject:
Enter Subject Here

Sample - 02/21/2023 [Link](#)

[Upload Attachment](#)

Message:
Enter message here.

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

Step 10: From the Provider Inquiry landing page you will see the **Message Sent** confirmation notification. Click **Link** to view the uploaded document. Click the **Back** button to return to the Communications Center Messages landing page.

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Provider Inquiry

To submit a message to the Office of Licensing please fill out and submit the information below. When the Office of Licensing responds, you will receive an email notification.

NOTE: If there are not any names available to select in the "Send Message To" field, leave the field blank when you submit the message. We will still receive the message and it will be routed to the appropriate person to respond.

02/21/2023 - Yamara Jones

Enter message here.

Send Message To:
Licensing Specialist _ Test, Licensing Sp ▾

Subject:
Enter Subject Here

Sample - 02/21/2023 [Link](#)

[Message Sent](#)

[Back](#)

Step 11: From the Communications Center Messages landing page, click the **Open Message** link to view the message created. When finished, click the **Return to Dashboard** button.

The screenshot shows the 'Communication Center Messages' page. At the top, there is a header for 'An Agency of the Commonwealth of Virginia' and the 'Virginia Department of Behavioral Health & Developmental Services' logo. Below the header, there is a section titled 'Communication Center Messages' with instructions on how to submit questions or information to the Office of Licensing. A 'New Message' button is located on the left, and a 'Delete Selected' button is on the right. A table with columns 'Date Submitted', 'Status', 'Subject', 'Correspondence With', 'View', and 'Delete' is displayed. The first row shows a message submitted on 2/21/2023 with a status of 'Open-Pending Agency Response' and a subject of 'Enter Subject Here'. The 'View' column for this message contains a link labeled 'Open Message', which is highlighted with a red box and a red arrow pointing to it. Below the table, there is a 'Return to Dashboard' button, also highlighted with a red box and a red arrow pointing to it.

Date Submitted	Status	Subject	Correspondence With	View	Delete
2/21/2023	Open-Pending Agency Response	Enter Subject Here		Open Message	<input type="checkbox"/>

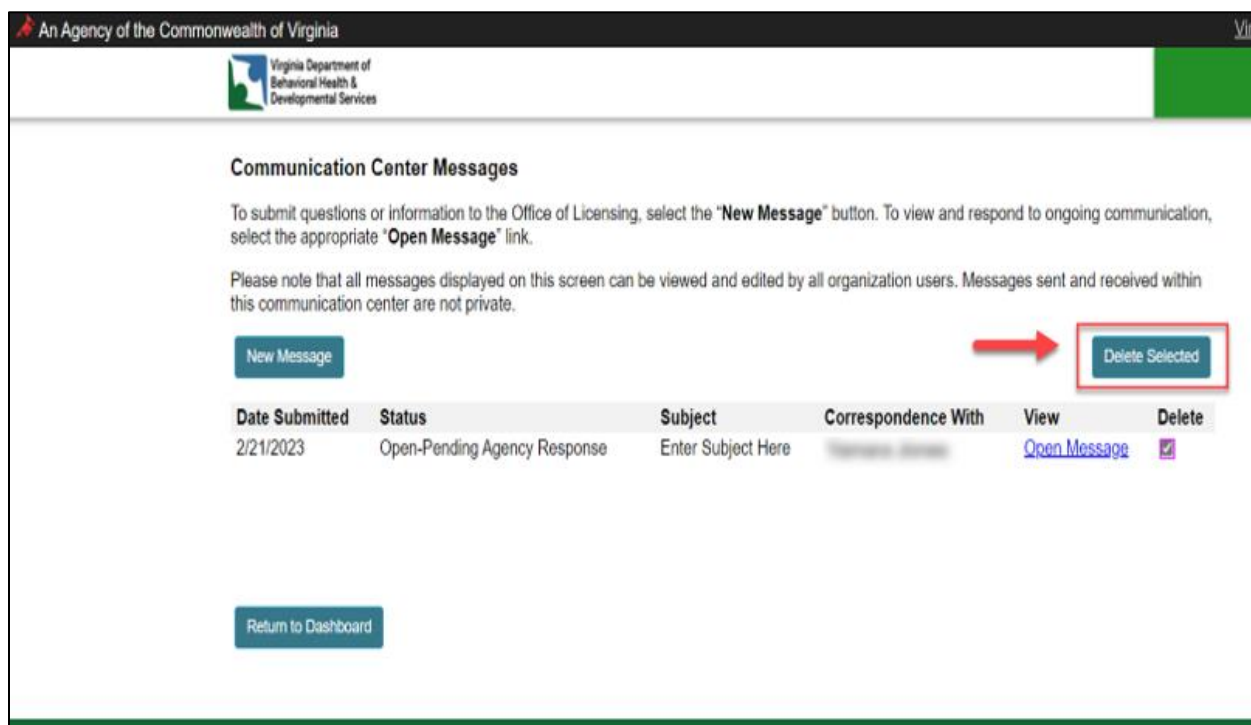
Section 3: How Do I Delete a Message?

Step 1: Click the **Delete** box to select the message to be deleted.

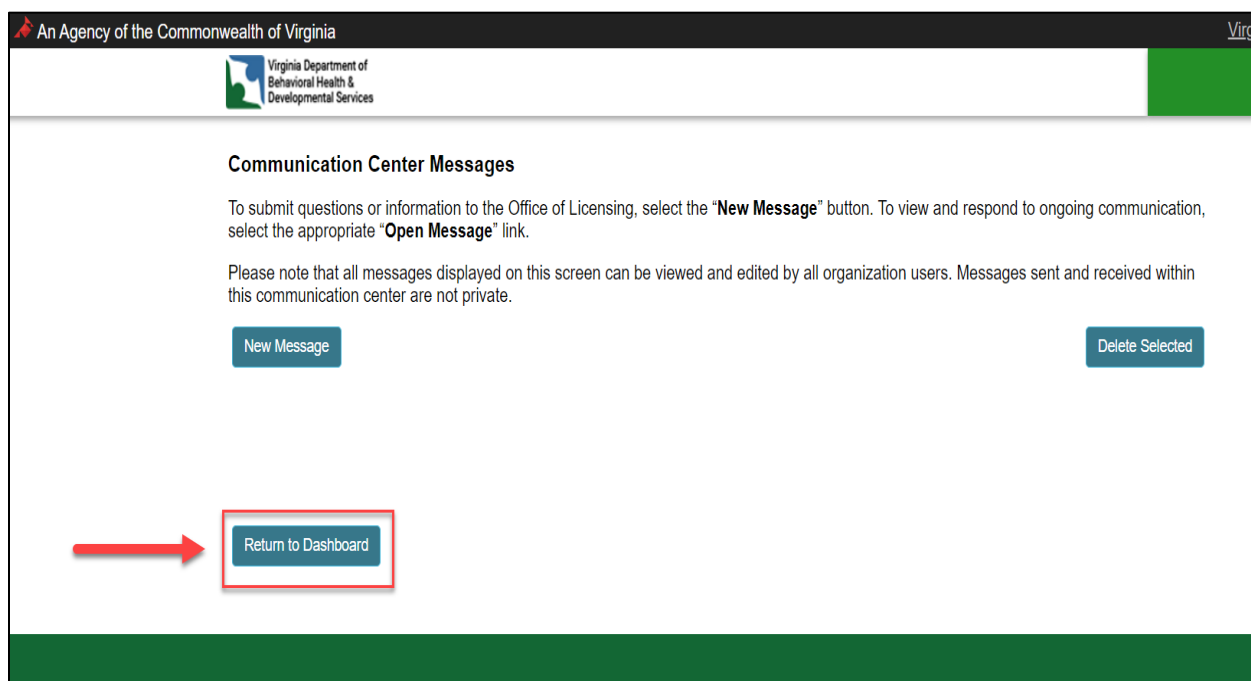
This screenshot is similar to the previous one, showing the 'Communication Center Messages' page. The 'Delete' column for the message in the table now has a checkbox that is highlighted with a red box and a red arrow pointing to it. The 'Return to Dashboard' button is still visible at the bottom.

Date Submitted	Status	Subject	Correspondence With	View	Delete
2/21/2023	Open-Pending Agency Response	Enter Subject Here		Open Message	<input type="checkbox"/>

Step 2: Click the **Delete Selected** button.



Step 3: Select the **Return to Dashboard** button.



This completes the **How Do I Send a Message in the CONNECT Provider Portal?** job aid.