



CONNECT Provider Portal - How Do I Job Aid

How Do I Use the Forgot Password Link?

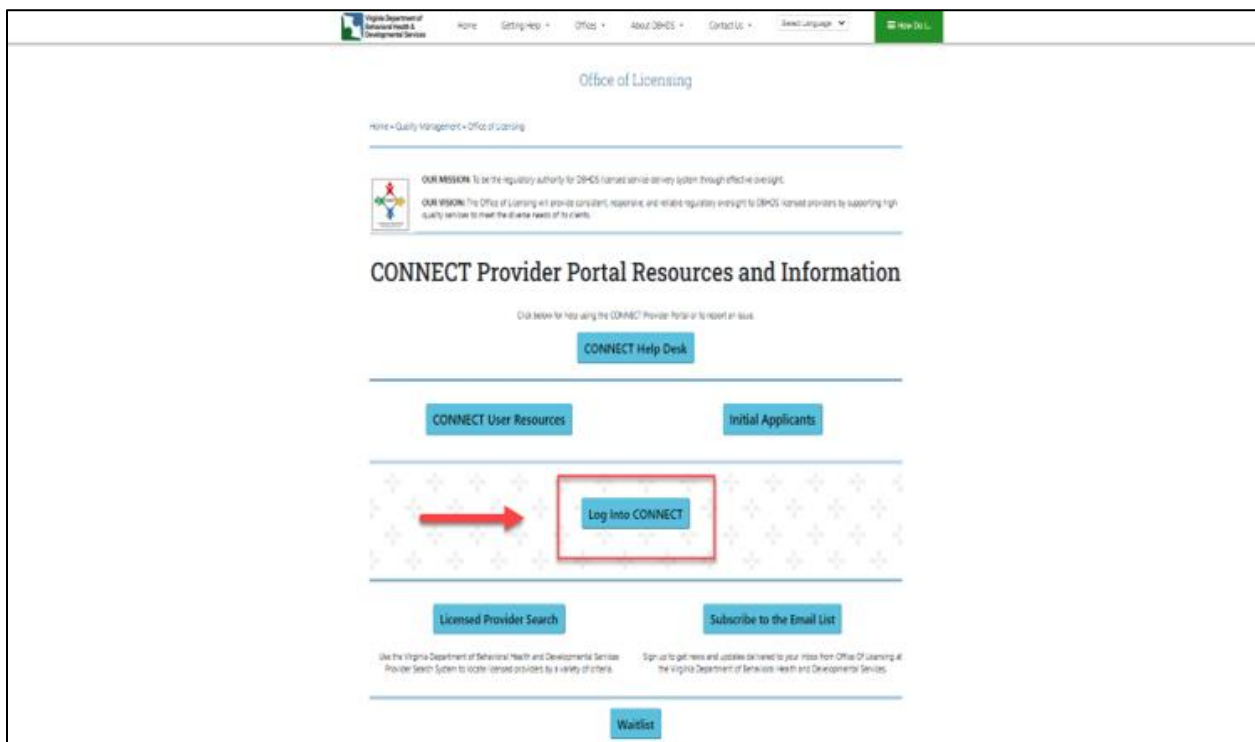
The following guide will help providers understand how to use the “Forgot Password?” function in the CONNECT Provider Portal. This guide will help the provider understand how to locate the “Forgot Password?” link, locate the temporary password, and reset their password.

The following Job Aid provides step-by-step instructions on how to use the “Forgot Password?” function in the CONNECT Provider Portal as follows:

1. How Do I Locate the “Forgot Password?” link in CONNECT?
2. How Do I Use the “Forgot Password?” function in CONNECT?
3. How Do I Locate the Temporary Password?
4. How Do I Reset the Password in CONNECT?

Section 1: How Do I Locate the “Forgot Password?” link in 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, click the **Forgot Password?** Link.

Virginia Department of Behavioral Health & 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?](#)

Section 2: How Do I Use the "Forgot Password?" function in CONNECT?

Step 1: Enter the **Email Address** and the **Provider Number**, then click the **Submit** button. **Note:** The Email Address refers to the email address that is on record. The Provider number is the number assigned by DBHDS, not your NPI number.

Agency of the Commonwealth of Virginia

Virginia Department of Behavioral Health & Developmental Services

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 *

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

Step 2: From the **Security Questions** page, answer each security question and then click the **Submit** button. **Note:** The Security Questions are case sensitive. Please enter the information the same as when initially created to prevent receiving an error message.

Commonwealth of Virginia
Virginia Department of Behavioral Health & Developmental Services

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 is the answer to this question?
Answer:




Security Question 2:
What is the answer to this question?
Answer:

Security Question 3:
What is the answer to this question?
Answer:

Section 3: How Do I Locate the Temporary Password?

Step 1: After answering the Security Questions, check your email Inbox for the **Temporary Password Email**. The temporary password email will be sent to the email linked to your provider record. The temporary password will expire after 48 hours. **Note:** Please check your **Spam or Junk** mail folders if the email is not found in your inbox. The temporary password email is system generated and sent from the vendor. It is recommended you add this email address to your contacts to avoid the emails from going to your spam or junk folder in the future. The email name is DBHDS Office of Licensing, but the actual email address is `smtprelay@gsolutions.com` who is our vendor for CONNECT.

Step 2: If the **Temporary Password Email** was received, proceed to **Section 4**. If the **Temporary Password Email** was *not* received, please ensure that you have completed the following steps:

-  Checked the SPAM/Junk Folder.
-  Restarted email so the Inbox refreshes.
-  Checked the Inbox again around date and time the temporary password was sent.

Note: If part of a larger organization, you may need to check with your IT Department to ensure the email is not being blocked.

Section 4: How Do I Reset the Password in CONNECT?

Step 1: Once the temporary password has been received, from the CONNECT Provider Portal Login page, enter the User Account **Email Address** and **Temporary Password**. Click the **Login** button. **Note:** If you are using the cut and paste method, do not include blank spaces on either side of the temporary password, as the system will include the blank spaces as part of the password.

Virginia Department of Behavioral Health & Developmental Services
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.

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[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 2: From the **Change Login Information** page, enter the User Account **Email Address** and **New Password**, and confirm each by entering the information a second time. Then select the **Security Questions** and enter the **Answers**. When complete, click the **Save** button.

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

[Back](#) [Save](#)

Step 3: You will be sent to the **CONNECT Provider Selection** landing page.

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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
Test Provider Name	000	Active	Dashboard

[Change of Ownership Application](#)

[Logout](#)

This completes the **How Do I Use the "Forgot Password?" Link** job aid.