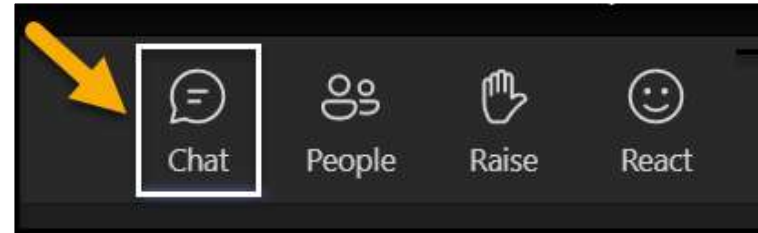


# CONNECT Correspondence and Messaging May 2024

Dan Jenkins  
CONNECT System Manager  
Office of Licensing



Use the Chat feature to access the link for the 'Q&A' session.

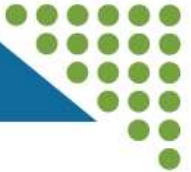


Training video and PowerPoint presentation will be posted on the Office of Licensing website.

Thank you for participating in the Q&A portion of today's CONNECT Training!

Please enter your questions below. Answers will be posted along with today's presentation on the Office of Licensing Website.

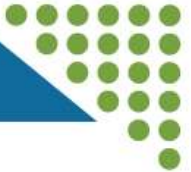
1. What questions do you have about today's CONNECT Training?



## What is CONNECT?

- CONNECT is the licensing management software utilized by the Department of Behavioral Health and Developmental Services.
- The CONNECT Provider Portal allows providers to electronically submit all required paperwork such as an initial applications for a new provider, license renewal applications, service modifications and variances. Providers can also manage authorized contacts and communicate directly with DBHDS staff.

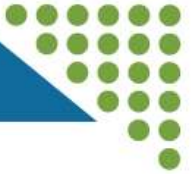




Today's demonstration will include

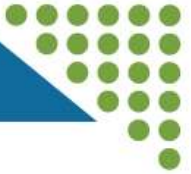
1. Log-in Process/Accessing your Provider Portal Dashboard
2. Correspondence
3. Messaging
4. Tips
5. Additional Resources





# Live Demonstration





# Tips & Reminders

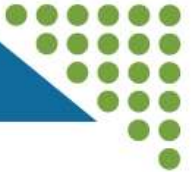
1. Add the following email addresses to your "Safe Senders" list:

[noreply-connect@dbhds.virginia.gov](mailto:noreply-connect@dbhds.virginia.gov)

[smtprelay@gl solutions.com](mailto:smtprelay@gl solutions.com)

2. Follow-up with your Licensing Specialist about any Correspondence questions related to your existing license.
3. Follow-up with your Policy Review Specialist about any Correspondence questions related to your pending applications and modifications.
4. All Provider Portal Messages are stored within the CONNECT System

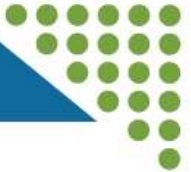




# More Tips & Reminders

5. Log Into the CONNECT Provider Portal **DAILY** to check messages and correspondence.
6. If a link to a Correspondence does not open, contact your Licensing Specialist or Policy Review Specialist immediately or contact the CONNECT Help Desk.



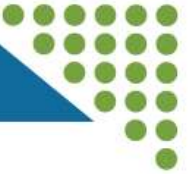


# Additional Resources

1. For a review of the Provider Portal Dashboard:  
<https://www.youtube.com/watch?v=Wftcu9J3OLo>
2. For all other CONNECT User Resources:  
<https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/>







Thank you for attending!

Remember to enter questions into the Form available in the Webinar Chat.

