Solving Password & Log In Issues

The "Solving Password & Login Issues" How To provides instructions on:

- Log In Issues
  ◊ Incorrect Domain or Username
  ◊ Incorrect Password
  ◊ "Locked Out" or Forgot Password
  ◊ Resetting Expired Password
  ◊ Changing Your Password

ProviderOne Essentials:
Solving Password & Login Issues

Notes Menu Glossary

Welcome

Hello, and welcome to our class, ProviderOne Essentials: Solving Password and Login Issues.

At the completion of this course, you will have learned how to resolve password and login issues within ProviderOne.

This tutorial will take approximately 10 minutes to complete.

CLICK TO BEGIN

NEXT >

ProviderOne

If you enter an incorrect domain or username, ProviderOne will show an error message above the domain. The steps for incorrect domain and user name are the same.

1. After entering an incorrect domain or username, an error message appears

2. Correct the error
   a. Correct entry
   b. Click on log in

3. After 3 incorrect attempts, the ProviderOne Log Out Page appears showing an error message

4. To try again, click on Home

If you cannot remember your domain or username, contact your System Administrator.

Login Page

ProviderOne — Home

Warning: Invalid Login Username: 2000003 Try again.

Domain:
Username:
Password: ●●●●●●●●

Login

To Unlock Account and Reset Password, Click here

If you are a Client, Click here

Creating new session, Click here

Login Problems? Click here

1 Error Message
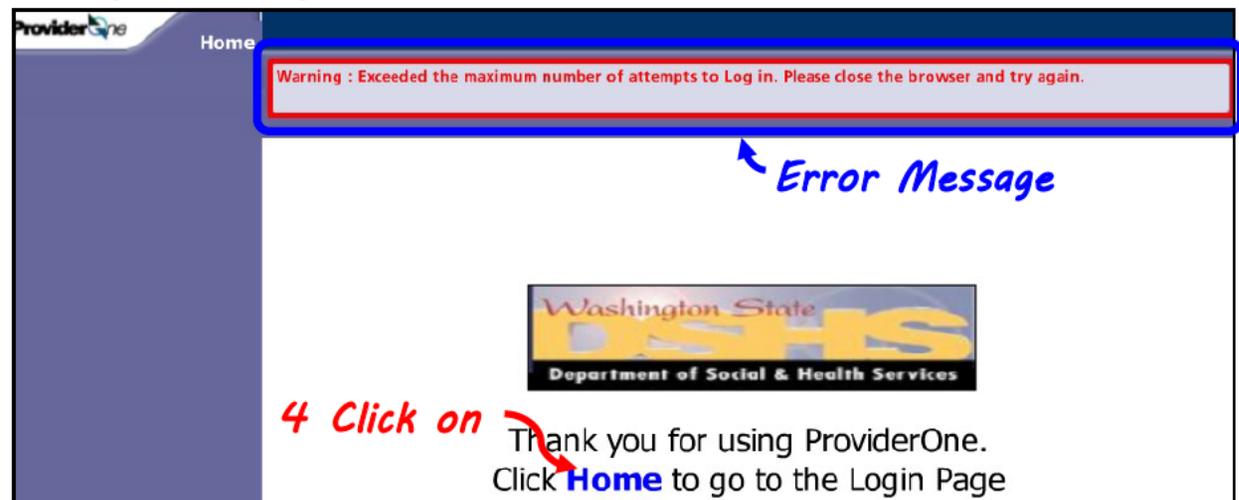
2a Correct
2a Correct
2a Correct
2b Click on

The ProviderOne domain name, and username are case sensitive: For Example: the letter "K" and "J" in "KaaJ", must be in capital letters.

3 Log Out Page

ProviderOne — Home

Warning : Exceeded the maximum number of attempts to Log in. Please close the browser and try again.

Error Message

Washington State
DSHS
Department of Social & Health Services

4 Click on

Thank you for using ProviderOne.
Click **Home** to go to the Login Page
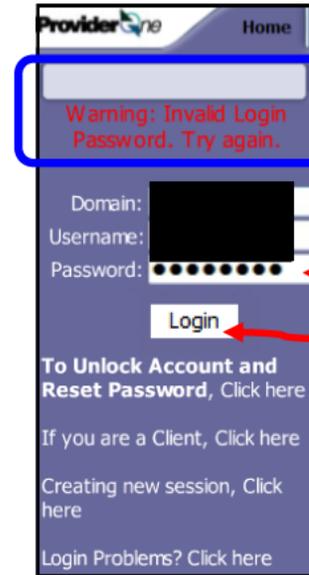
If you enter an incorrect password, ProviderOne will show an error message above the domain.

1. After entering an incorrect password, an error message appears

2. Correct the error
   a. Correct entry
   b. Click on login

3. After 3 incorrect attempts, the ProviderOne Logout Page appears showing an error message

4. To try again, click on Home and follow directions for "Locked Out" or Forgot Password section

Login Page

1 Error Message

Warning: Invalid Login Password. Try again.

Domain:
Username:
Password: ●●●●●●●● — **2a Re-enter**

Login — **2b Click on**

To Unlock Account and Reset Password, Click here

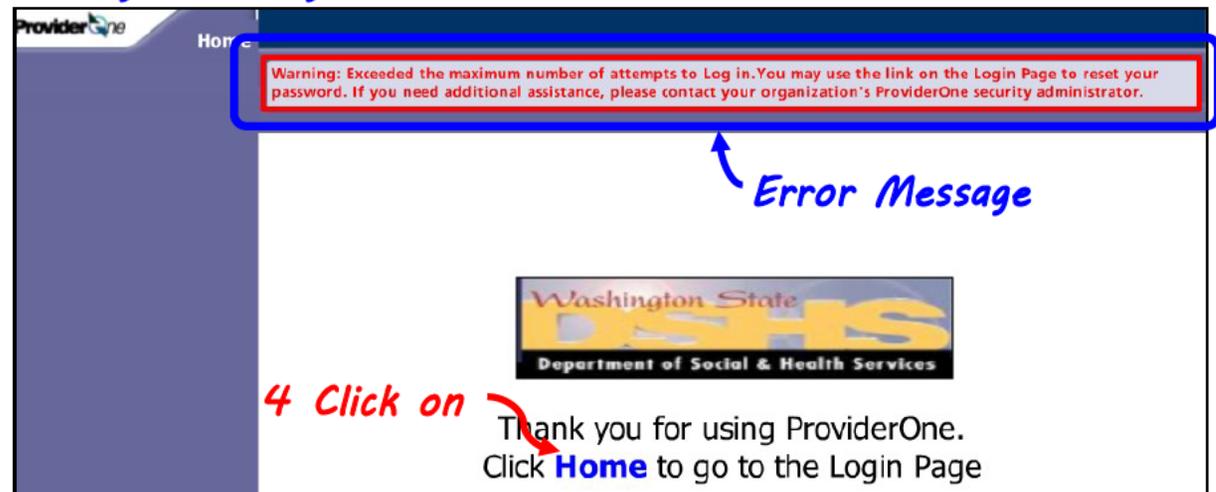If you are a Client, Click here

Creating new session, Click here

Login Problems? Click here

The ProviderOne password are case sensitive: For Example: the letter "K" and "J" in "KaaJ", must be in capital letters.

3 Log Out Page

Warning: Exceeded the maximum number of attempts to Log in. You may use the link on the Login Page to reset your password. If you need additional assistance, please contact your organization's ProviderOne security administrator.

Error Message

4 Click on

Thank you for using ProviderOne. Click **Home** to go to the Login Page

ProviderOne

Provider Home Page

1. To unlock account or reset your password start from Provider Home Page
   a. **Enter** your Domain
   b. **Enter** your Username
   c. **Click on** Click here

2. Password (PWD) Recovery page appears
   a. **Enter** answer
   b. **Enter** your date of birth (mm/dd/yyyy)
   c. **Enter** your last name
   d. **Click on** Recover Pwd

ProviderOne   Home

Domain: ← *1a Enter*

Username: ← *1b Enter*

Password:

Login

Note: The Domain, Username and Password fields are case sensitive.

To Unlock Account and Reset Password, Click here   ← *1c Click on*

If you are a Client, Click here

Creating new Session, Click here
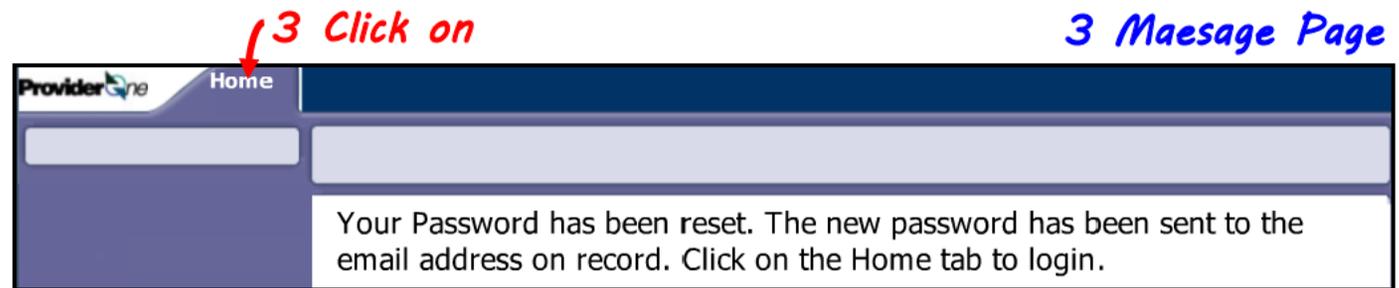
Login Problems? Click here

2 Password Recovery Page

Pwd Recovery

Close   Recover Pwd

2d Click on

High School Name?   ← *2a Enter*

Note: The Security Answer is case sensitive.

Enter your Date Of Birth (mm/dd/yyyy):   ← *2b Enter*

Last Name: ← *2c Enter*

Security question answers are case sensitive

3. Message page appears,
Click on Home tab

3 Click on

3 Maesage Page

Your Password has been reset. The new password has been sent to the email address on record. Click on the Home tab to login.

4. ProviderOne Home Page appears

4 Provider Home

5. An e-mail will be received with a new password.

5 Email

This message was sent with High importance.

From: Providerone, WA <noreply@hca.wa.gov>

To:

Cc:

Subject: Password Reset

Your Password has been reset to $7716mbgu

Resetting Expired Password
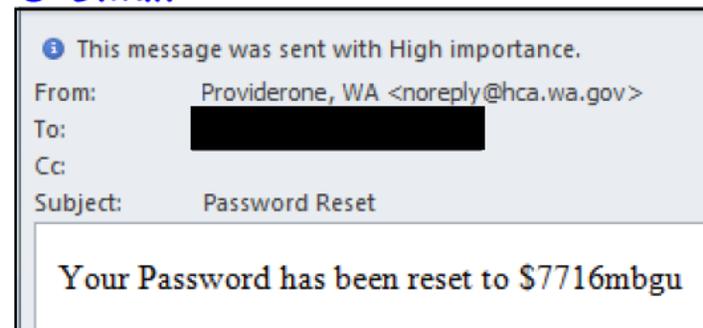
ProviderOne passwords are valid for 90 days. The system will prompt you to change your password prior to the expiration date; however, if your password has expired you will be required to follow this process.

1. After logging into ProviderOne, the Pwd Expired page appears
   a. **Enter** answer to security question
   b. **Click on** Ok

1 Pwd Expired Page
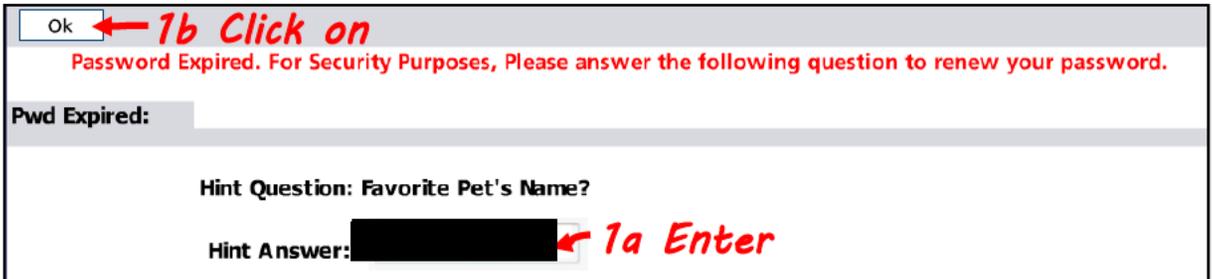
Ok ← **1b Click on**

Password Expired. For Security Purposes, Please answer the following question to renew your password.

Pwd Expired:

Hint Question: Favorite Pet's Name?
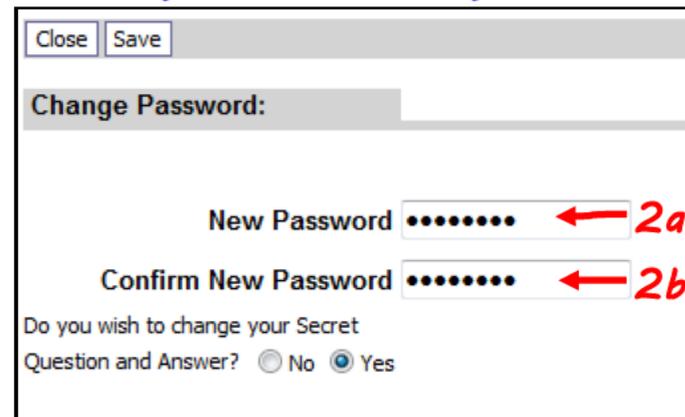
Hint Answer: ← **1a Enter**

Answer is case sensitive.

2. Change Password Page appears.
   a. **Enter** new password
   b. **Re-enter** new password

Password Requirements
- Cannot be the same as your last 3 passwords
- Must be at least 8 characters long
- Must contain at least one letter
- Must contain at least one number
- Must contain at least one of the following special characters:
  , . ! @ # $ % ^ & * ( ) _ + - < >

2 Change Password Page

Close | Save

Change Password:

New Password •••••••• ← **2a Enter**

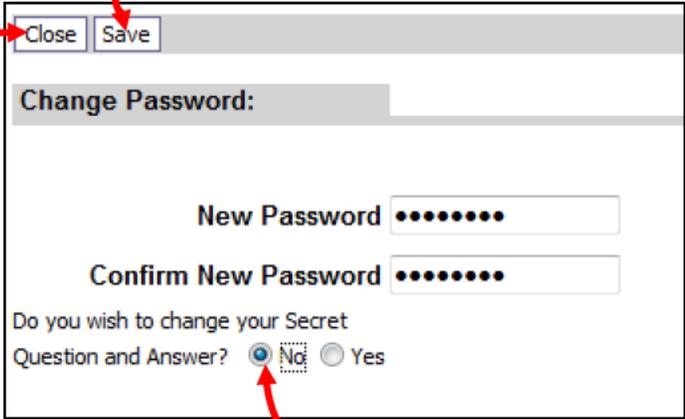Confirm New Password •••••••• ← **2b Re-enter**

Do you wish to change your Secret Question and Answer? ○ No ⦿ Yes

3. Click on No

4. Click on Save

5. Click on Close

6. The Profile Page appears with the message "Info: Password updated successfully"
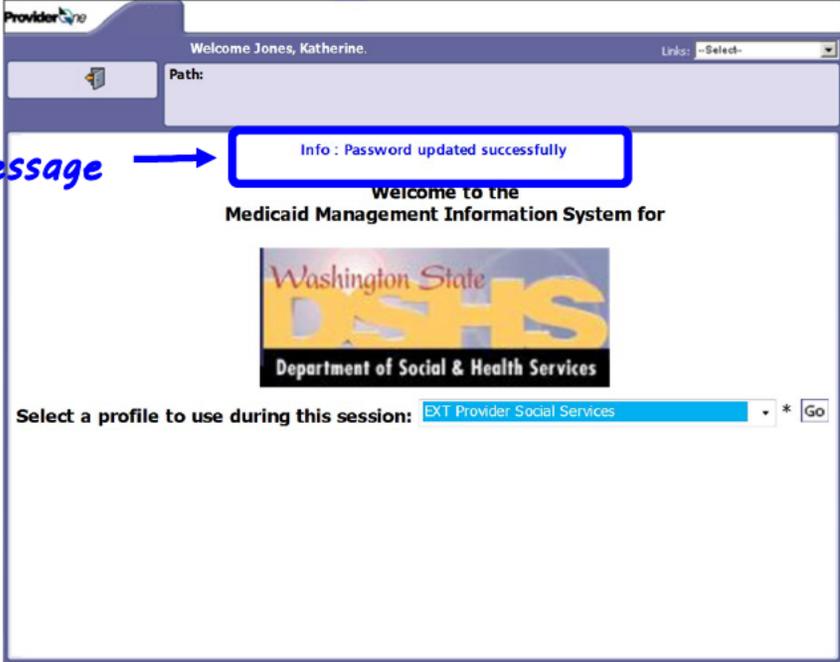
4 Click on

5 Click on → Close | Save

Change Password:

New Password ••••••••

Confirm New Password ••••••••

Do you wish to change your Secret
Question and Answer? ● No ○ Yes

3 Click on

6 Profile Page

ProviderOne

Welcome Jones, Katherine.   Links: --Select--

Path:

6 Message → Info : Password updated successfully

Welcome to the
Medicaid Management Information System for

Washington State
DSHS
Department of Social & Health Services

Select a profile to use during this session: EXT Provider Social Services ▾ * Go

Changing Your Password

1. Method one:
- **a.** Click on My Inbox tab
- **b.** Click on Change Pwd
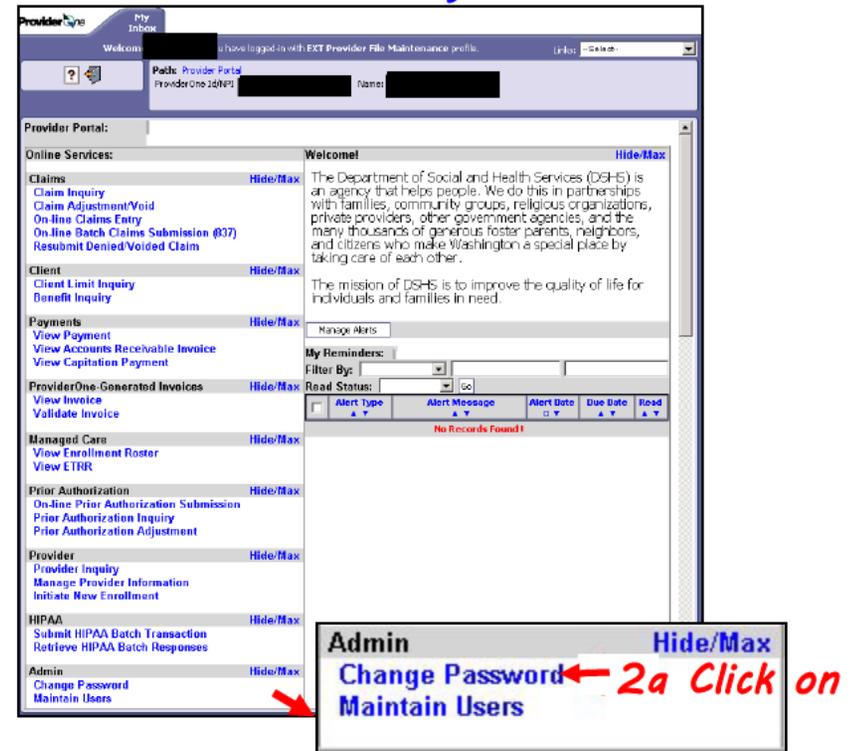
or

2. Method two:
Starting at the Provider Portal Page
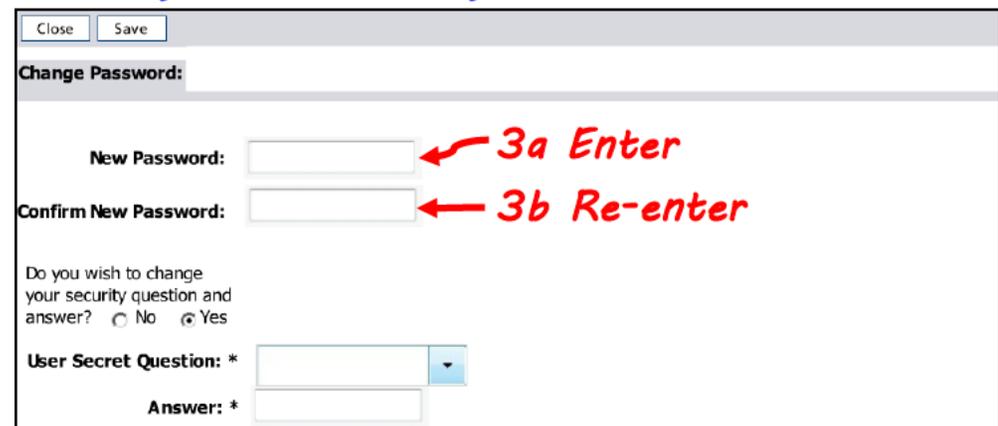- **a.** Click on Change Password

3. Change Password Page appears
- **a.** Enter new password
- **b.** Re-enter new password
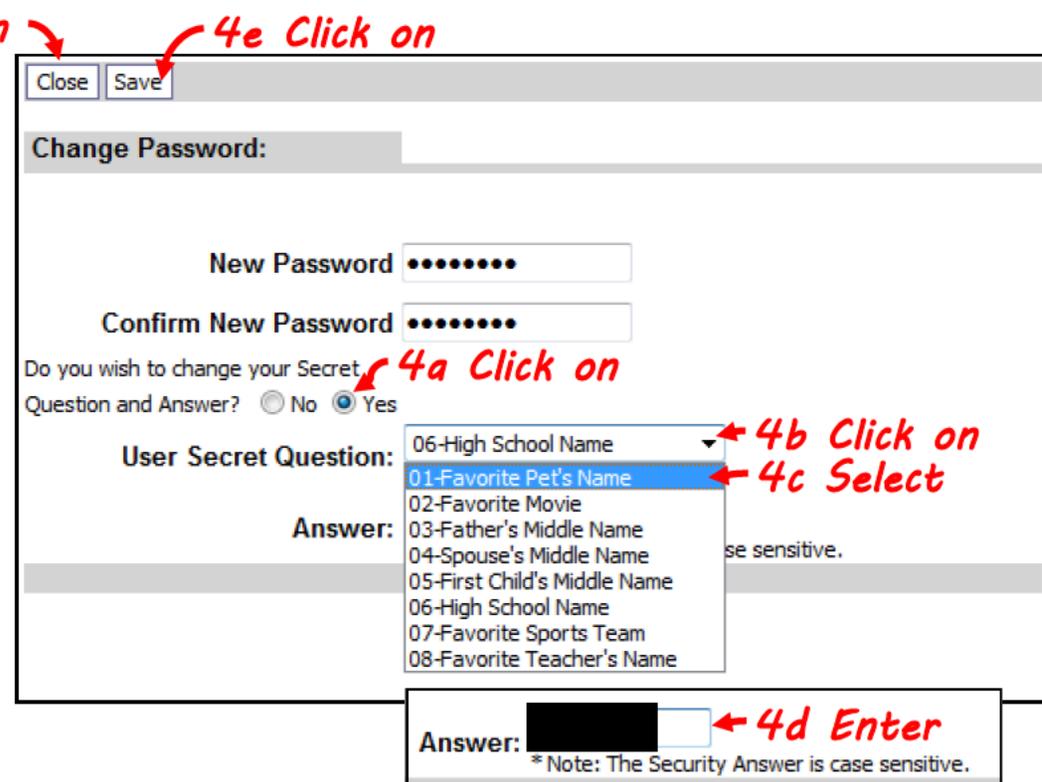
Password Requirements
- Cannot be the same as your last 3 passwords
- Must be at least 8 characters long
- Must contain at least one letter
- Must contain at least one number
- Must contain at least one of the following special characters:
  , . ! @ # $ % ^ & * ( ) _ + - < >

1a Click on

1b Click on

2 Provider Portal Page

2a Click on

3 Change Password Page

3a Enter

3b Re-enter

Changing Your Password

ProviderOne

You must set up a secret question the first time you log into ProviderOne. The questions are used if you get "locked out" or forget your password.

4f Click on → Close | Save ← 4e Click on

Change Password:

New Password ••••••••

Confirm New Password ••••••••

Do you wish to change your Secret Question and Answer? ○ No ● Yes ← 4a Click on

User Secret Question: 06-High School Name ▼ ← 4b Click on
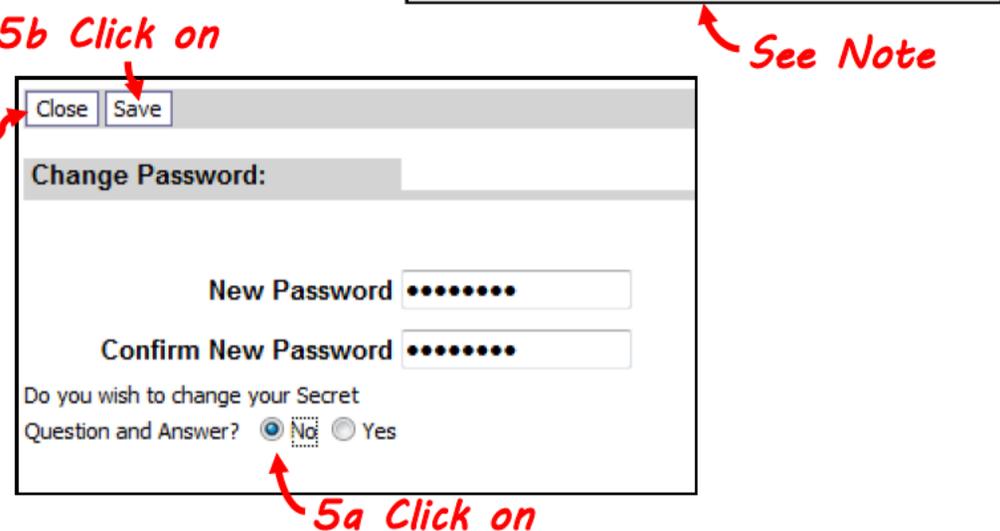
01-Favorite Pet's Name ← 4c Select
02-Favorite Movie
03-Father's Middle Name
04-Spouse's Middle Name
05-First Child's Middle Name
06-High School Name
07-Favorite Sports Team
08-Favorite Teacher's Name

Answer: se sensitive.

4. **Change Secret Question: Yes**
   a. Click on Yes
   b. Click on ▼ pull down menu
   c. Select a question from the pull down list
   d. Enter answer to the question in the box
   e. Click on Save
   f. Click on Close

Answer: ■■■■■■ ← 4d Enter
*Note: The Security Answer is case sensitive.

→ See Note

or

5b Click on

5c Click on → Close | Save

Change Password:

5. **Change Secret Question: No**
   a. Click on No
   b. Click on Save
   c. Click on Close

New Password ••••••••

Confirm New Password ••••••••

Do you wish to change your Secret Question and Answer? ● No ○ Yes

↳ 5a Click on

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