# Provider Portal Registration Guide

To register on the Provider Portal, complete the following steps:

1. Click the **Sign-up** link on the Provider Portal page.

2. On the **Create Account** page, complete the required information, and then click **Register**. Required fields are marked with an asterisk.
   - Type the email address you want associated with your Provider Portal account. This email is used to send your user account activation and will be used for logging into the Portal.
   - Create a **Password** to log in. The password must meet the following requirements:
     - Be a minimum of 12 characters.
     - Contain one lowercase letter, one capital letter, one number, one special character (such as !, @, $ and %) and not part of your username (email).
   - Enter your **First Name** and **Last Name.**
   - A verification email will be sent to the email address provided during registration.

3. Locate the email in your inbox to activate your Provider Portal account. Open and click the **Activate Account** link. The activation email will come from a sender titled **Okta** and will have the subject **Activate Account.**
   - If you do not see the activation email in your Inbox, do one of the following:
     - Check your spam folder.
     - Confirm you have entered the email used during registration.
   - If a message that you are already registered appears, go to the Provider Portal Login page and log in.
   - If you need assistance, please use the Contact Us link to find the Provider Services number for your plan.

4. Enter your **Username** and **Password** and then click **Sign In.**

5. On the **Set Up Multifactor Authentication** page, select which multifactor authentication (MFA) method you would like to use when signing in.

   ○ Okta Verify
      ○ Use a push notification sent to the Okta mobile app
   ○ Google Authenticator
      ○ Enter single-use code from the Okta mobile app
   ○ SMS Authentication
      ○ Enter a single-use code sent to your mobile phone
   ○ Email Authentication
      ○ Enter a single-use code sent to your email address

6. Locate the verification code sent and enter the code.
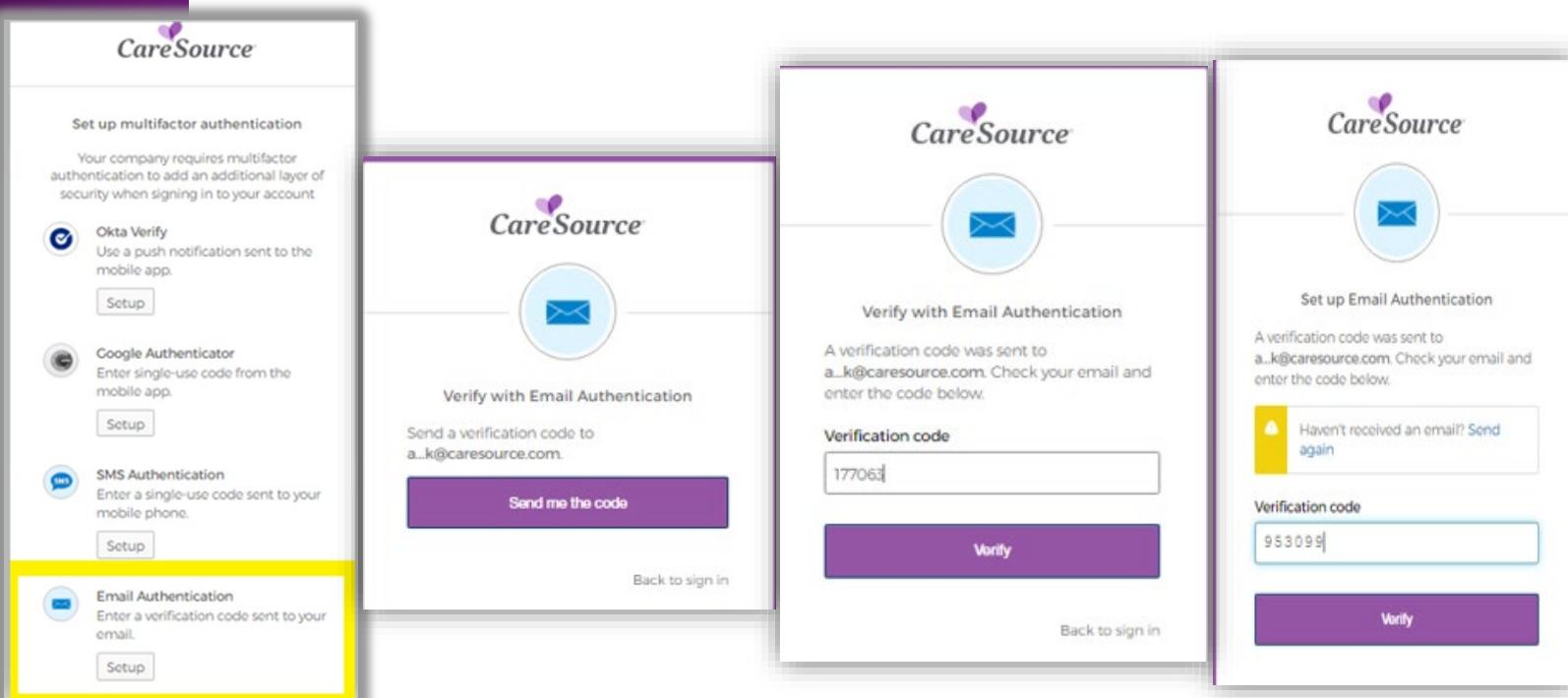
- You can select the option to not be challenged on your current device for the next 30 days.
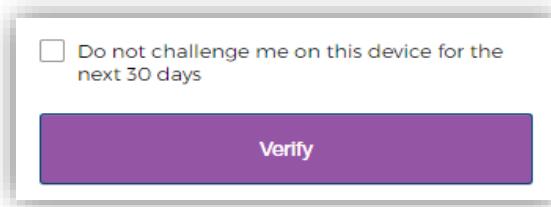
7. To associate your account with a Provider ID, select the **Provider Type, Practitioner's First Name, Practitioner's Last Name, Tax ID, CareSource Provider Number** and **ZIP Code** to link a provider to your account and then click **Next**. Required fields are marked with a red asterisk.

   If you are registering as a <u>provider</u>, select **Practitioner** and complete the information.
   - All your information must match exactly as listed on your Explanation of Benefit (EOB) or welcome letter from CareSource.
   - For your ZIP code, if you have multiple addresses in your profile, any ZIP code from the profile will work.

   If you are registering as part of a <u>provider group</u>, select **Group** and complete the information.
   - When you register as a Group, you will have access to all information for all providers listed under the Group Tax ID.
   - Your Group Name, Tax ID, Provider ID and ZIP Code must match exactly as listed on your EOB or welcome letter from CareSource.

   Tip –
   If you are unsure whether to register as a **Practitioner** or **Group**, check your welcome letter from CareSource. If your welcome letter shows you registered under the Group Payee ID, then select **Group** as the provider type. If the welcome letter shows you registered as an individual, select **Practitioner** as the provider type.

   If there is already an administrator for the Provider ID that you want to access, reach out to the administrator to ask for access.

8. Confirm the **Provider Agreement**, then click **Next.**

9. You will be navigated and signed into the Provider Portal.

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