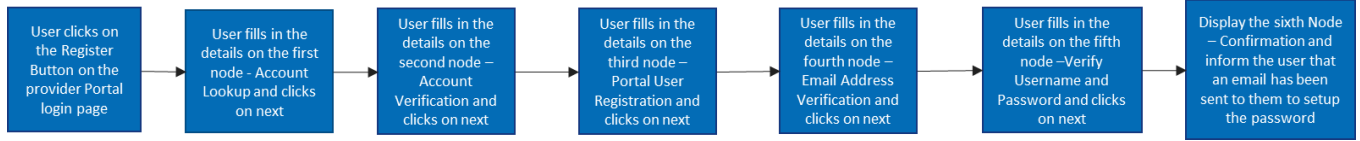


# Provider Portal- Existing User- Consolidating Existing Accounts

Quick Reference Guide (QRG)



This quick reference guide (QRG) will provide an overview of how users with multiple portal accounts can consolidate them on the new provider portal.



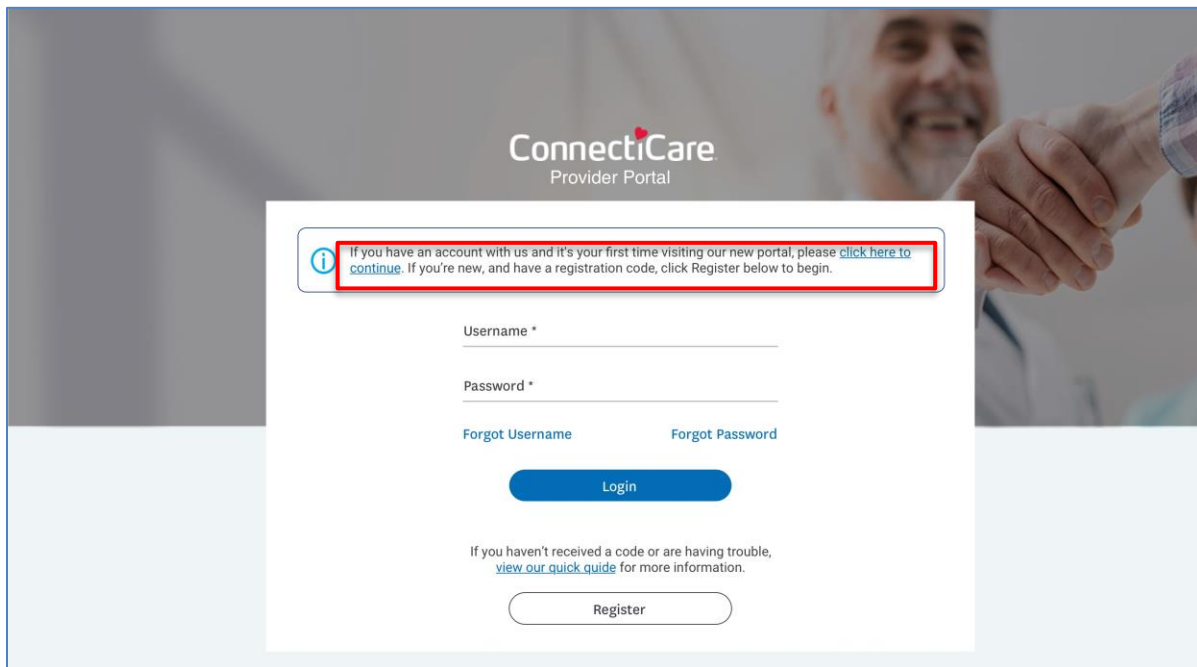
Let us look at the steps in detail to existing user- consolidating existing accounts.

### Purpose: Consolidating Existing Accounts.



#### Step 1:

1. Go to **ConnectiCare Provider Portal Sign-in webpage**. Login Screen will display.
2. Click, "**click here to continue.**"





Step 2:

The **Account Lookup** page will display.

1. Enter **Username** and **Tax ID Number**.
2. Click **Next**.



PORTAL USER REGISTRATION

## Account Lookup

We need to look up your information before you begin. Enter your username, and any Tax ID number associated with your account, then click Next to continue.

|                                   |                              |
|-----------------------------------|------------------------------|
| Username *<br>johnsmith@gmail.com | Tax ID Number *<br>836576879 |
|-----------------------------------|------------------------------|

Having trouble? [View our quick guide.](#)

Next

Cancel



Step 3:

The **Account Verification** page will display.

1. Answer the security question.
2. Click **Next**.

Account Verification

PORTAL USER REGISTRATION

## Account Verification

Please enter the answer to your security question or your pin below to verify your account.

What's your maiden name? \*  
Smith

Having trouble? [View our quick guide.](#)

Previous Next Cancel



Step 4:

The **Email Address Verification** page will display.

1. Enter **Email** and **Verify Email** address.
2. Click **Next**.

Progress indicator: Email Address Verification

PORTAL USER REGISTRATION

### Email Address Verification

Please enter your own email address and not a shared one. We will email you a code for verification. We will also use this email address in case you forget your username or need to reset your password.

|                              |                                     |
|------------------------------|-------------------------------------|
| Email<br>johnsmith@gmail.com | Verify Email<br>johnsmith@gmail.com |
|------------------------------|-------------------------------------|

Navigation: Previous, **Next**, Cancel



Step 4:

Verification code will be sent to your email.

1. Enter **Verification Code**.

Note: If email is incorrect, click **previous** button, reenter the email address and then click **Request New Code**.

2. Click **Next**.



Hello,

To complete your registration for a new provider portal user account with ConnectiCare enter the verification code below to confirm your access to this email address.

Verification code: 12323.

If you don't recognize this request, someone may have used your email address by mistake. You can safely ignore this email.

ConnectiCare.

To maintain HIPAA compliance, please do not share your username or password with anyone.

KEEP IN TOUCH



Security Code  
Verification

PORTAL USER REGISTRATION

Email Address Verification

We've sent a code to your email address <user email>; please enter it below. If you don't see the email, check your spam folder where automated messages sometimes filter.

Verification Code \*  
11274

If you've entered an incorrect email address, you can go back and change it; or you can request a new code.

Request New Code

Previous

Next

Cancel



Step 5:

The Portal User Account Verification page displays.  
You will be identified automatically by the system.  
1. Click **Next**.



Portal User Account  
Verification

PORTAL USER REGISTRATION

## Portal User Account Verification

It looks like there is already an account associated with this email address in our new portal. If you already have access to this portal and want to add a new Tax ID number, click Next to verify your username and password. Otherwise, click Previous to enter a new email address.



Cancel



Step 6:

1. Enter your **Username** and **Password**.
2. Click **Submit**.



PORTAL USER REGISTRATION

### Verify Username and Password

Enter username and password for your existing account.

Username \*  
johnsmith@gmail.com

Password \*  
\*\*\*\*\*

Having trouble? [View our quick guide.](#)

Previous

Submit

Cancel





Step 7:

The confirmation message displays.  
1. Click **Done**.



### Confirmation

Your portal user account has been successfully updated.  
Visit our [portal user guide](#) to learn how to use the portal.

Done

Thank  
You