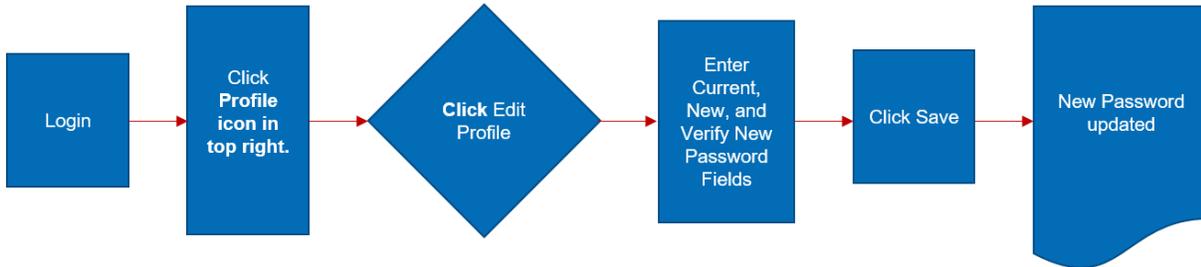


Provider Portal Login and Settings

Quick Reference Guide (QRG)



This quick reference guide (QRG) will provide an overview of the Provider Portal's Login and Settings features.



Let us look at the steps in detail for Logging in and changing Settings.

Purpose: Login and Settings



Step 1:

Go to **ConnectiCare's Provider Portal Log-in webpage**. Login Screen will display.

1. Enter in **Username** and **Password** and click **Login**.

Note: If the wrong credentials are entered, an error message will display.

ConnectiCare
Provider Portal

i If you have an account with us and it's your first time visiting our new portal, please [click here to continue](#). If you're new, and have a registration code, click Register below to begin.

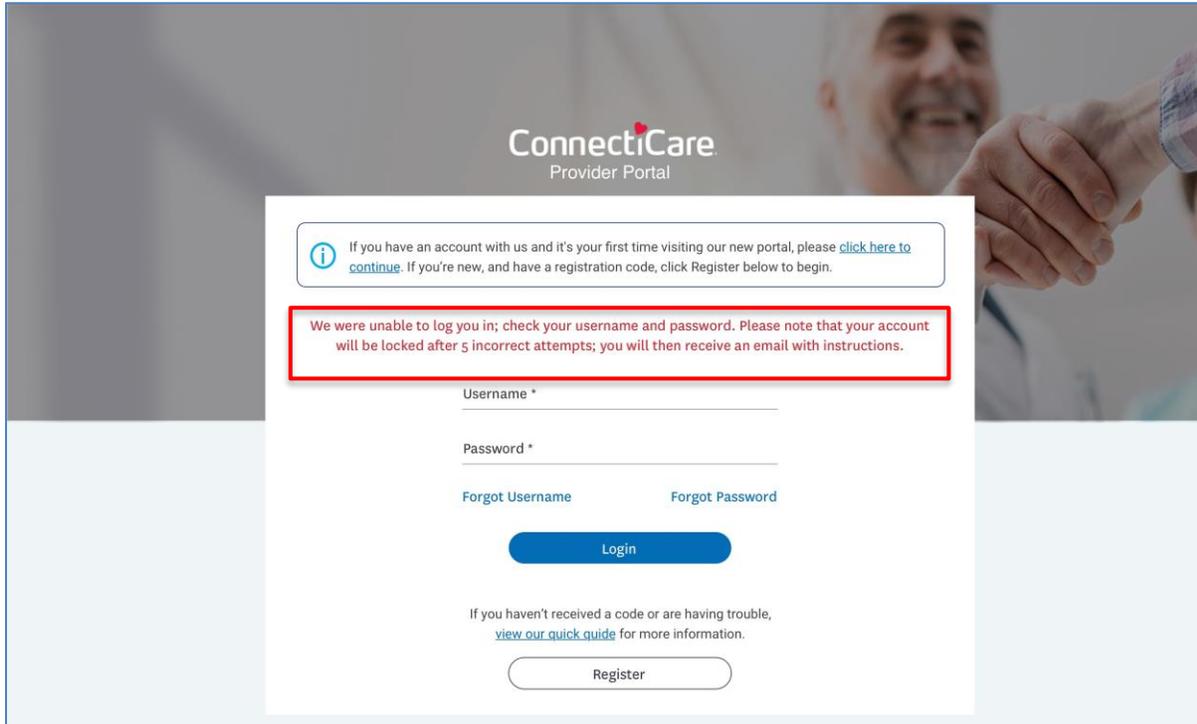
Username *
Password *

[Forgot Username](#) [Forgot Password](#)

Login

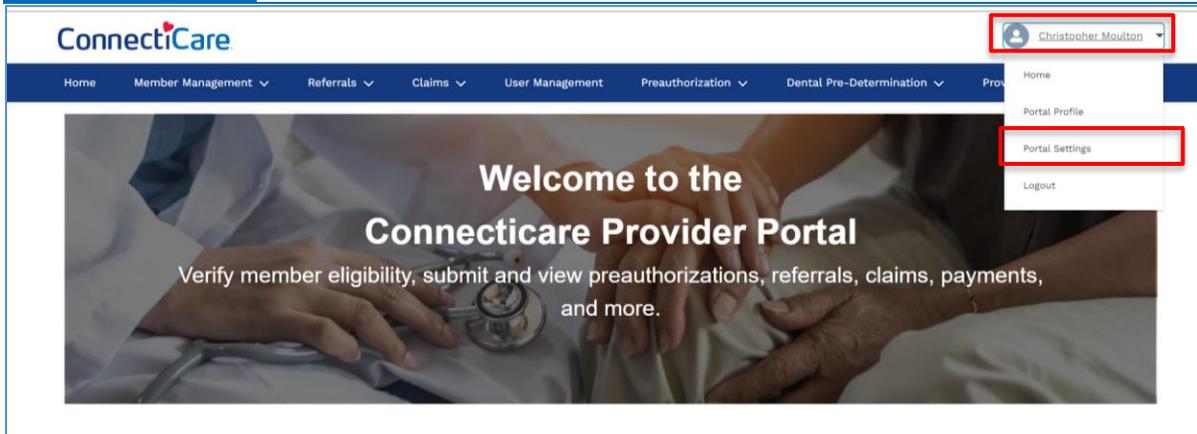
If you haven't received a code or are having trouble, [view our quick guide](#) for more information.

Register



Step 2:

1. Once logged into the **ConnectiCare Home** page, select the **User Profile** icon.
2. From the drop-down list, select **Portal Settings**.
3. On the Portal **My Settings** page, you may change your password by clicking **Change Password**.



ConnectiCare

James Smith

Home Member Management Claims Referrals Preauthorization Provider Profile Create ER Notification User Management Resources

My Settings

Cancel Save

Account

Username: j_smith@emblemhealth

Email Address *: j_smith@emblemhealth.com

Password

[Change Password](#)

Location

Language: english

Locale: English (United States)

Time Zone: (GMT-05:00) Eastern Standard Time (America/New_York)

Cancel Save



Step 3:

The **Change My Password** popup screen will display.

1. Enter required Information:

- **Current Password**
- **New Password**
- **Verify New Password**

2. Click **Save**.

Change My Password

You must adhere to the following password rules:

- * Your password must be at least 8 characters long.
- * Your password must include at least 3 of the following: numbers, uppercase and lowercase letters, and special characters: !@#\$\$%^&*()_+-=[]\|:;?/' -><

Current Password

New Password

Verify New Password

Cancel Save



Step 4:

From the **My Settings** page you have the following options:

- a) Change Email
- b) Update Language
- c) Update time zone

Click **Save**

ConnectiCare James Smith

Home Member Management Claims Referrals Preauthorization Provider Profile Create ER Notification User Management Resources

My Settings

[Cancel](#) [Save](#)

Account

Username
j_smith@emblemhealth

Email Address *
j_smith@emblemhealth.com

Password
[Change Password](#)

Location

Language
English

Locale
English (United States)

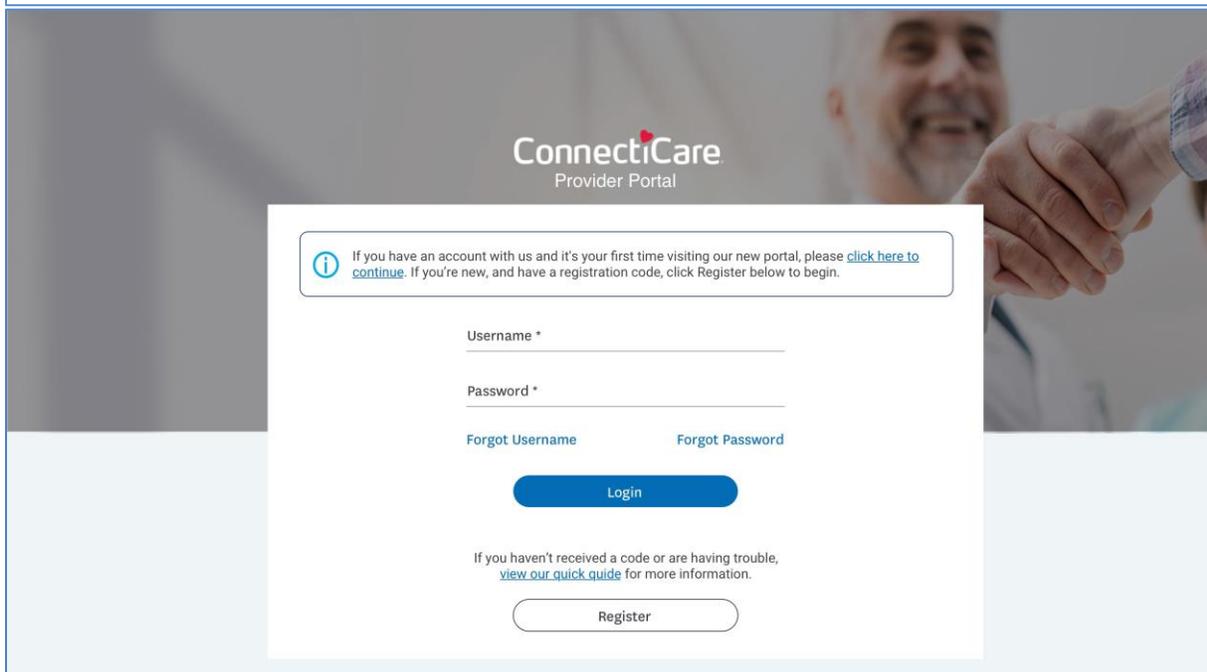
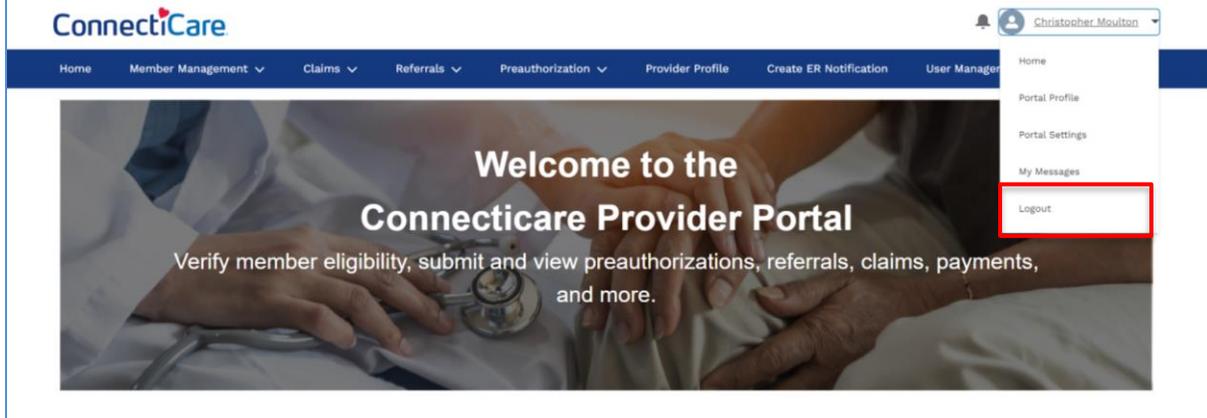
Time Zone
(GMT-05:00) Eastern Standard Time (America/New_York)

[Cancel](#) [Save](#)



Step 5:

2. Click **User** icon.
3. Select **Logout** from the dropdown menu.
Once logged out, the **Login** screen will re-display.



Thank
You