

Child &  
Adolescent  
Mental  
Health  
Division

# Provider Portal Account Registration



State of Hawaii, Department of Health  
Child and Adolescent Mental Health Division  
9/11/2020

Contents

Provider Portal User Instructions..... 2

    Logging In to the Provider Portal for the First Time ..... 2

    Logging In to the Provider Portal ..... 9

    Resetting Your Password ..... 11

# Provider Portal User Instructions

## Logging In to the Provider Portal for the First Time

Due to the confidential data submitted online, CAMHD requires all rendering providers to submit the following information in advance to create a user's Provider Portal account:

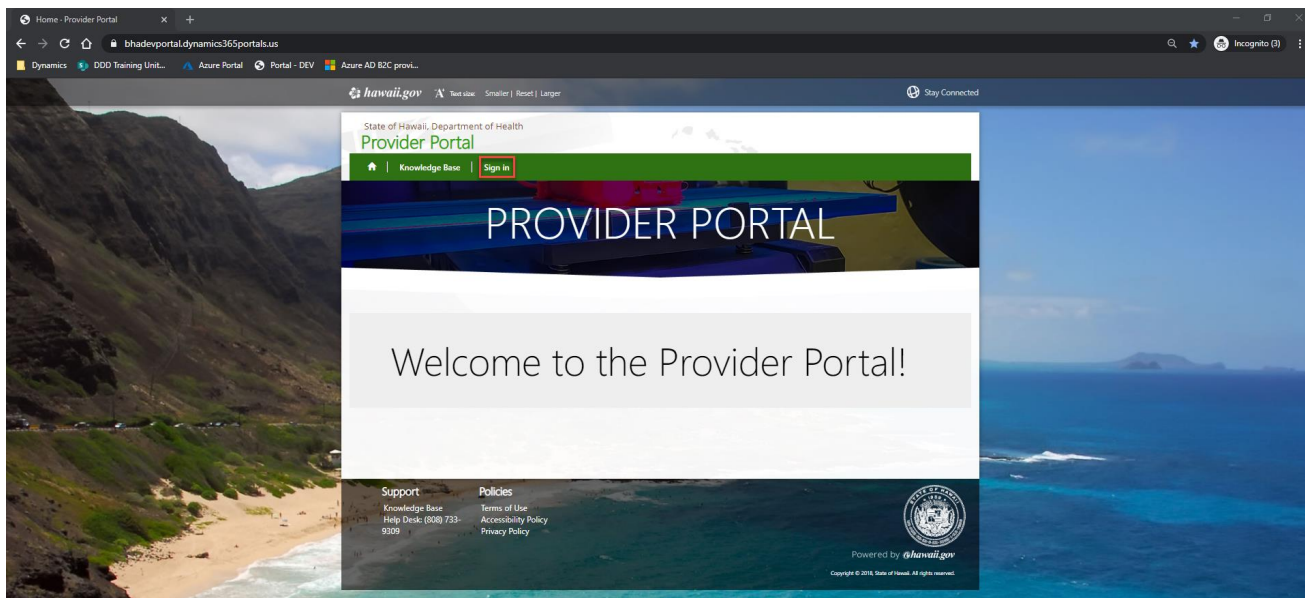
- First Name
- Last Name
- Employer-associated Email Address

When logging in to the Provider Portal (<https://bhaproduct.dynamics365portals.us>) for the first time, your identity will be confirmed via Email Address.

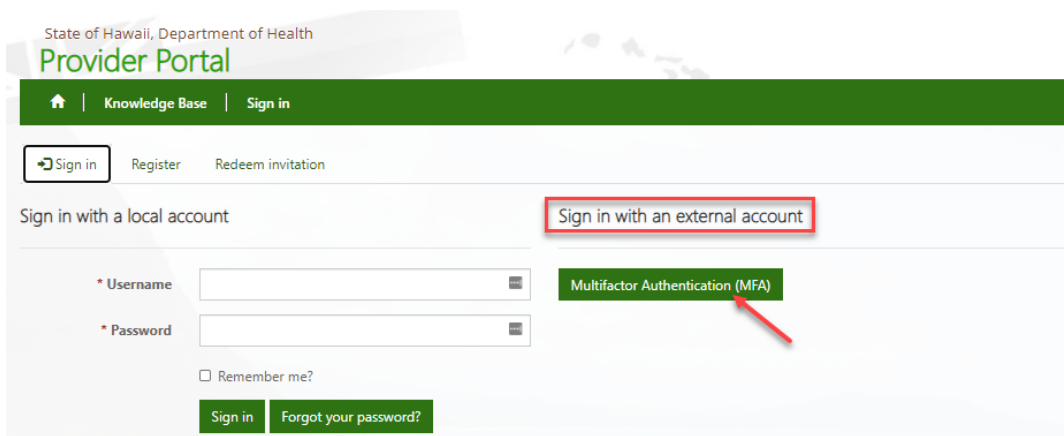
**NOTE** In order to complete account registration, your **Employer-associated Email mailbox** and **Cell Phone** need to both be immediately accessible.



In the browser, go to the **Provider Portal** (<https://bhaproduct.dynamics365portals.us>), and click on **Sign in**.



Under the **Sign in with an external account** section, click on **Multifactor Authentication (MFA)**.



You will be taken to the Portal Registration website.



Sign in with your existing account

Email Address

Password [Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Click on ***Sign up now***.

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Enter in your ***Employer-associated Email Address*** (that was submitted previously to CAMHD), then click ***Send verification code***.

Email Address

[Send verification code](#)

New Password

Confirm New Password

First Name

Last Name

[Create](#)

[Cancel](#)

You will be sent a verification code to the Employer-associated Email Address you provided in the previous screen. Check your Inbox (or Spam) for an email from **Microsoft on behalf of State of Hawaii Connect** with the subject line, **State of Hawaii Connect account email verification code**.

**From:** Microsoft on behalf of State of Hawaii Connect <msonlineserviceteam@microsoftonline.com>

**Subject:** State of Hawaii Connect account email verification code

3

Verify your email address

Thanks for verifying your  account!

Your code is: **074502**

Sincerely,  
State of Hawaii Connect

**NOTE** The Verification Code is only active for ten minutes, so the above steps must be done in succession immediately.



If the code is expired, you will receive an error. To receive a new code, click on **Send a new code**.

That code is expired. Please request a new code.

Email Address

Verification code

Verify code

Send new code



Using the numerical code from the email you received, enter it into the **Verification code** box, then click **Verify code**. In the example below, the code from the email was 074502.

Email Address

Verification code

Verify code

Send new code

New Password

Confirm New Password

First Name

Last Name

Create

Cancel

After clicking on Verify code, the screen will change to the one displayed below. Enter in a **New Password** and enter it again to **Confirm New Password**.

Email Address

[Change e-mail](#)

New Password

Confirm New Password

First Name

Last Name

[Create](#) [Cancel](#)

---

**NOTE** The password must be between 8 and 64 characters.  
The password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

---

Enter in your **First Name** and **Last Name**. It needs to match EXACTLY what has been submitted to CAMHD. Click on **Create**.

Email Address

[Change e-mail](#)

New Password

Confirm New Password

First Name

Last Name

[Create](#) [Cancel](#)


Enter in the **Phone Number** in the format of **###-###-####**, then click **Send Code**. Please note that the Phone Number needs to be associated to a mobile phone that you have in hand and has the capability to receive text messages.

Enter a number below that we can send a code via SMS or phone to authenticate you.

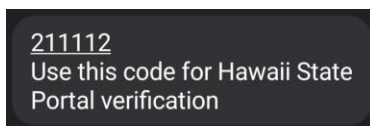
Country Code  
United States (+1) ▼

Phone Number  
Phone number

Send Code Call Me Cancel



You will receive a text message like below momentarily. In this example, 211112 is the verification code.



Enter in the **verification code** you received in the text message, then click **Verify Code**.


Enter a number below that we can send a code via SMS or phone to authenticate you.

+1808

Enter your verification code below, or [send a new code](#)

211112

Verify Code Cancel



---

**NOTE** The Verification Code is only active for ten minutes, so the above steps must be done in succession immediately.



If the code is expired, you will receive an error. To receive a new code, click on **send a new code**.

Enter a number below that we can send a code via SMS or phone to authenticate you.

+1808-

Enter your verification code below, or [send a new code](#)

The verification code you have entered does not match our records. Please try again, or request a new code.

Cancel



The page will automatically log you in to the Provider Portal. Your session will be active for 24 hours, so you may not be required to log back in during that time.

**IMPORTANT!**



If your computer is accessible by anyone else, please remember to **CLOSE YOUR BROWSER** if you step away or are done with your work in the Provider Portal. This will end your session and will require an email and password to log back in. Failure to comply may lead to HIPAA violations.

hawaii.gov Text size: Smaller | Reset | Larger Stay Connected

State of Hawaii, Department of Health  
**Provider Portal for Child and Adolescent Mental Health Division**

Home > Profile

### Profile

Please provide some information about yourself.  
The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.  
The **Email Address** and **Phone** number are required but will not be displayed on the site.  
Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts.

**Your Information**

First Name *	Last Name *
E-mail	Business Phone
Organization Name	Title
Nickname	Web Site

Profile

Security

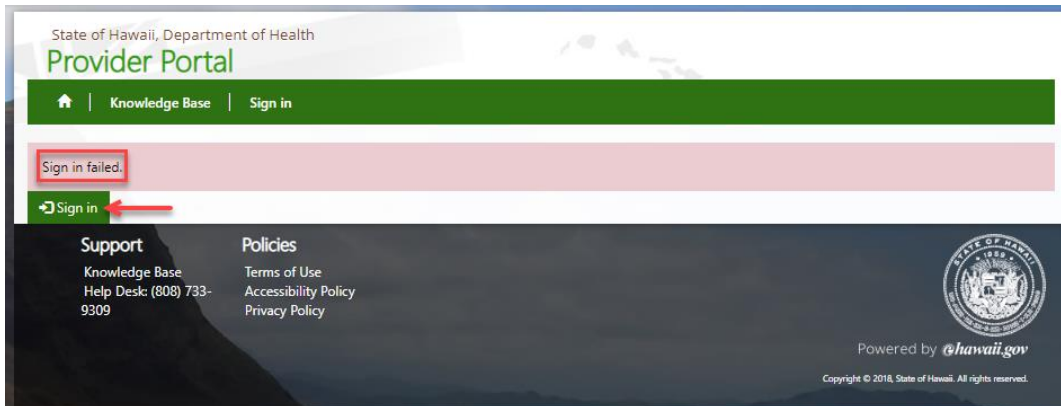
Change Password

Change Email

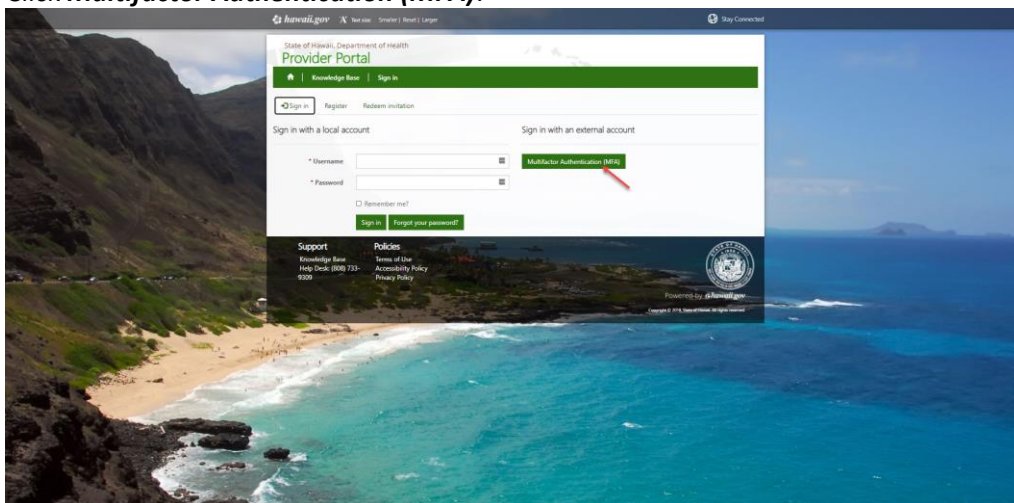
Manage External Authentication



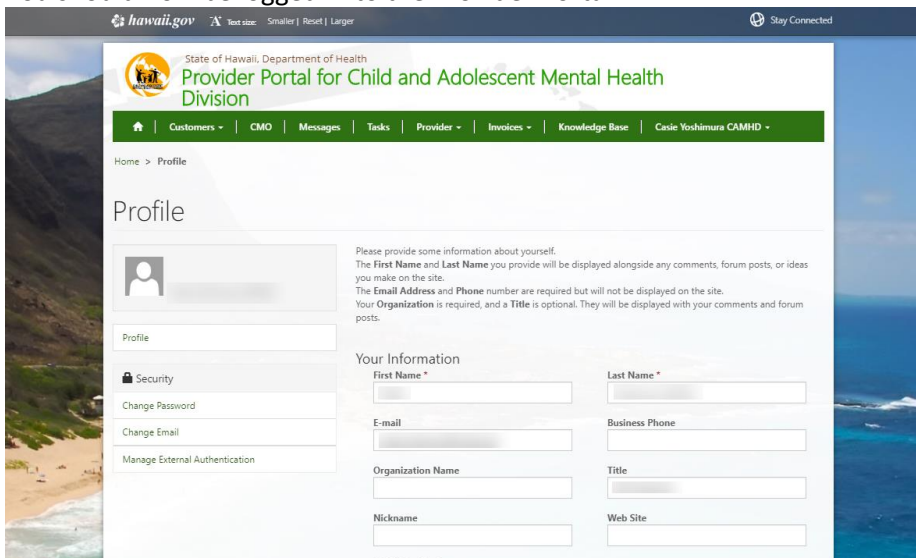
**NOTE** If for some reason, instead of being automatically logged in to the Provider Portal, you are redirected to a **Sign in failed** message, please **disregard this message**, and click on **Sign in**.



Click **Multifactor Authentication (MFA)**.

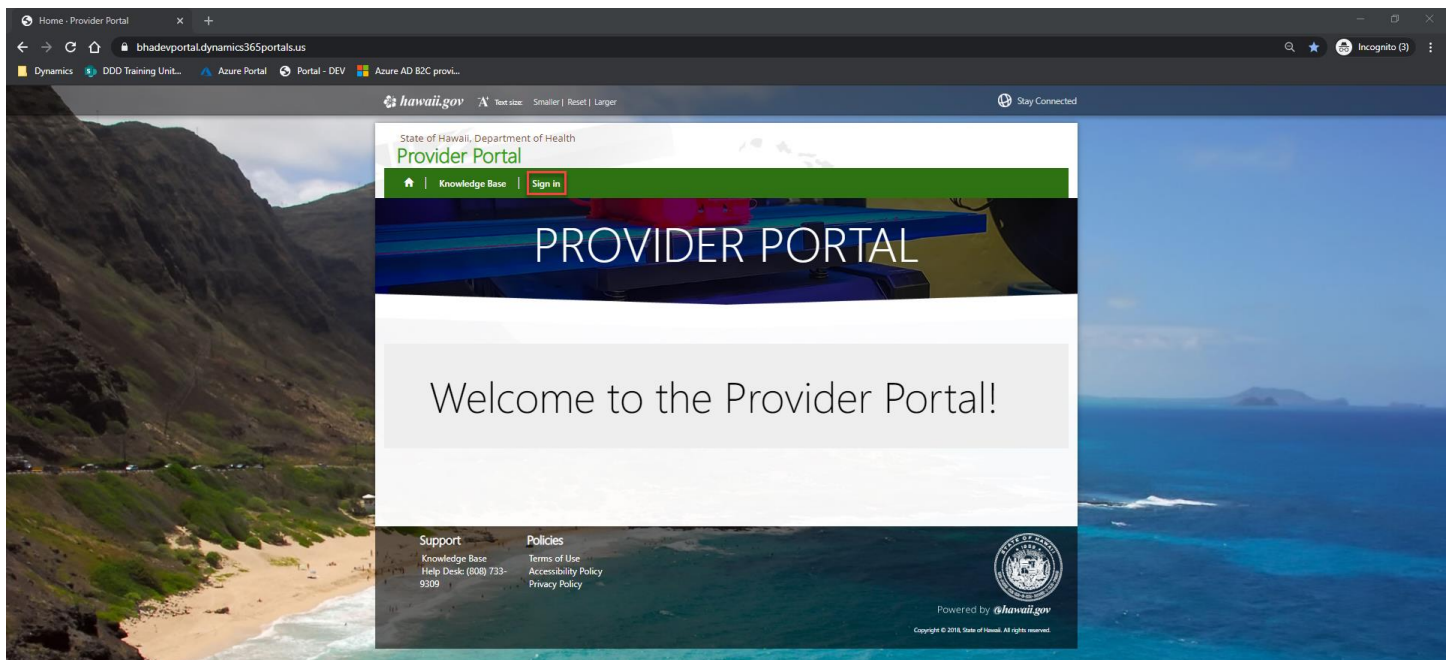


You should now be logged in to the Provider Portal.



## Logging In to the Provider Portal

After you register your Provider Portal account, you will be able to log in regularly by going to the **Provider Portal** (<https://bhaproduct.dynamics365portals.us>), and clicking on **Sign in**.



If you are not automatically logged into the Provider Portal, you will be directed to this page. Under the **Sign in with an external account** section, click on **Multifactor Authentication (MFA)**.

A screenshot of the Sign in page of the Provider Portal. The page has a green header with 'hawaii.gov' and 'Provider Portal'. Below the header is a navigation bar with 'Sign in', 'Register', and 'Redeem invitation' links. The main content area is divided into two sections: 'Sign in with a local account' and 'Sign in with an external account'. The 'Sign in with a local account' section contains fields for 'Username' and 'Password', a 'Remember me?' checkbox, and 'Sign in' and 'Forgot your password?' buttons. The 'Sign in with an external account' section contains a green button labeled 'Multifactor Authentication (MFA)' with a red arrow pointing to it.

Enter in your **Employer-associated Email Address** and **Password**, then click **Sign in**.

Sign in with your existing account

Email Address

Email Address

Password

Forgot your password?

Password

Sign in

Don't have an account? [Sign up now](#)

You are now logged into the Provider Portal, and your Profile page will be displayed.

hawaii.gov

Text size: Smaller | Reset | Larger

Stay Connected

State of Hawaii, Department of Health

Provider Portal for Child and Adolescent Mental Health Division

Home

Customers

CMO

Messages

Tasks

Provider


Invoices

Knowledge Base

Casie Yoshimura CAMHD

Home > Profile

Profile



Profile

Security

Change Password

Change Email

Manage External Authentication

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone** number are required but will not be displayed on the site.

Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts.

Your Information

First Name \*

Last Name \*

E-mail

Business Phone

Organization Name

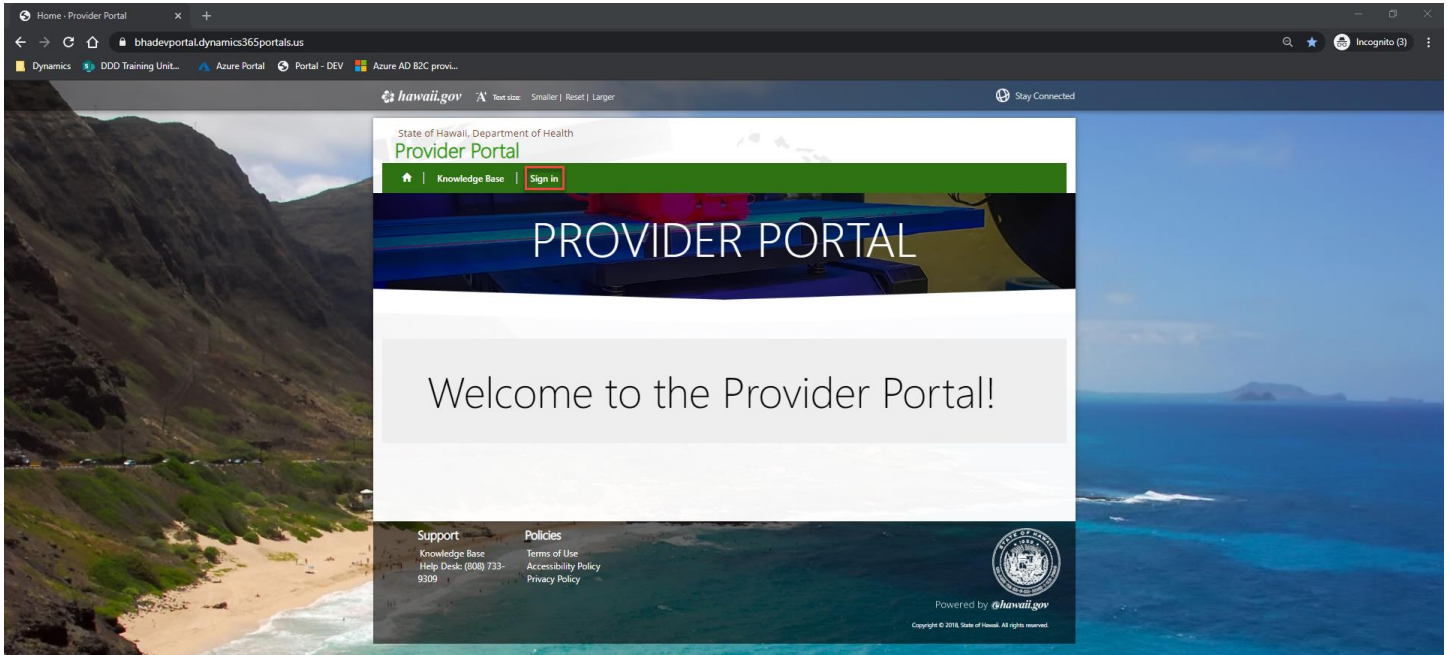
Title

Nickname

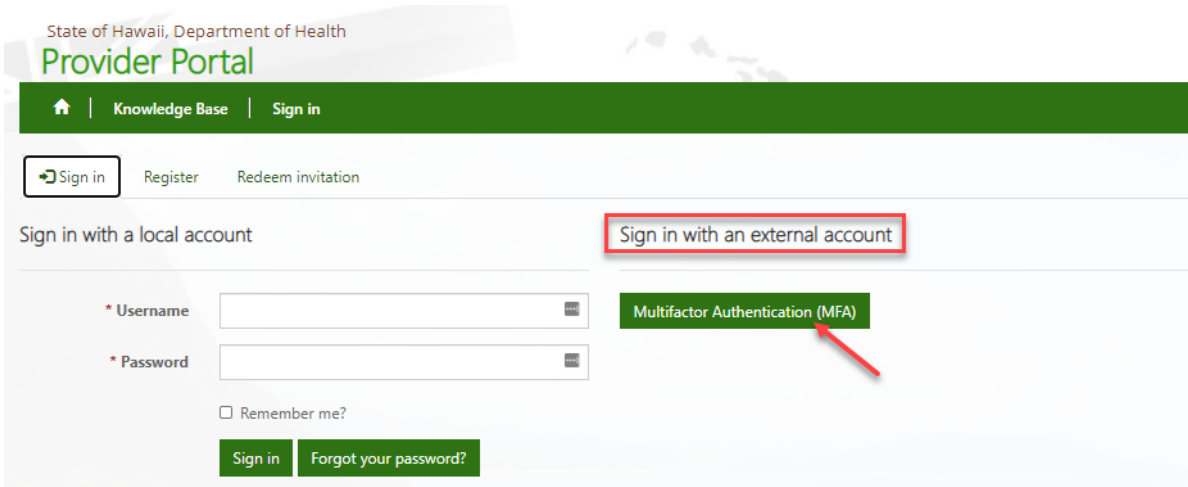
Web Site

## [Resetting Your Password](#)

If you forgot your password, go to the **Provider Portal** (<https://bhaproduct.dynamics365portals.us>), and click on **Sign in**.



Under the **Sign in with an external account** section, click on **Multifactor Authentication (MFA)**.



Click on ***Forgot your password?***

Sign in with your existing account

Email Address

Email Address

Password [Forgot your password?](#)

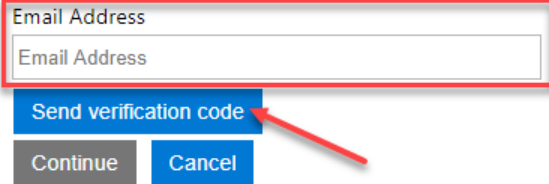
Password

[Sign in](#)

Don't have an account? [Sign up now](#)

Enter in the **Email Address** your Portal account is registered under, then click **Send verification code**.

Verification is necessary. Please click Send button.



Email Address

Email Address

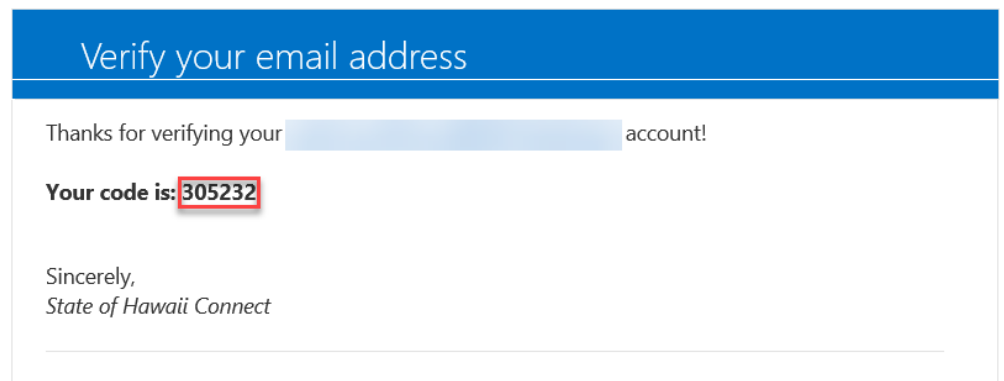
Send verification code

Continue Cancel

You will be sent a verification code to the Email Address you provided in the previous screen. Check your Inbox (or Spam) for an email from **Microsoft on behalf of State of Hawaii Connect** with the subject line, **State of Hawaii Connect account email verification code**.

**From:** Microsoft on behalf of State of Hawaii Connect <msonlineservicesteam@microsoftonline.com>

**Subject:** State of Hawaii Connect account email verification code



Verify your email address

Thanks for verifying your [redacted] account!

**Your code is:** 305232

Sincerely,  
State of Hawaii Connect

Using the numerical code from the email you received, enter it into the **Verification code** box, then click **Verify code**. In this example, the code from the email was 305232.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code

305232

Verify code

Send new code

Continue

Cancel

Click on **Continue**.

E-mail address verified. You can now continue.

Email Address


Change e-mail


Continue

Cancel

After verifying the last four digits of your mobile phone number, click on **Send Code**.

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

Phone Number - XXX-XXX-


 [Send Code](#) [Call Me](#) [Cancel](#)

You will receive a text message like below momentarily. In this example, 347251 is the verification code.



748381  
Use this code for Hawaii State  
Portal verification

Enter in the **verification code** you received in the text message.

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

Phone Number - XXX-XXX-

Enter your verification code below, or [send a new code](#)

  
 [Verify Code](#) [Cancel](#)

---

**NOTE** The Verification Code is only active for ten minutes, so the above steps must be done in succession immediately.



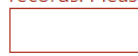
If the code is expired, you will receive an error. To receive a new code, click on **send a new code**.

Enter a number below that we can send a code via SMS or phone to authenticate you.

+1808-

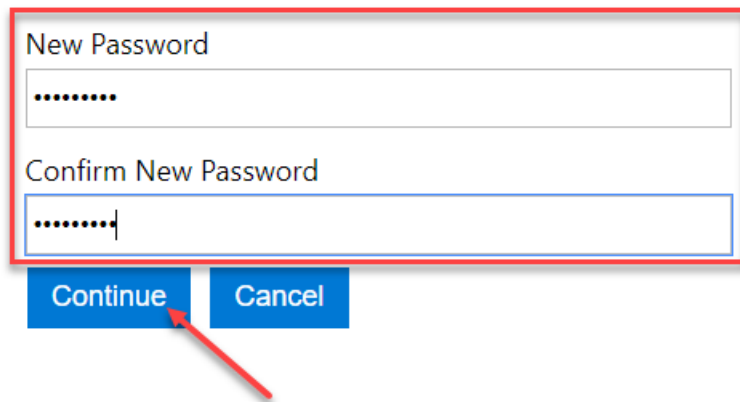
Enter your verification code below, or [send a new code](#)

The verification code you have entered does not match our records. Please try again, or request a new code.

  
[Cancel](#)



Enter in a **New Password**, and retype to **Confirm New Password**, then click **Continue**.

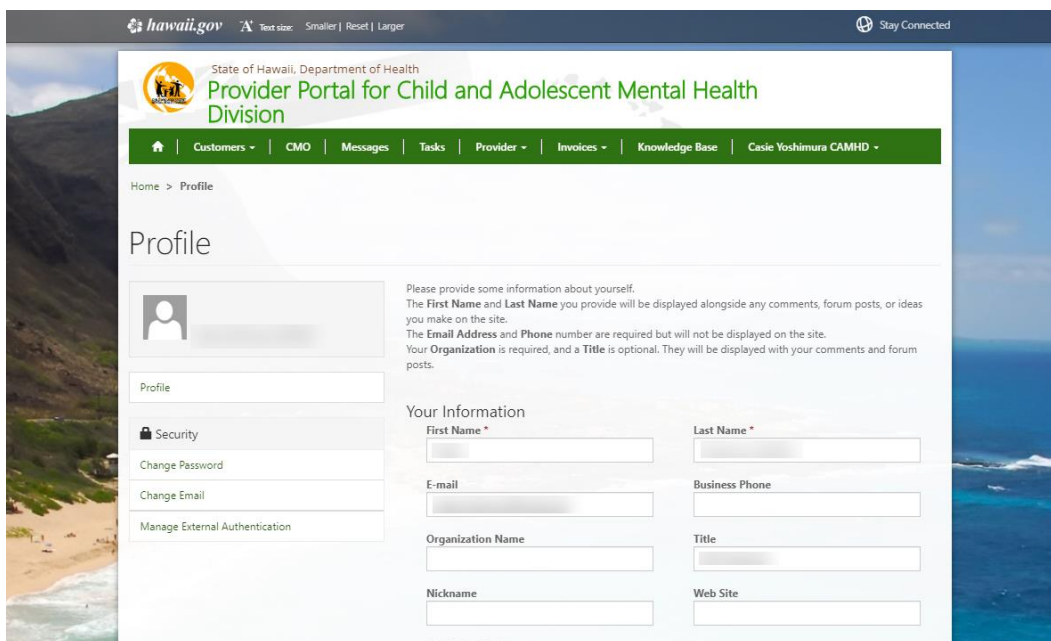


New Password

Confirm New Password

Continue Cancel

You will be logged in to the Provider Portal.



hawaii.gov Text size: Smaller | Reset | Larger Stay Connected

State of Hawaii, Department of Health  
Provider Portal for Child and Adolescent Mental Health Division

Home > Profile

Profile

Please provide some information about yourself.  
The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.  
The **Email Address** and **Phone** number are required but will not be displayed on the site.  
Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts.

Your Information

First Name \* Last Name \*

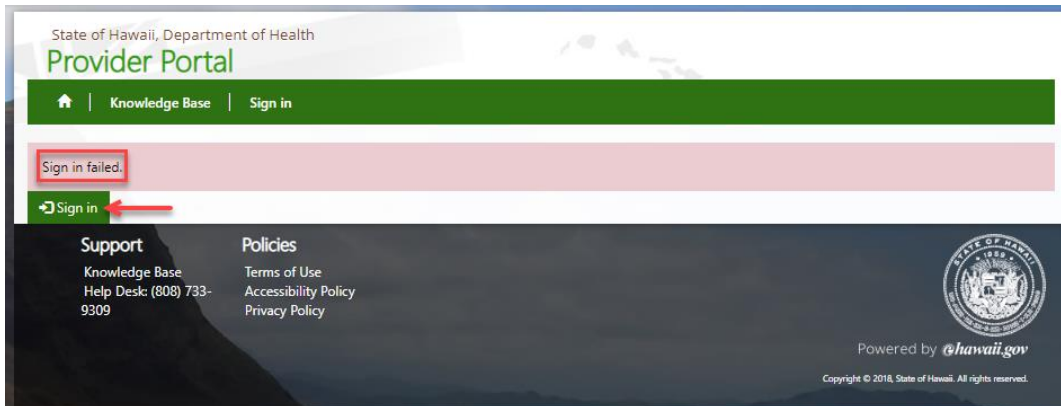
E-mail Business Phone

Organization Name Title

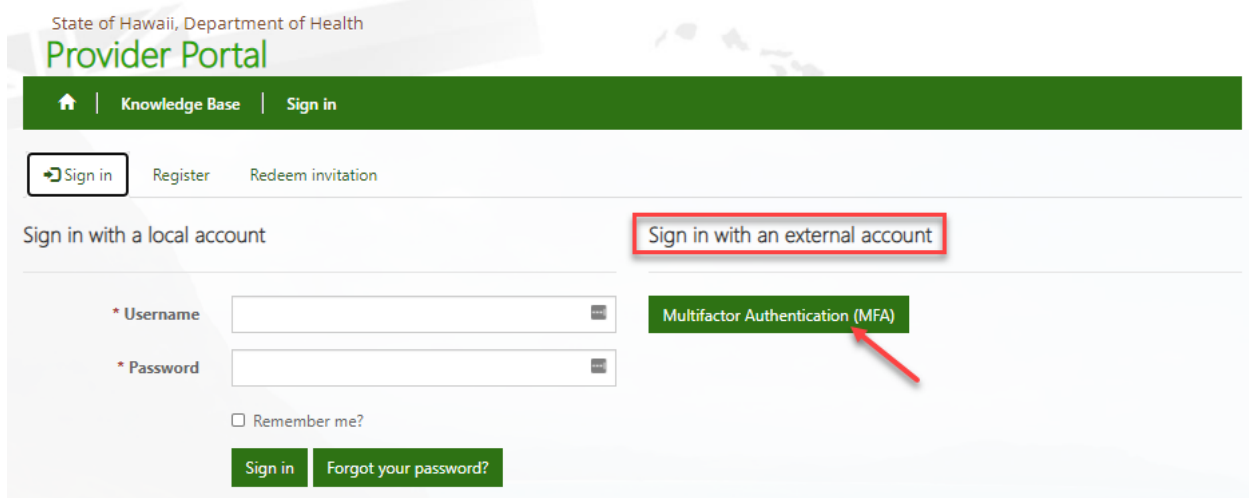
Nickname Web Site



**NOTE** If for some reason, instead of being automatically logged in to the Provider Portal, you are redirected to a **Sign in failed** message, please **disregard this message**, and click on **Sign in**.



Click **Multifactor Authentication (MFA)**.



Enter in your **Email Address** and newly reset **Password**, then click **Sign in**.

Sign in with your existing account

Email Address

Email Address

Password [Forgot your password?](#)

Password

Sign in

Don't have an account? [Sign up now](#)

You should now be logged in to the Provider Portal.