Provider Portal Account Registration

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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://bhaprod.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 <u>need to both be immediately accessible</u>**.

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In the browser, go to the **Provider Portal** (https://bhaprod.dynamics365portals.us), and click on *Sign in*.
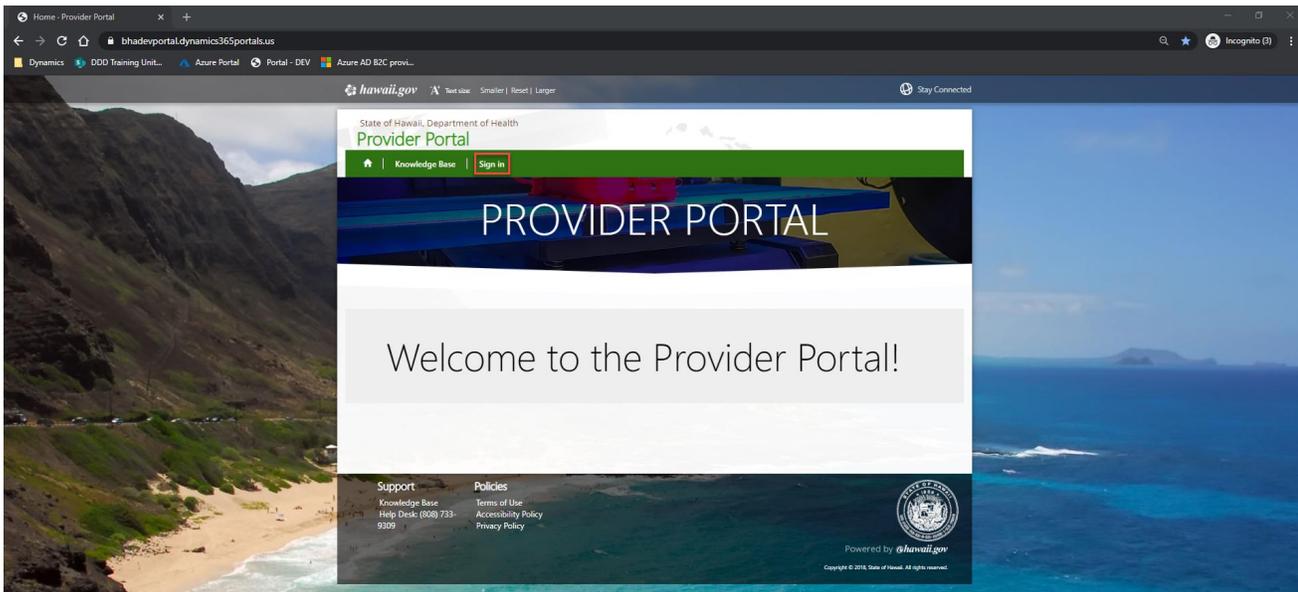
Under the **Sign in with an external account** section, click on *Multifactor Authentication (MFA)*.
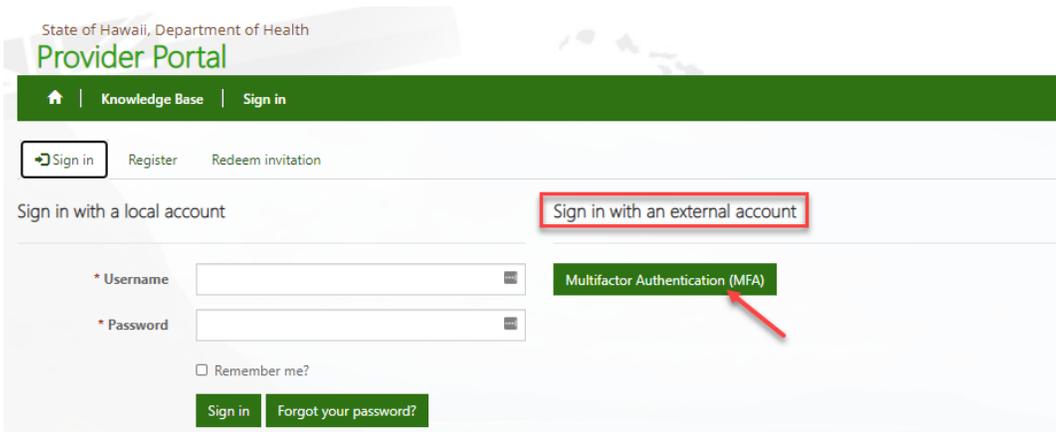
You will be taken to the Portal Registration website.
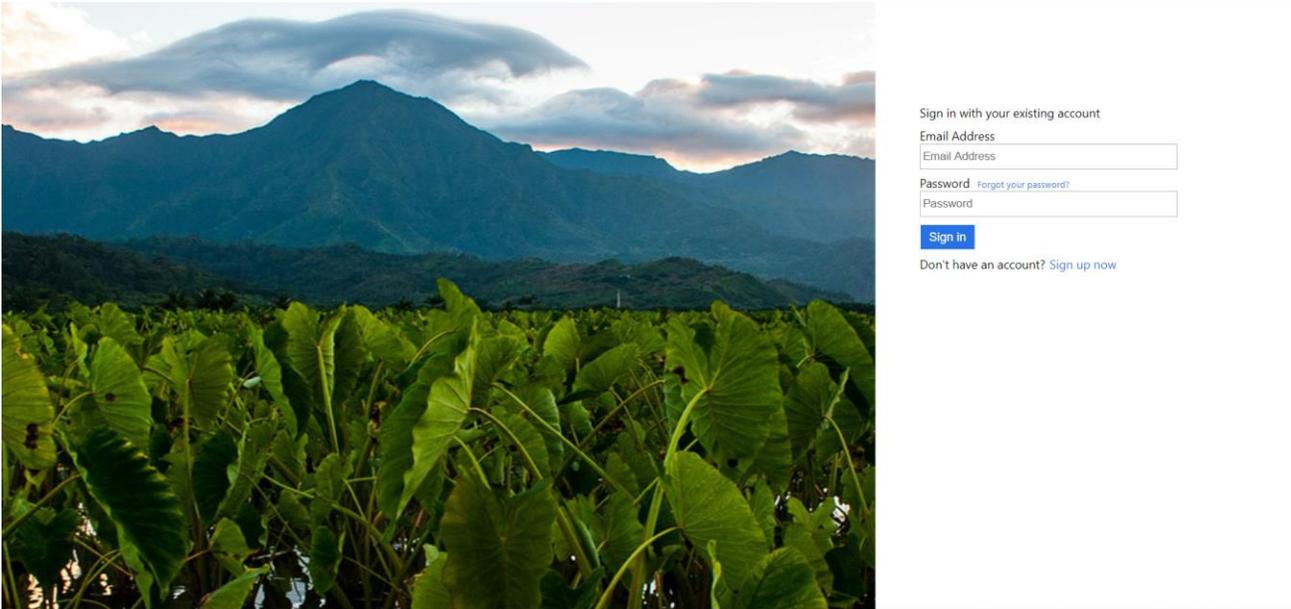
Click on **Sign up now.**

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

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 <msonlineservicesteam@microsoftonline.com>
Subject: State of Hawaii Connect account email verification code

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***.

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.

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

New Password

Confirm New Password

Confirm New Password

First Name

First Name

Last 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

First Name

Last 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.

211112
Use this code for Hawaii State Portal verification
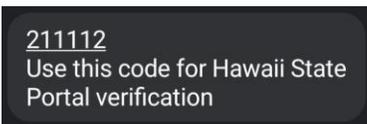
Enter in the **verification code** you received in the text message, then click *Verify Code*.

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!

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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.
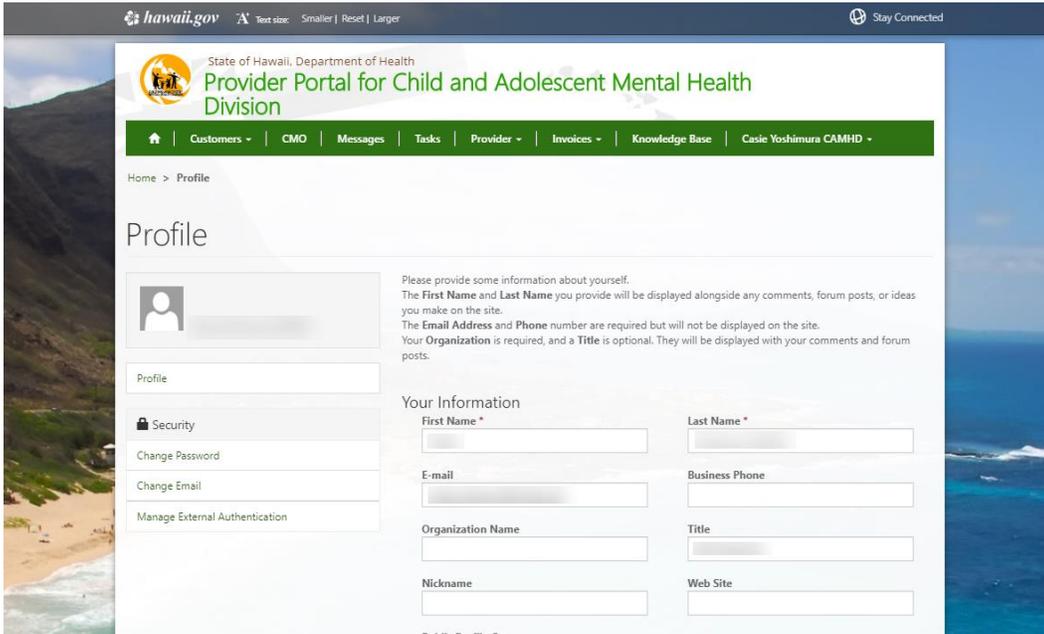
NOTE	If for some reason, instead of being automatically logged in to the Provider Portal, you are redirected to a **Sign in failed** message, please ***disregard this message***, and click on ***Sign in***.
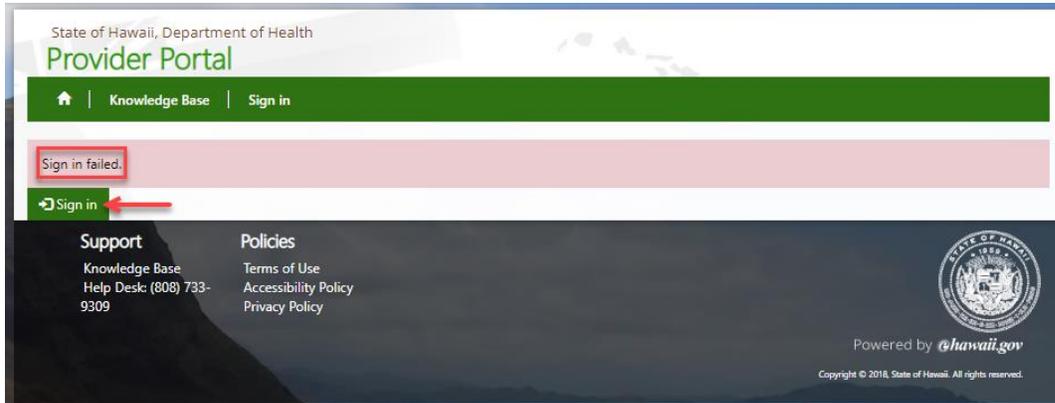
Click ***Multifactor Authentication (MFA)***.
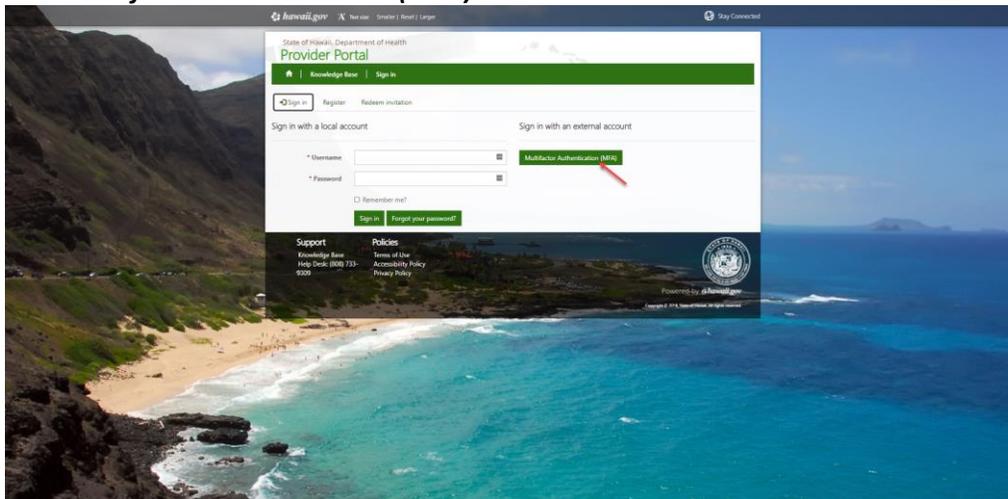
You should now be logged in to the Provider Portal.
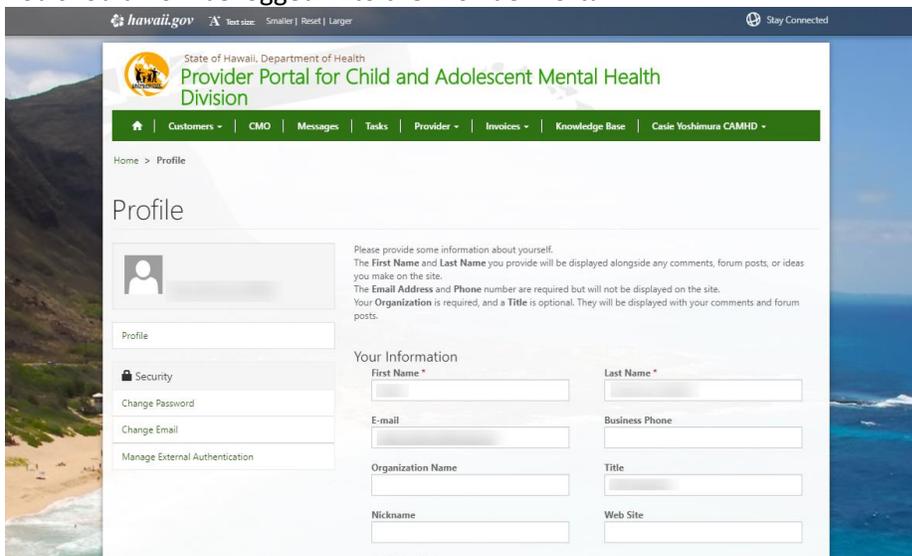
Logging In to the Provider Portal

After you register your Provider Portal account, you will be able to log in regularly by going to the **Provider Portal** (**https://bhaprod.dynamics365portals.us**)*, and clicking on *Sign in*.
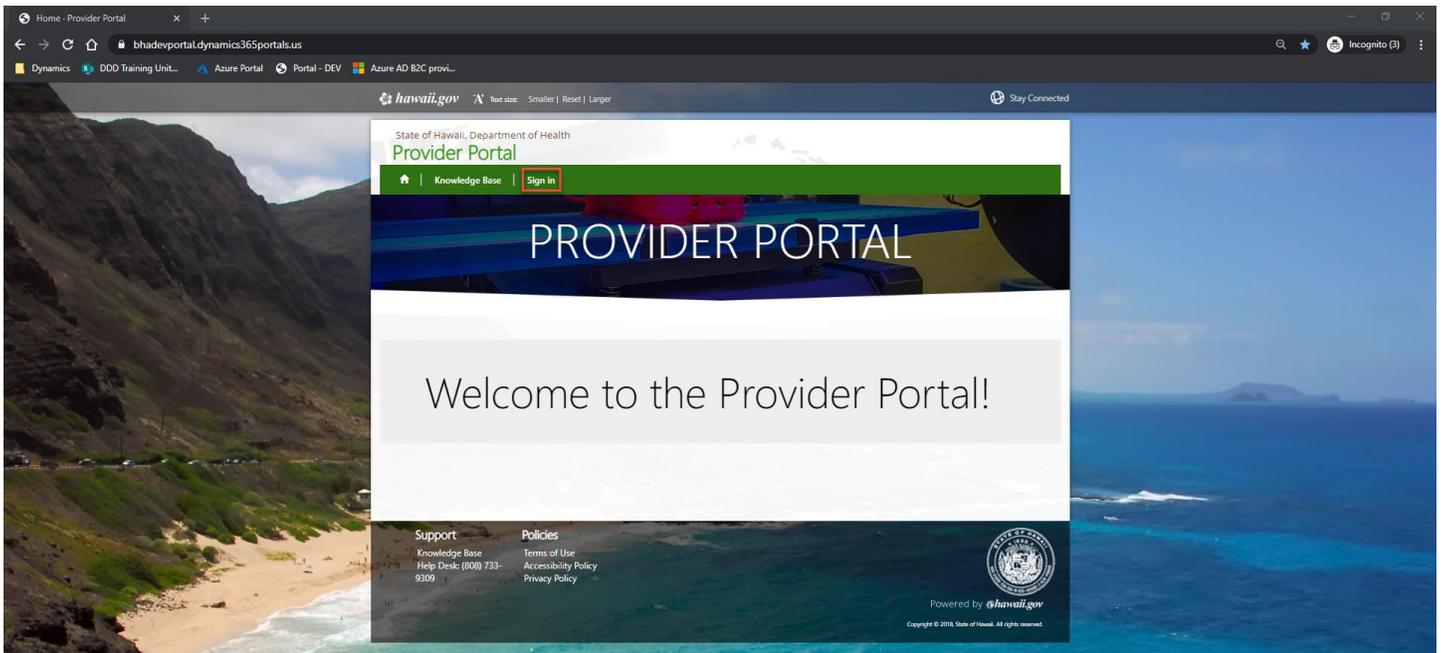
If you are not automatically logged into the Provider Portal, you will be directed to this page. Under the **Sign in with an external account** section, click on *Multifactor Authentication (MFA)*.
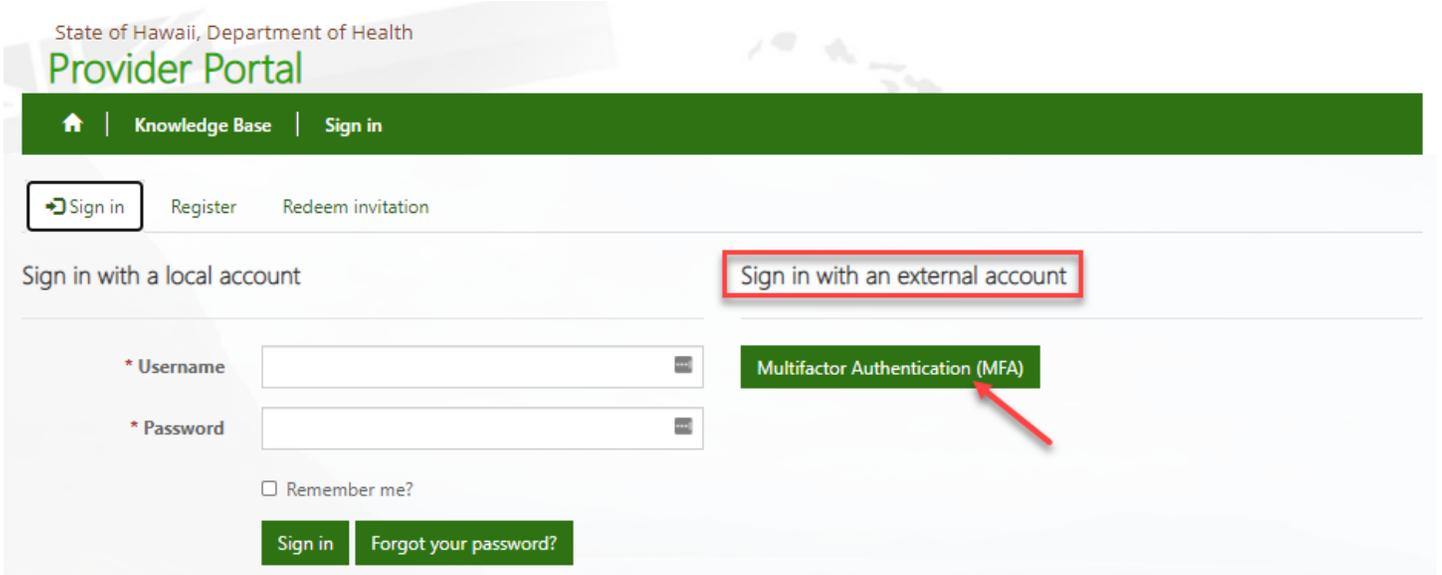
Enter in your *Employer-associated Email Address* and *Password*, then click *Sign in*.

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

Resetting Your Password

If you forgot your password, go to the **Provider Portal (https://bhaprod.dynamics365portals.us)**, and click on *Sign in*.
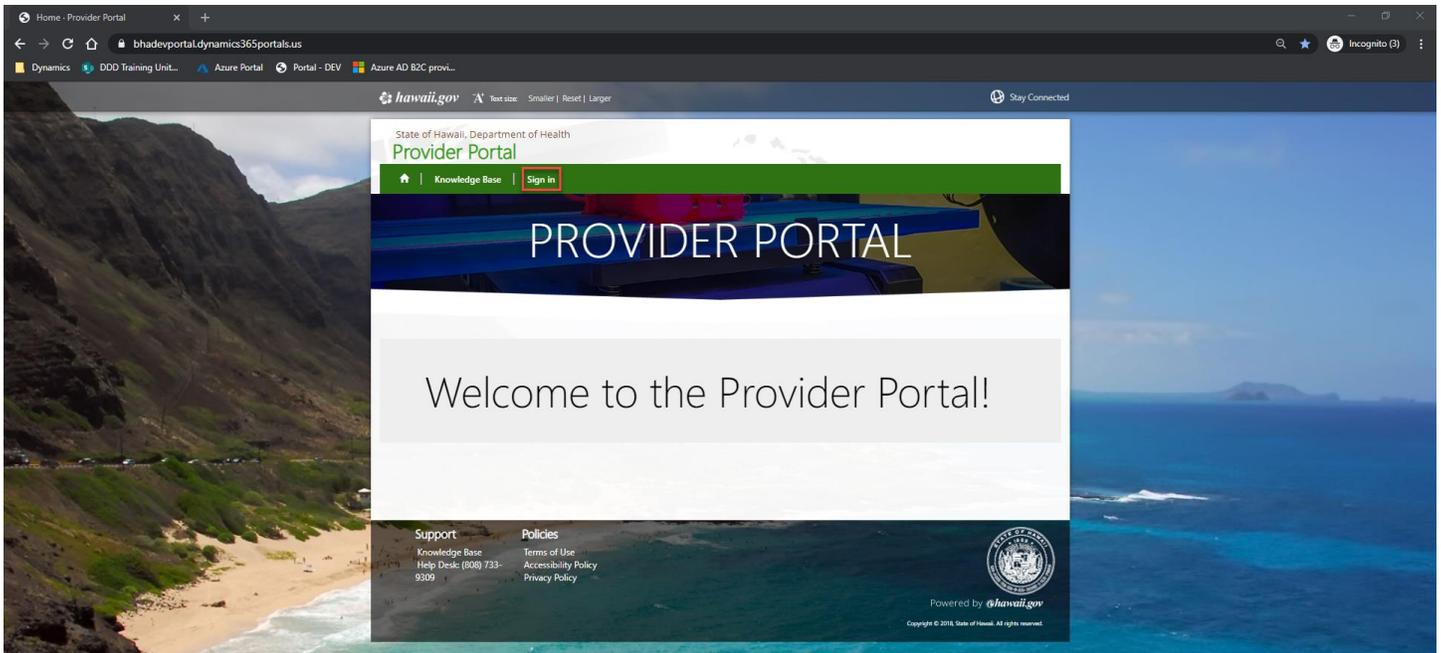
Under the **Sign in with an external account** section, click on *Multifactor Authentication (MFA)*.
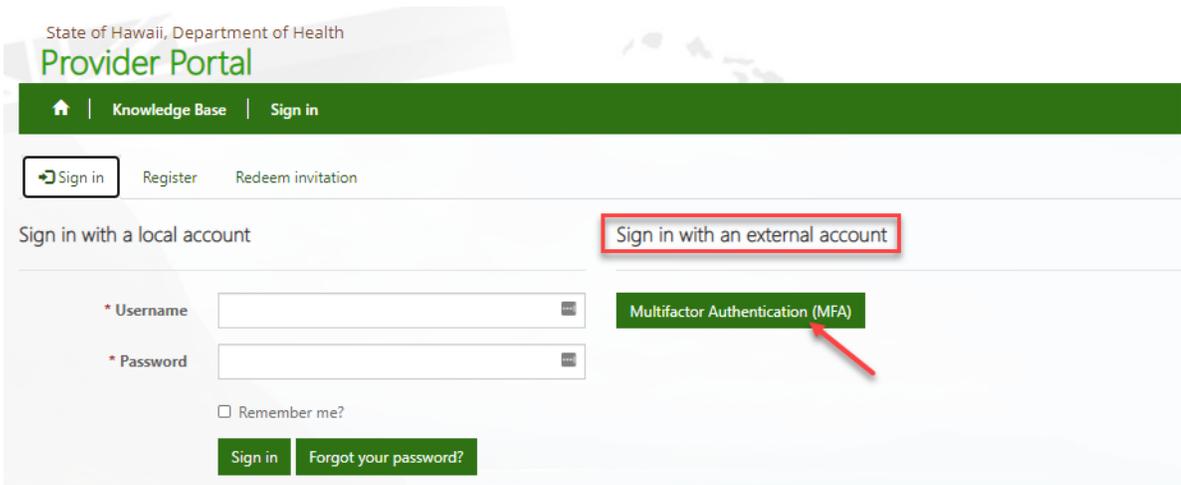
Click on *Forgot your password?*

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

Verification is necessary. Please click Send button.
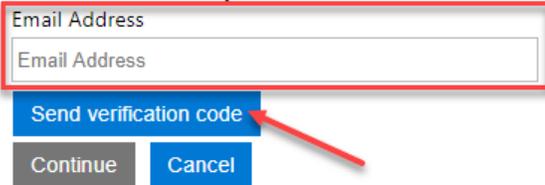
Email Address

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 _____ account!

Your code is: 305232

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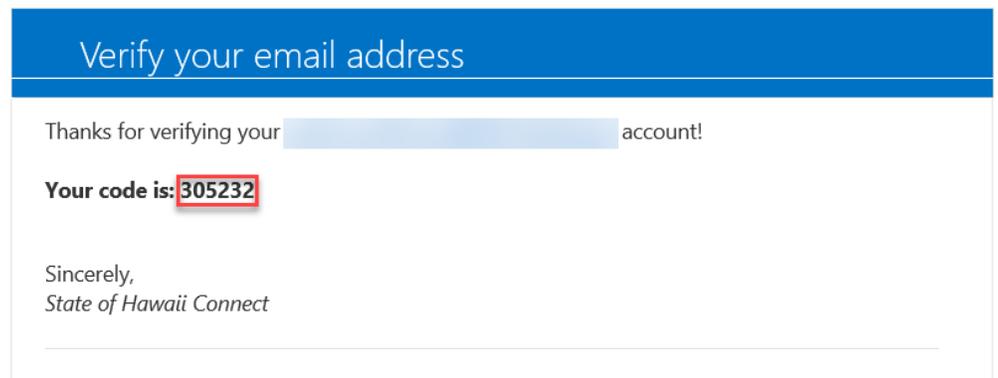
Using the numerical code from the email you received, enter it into the *Verification code* box, then click *Verify code*. In this example, the code from the email was 305232.

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.
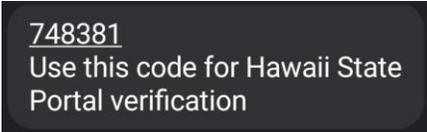
748381
Use this code for Hawaii State Portal verification

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

748381

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*.
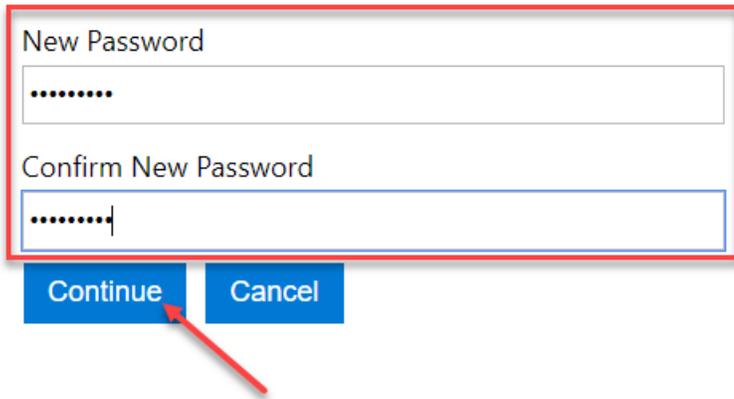
You will be logged in to the Provider Portal.

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**.

You should now be logged in to the Provider Portal.