

Developmental  
Disabilities  
Division

# Provider Portal Account Registration



State of Hawaii, Department of Health  
Developmental Disabilities Division  
6/1/2021

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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, DDD requires all rendering providers to submit the following information in advance to create a user's Provider Portal account:

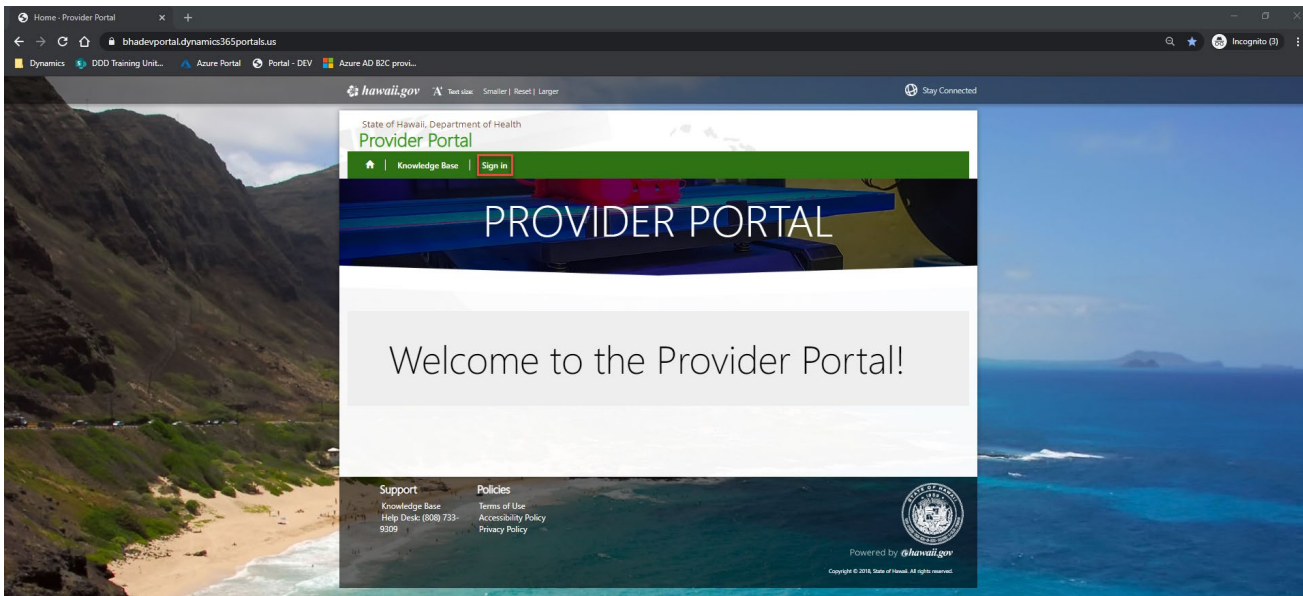
- First Name
- Last Name
- Employer-associated Email Address

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

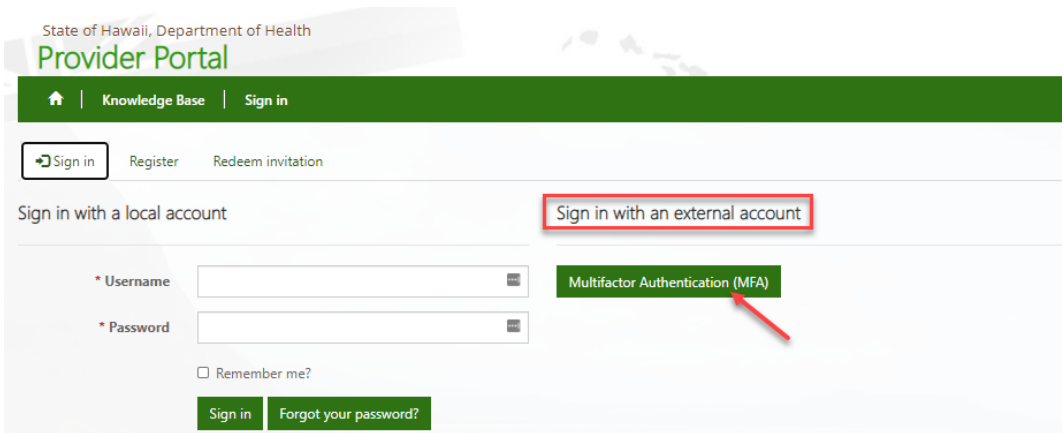
**NOTE** To complete account registration, your **Employer-associated Email mailbox** and **Cell Phone** need to both be immediately accessible.



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

Email Address

Password [Forgot your password?](#)

Password

[Sign in](#)

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

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

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

Email Address

Email Address

[Send verification code](#)

New Password

New Password

Confirm New Password

Confirm New Password

First Name

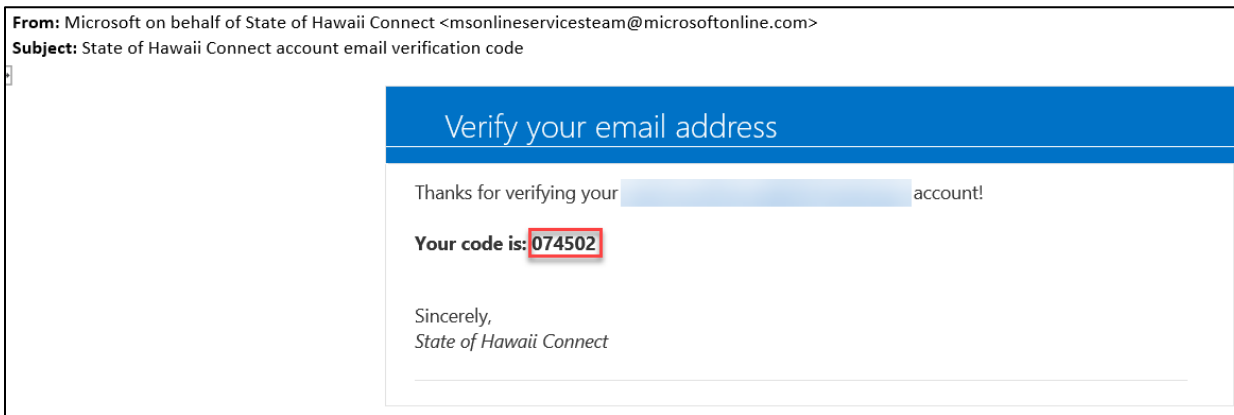
First Name

Last Name

Last Name

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

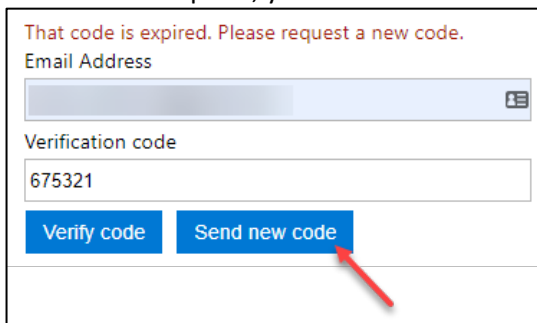
You will be sent a verification code to the Employer-associated Email Address you provided in the previous screen. Check your Inbox (or Spam) for an email from **Microsoft on behalf of State of Hawaii Connect** with the subject line, **State of Hawaii Connect account email verification code**.



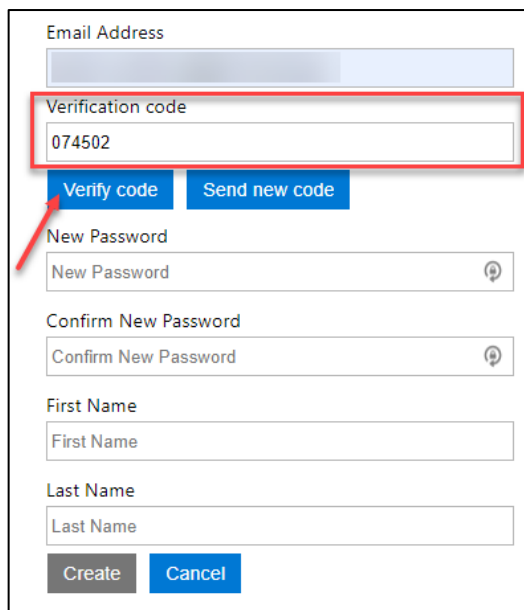
**NOTE** The Verification Code is only active for ten minutes, so the above steps must be done in succession immediately.



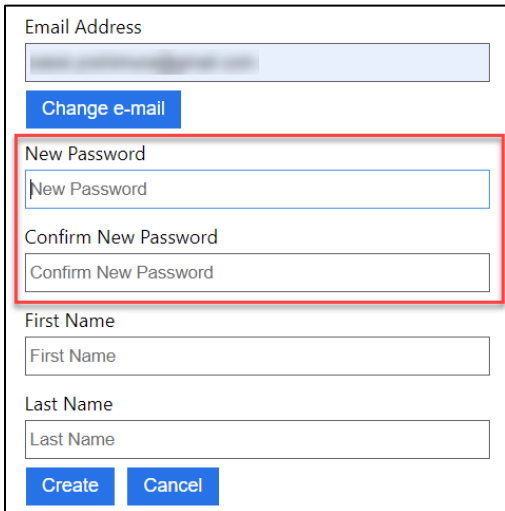
If the code is expired, you will receive an error. To receive a new code, click on **Send a new code**.



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

Confirm New Password

First Name

Last Name

Create Cancel

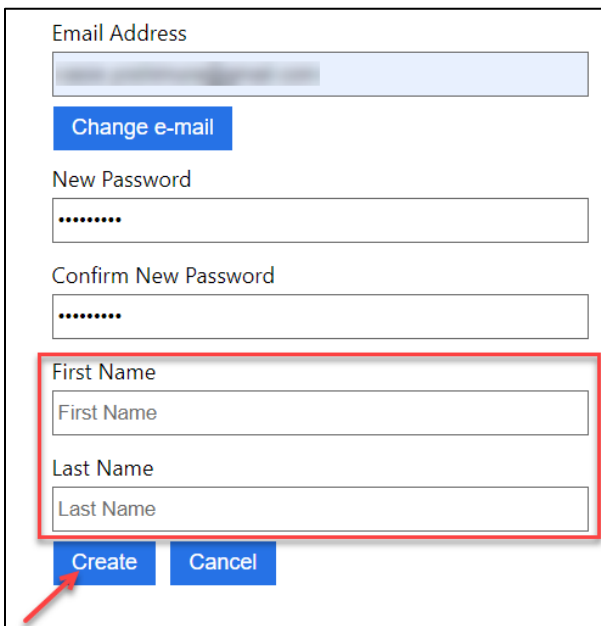
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**NOTE** The password must be between 8 and 64 characters.  
The password must have at least 3 of the following:

- 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 DDD. Click on **Create**.



Email Address

Change e-mail

New Password

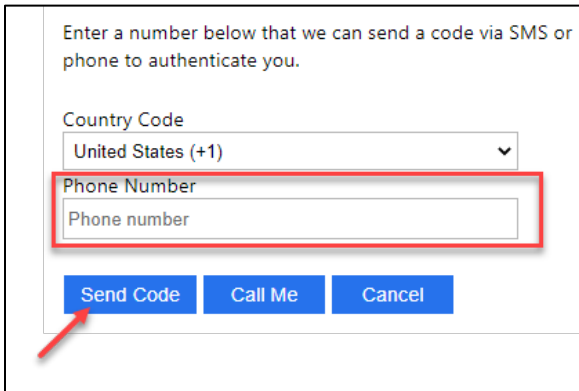
Confirm New Password

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.

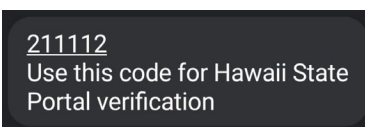
Country Code  
United States (+1) ▼

Phone Number  
Phone number

Send Code Call Me Cancel

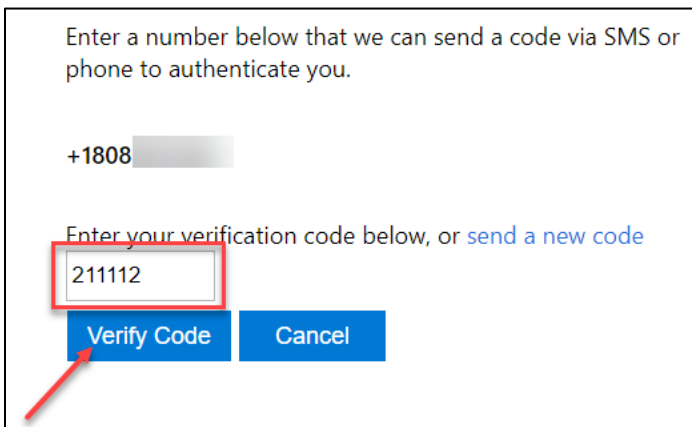
A red box highlights the Phone Number input field. A red arrow points to the Send Code button.

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 [redacted]

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

211112

Verify Code Cancel

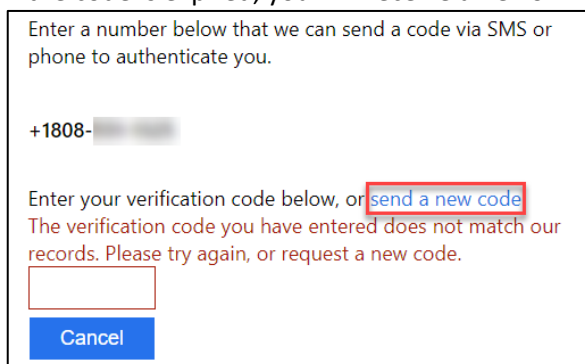
A red box highlights the verification code input field. A red arrow points to the Verify Code button.

---

**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- [redacted]

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.

[redacted]

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.

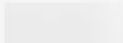

 Text size: [Smaller](#) | [Reset](#) | [Larger](#)  Stay Connected

State of Hawaii, Department of Health  
**Provider Portal**


[Home](#) | [Customers](#) | [Messages](#) | [Tasks](#) | [Provider](#) | [Knowledge Base](#) | [Invoices](#) | [\[Redacted\]](#)

Home > **Profile**

# Profile



Profile

 Security

[Set 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**

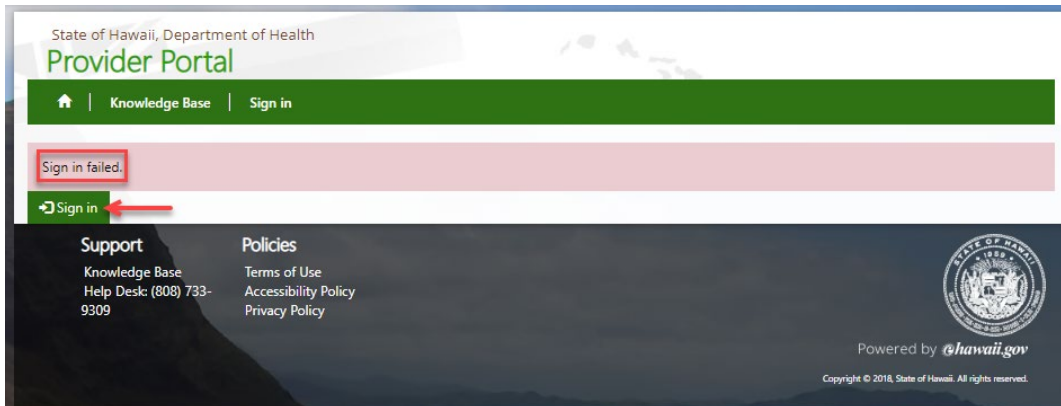
**Nickname**

**Web Site**

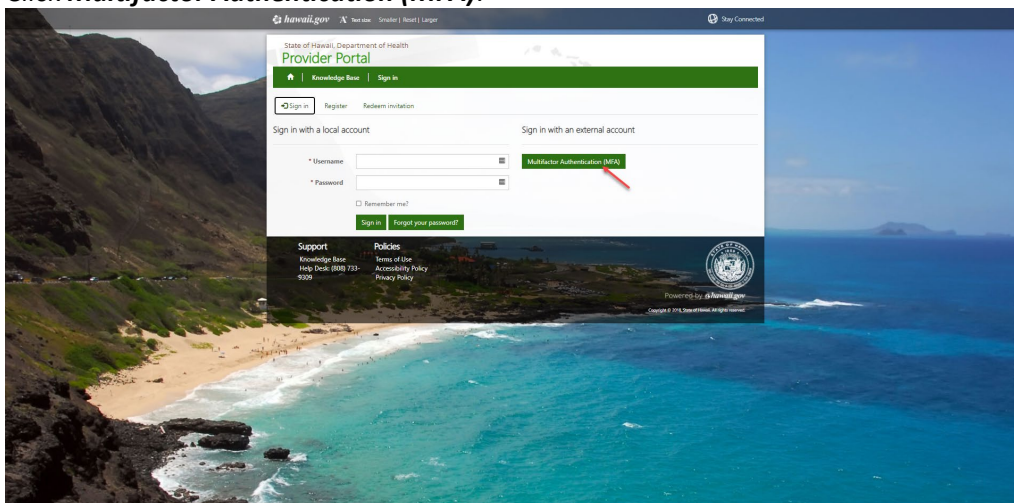
7



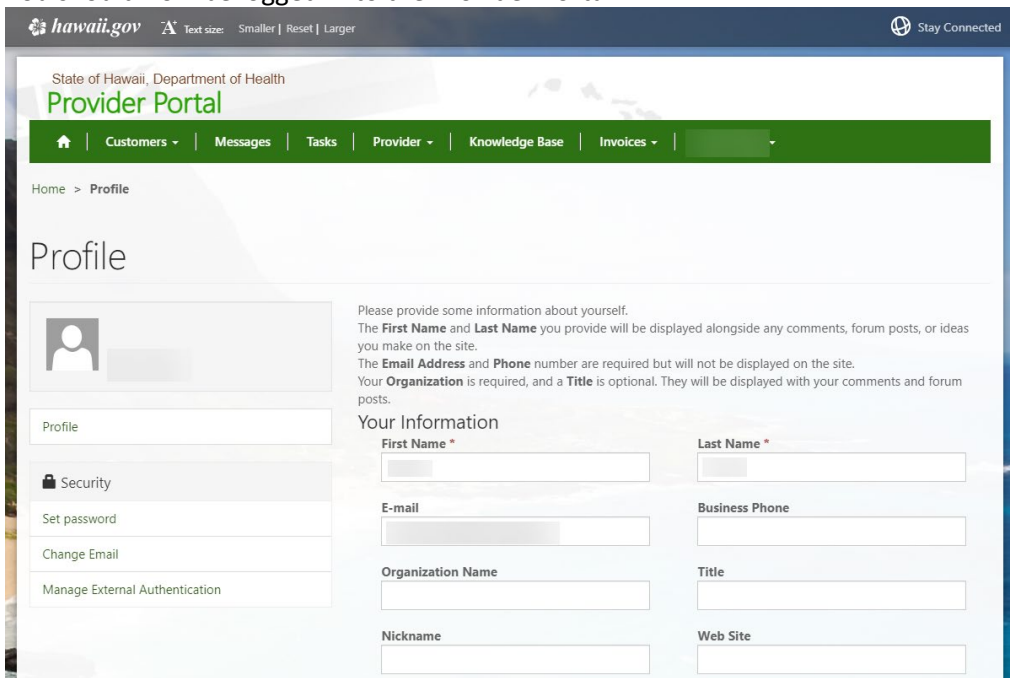
**NOTE** If for some reason, instead of being automatically logged in to the Provider Portal, you are redirected to a **Sign in failed** message, please **disregard this message**, and click on **Sign in**.



Click **Multifactor Authentication (MFA)**.

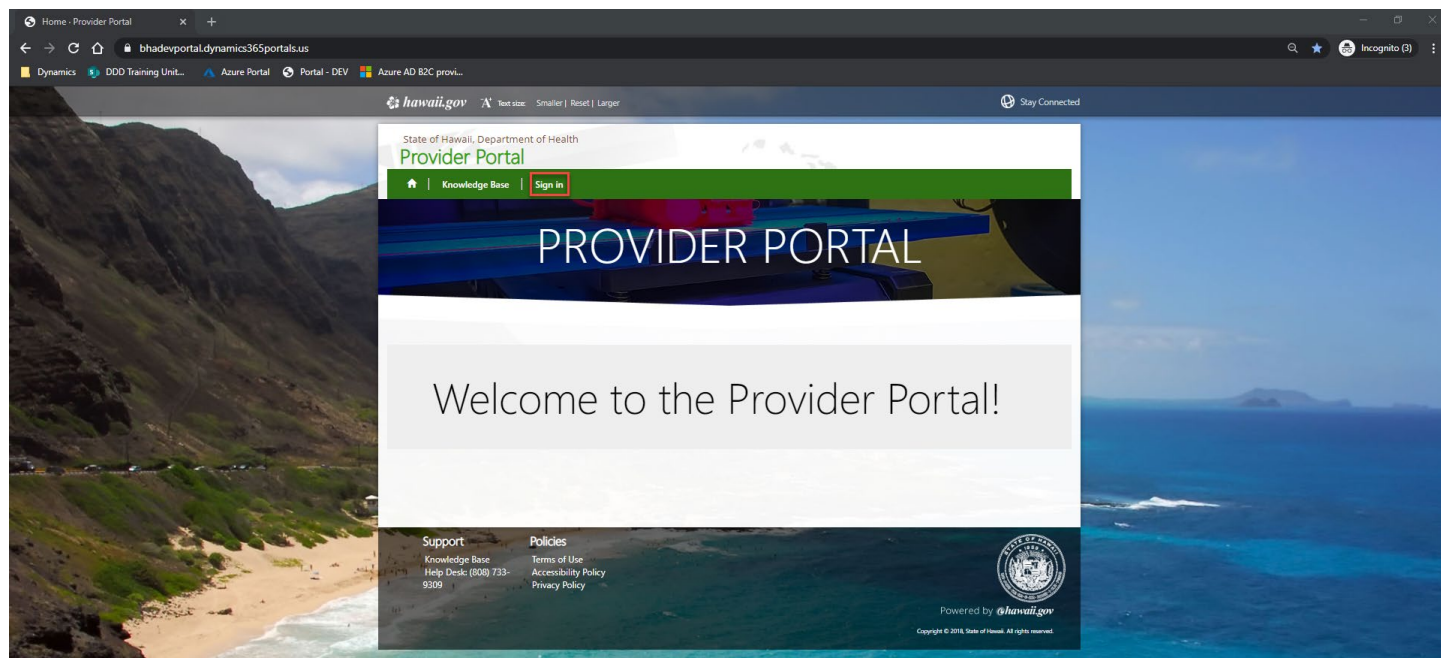


You should now be logged in to the Provider Portal.



## 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 login page for the Provider Portal. The page has a green header with 'hawaii.gov' and 'Provider Portal'. Below the header, there 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 is highlighted with a red box and 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.

  Text size: [Smaller](#) | [Reset](#) | [Larger](#)

 Stay Connected



State of Hawaii, Department of Health

Provider Portal


[Home](#) | [Customers](#) | [Messages](#) | [Tasks](#) | [Provider](#) | [Knowledge Base](#) | [Invoices](#) | [\[Dropdown\]](#)

Home > Profile

Profile



Profile

 Security

[Set 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**

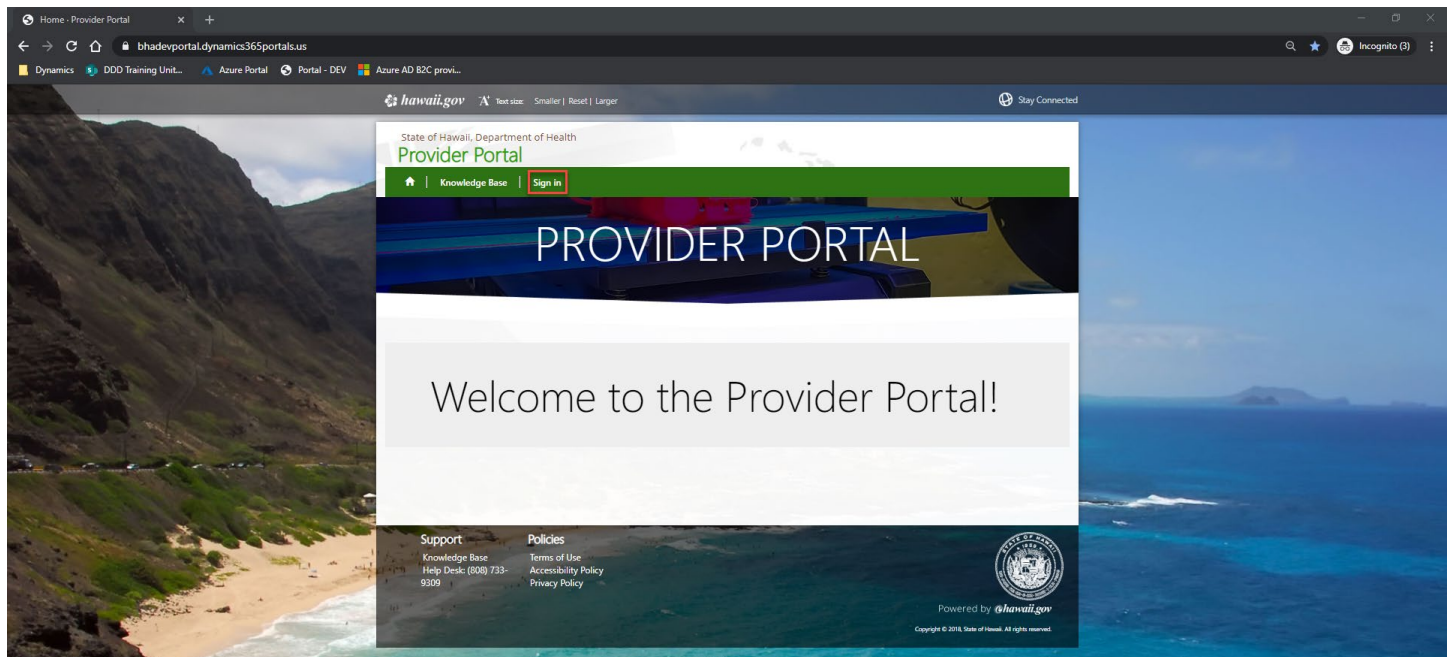
**Title**

**Nickname**

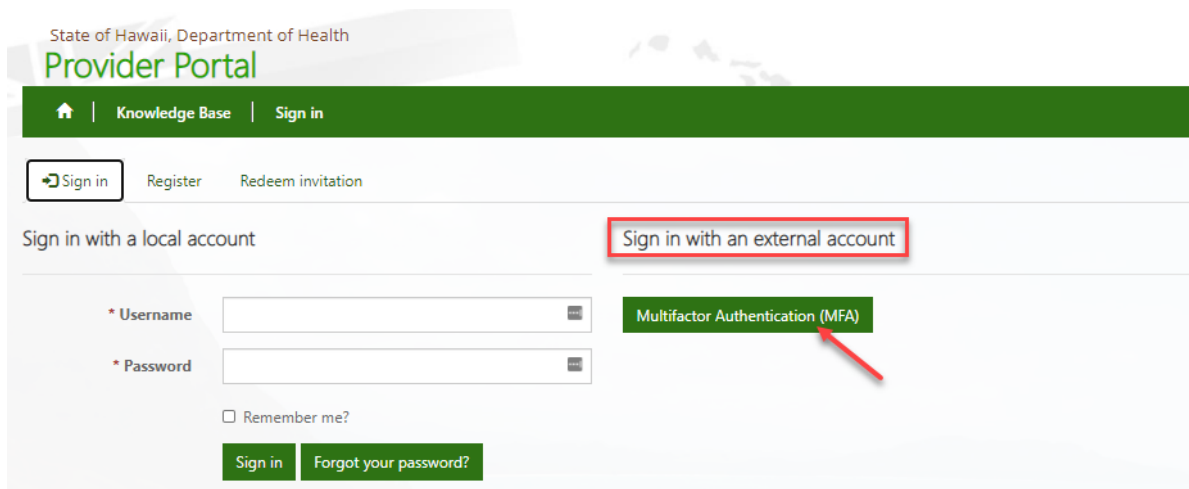
**Web Site**

## [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

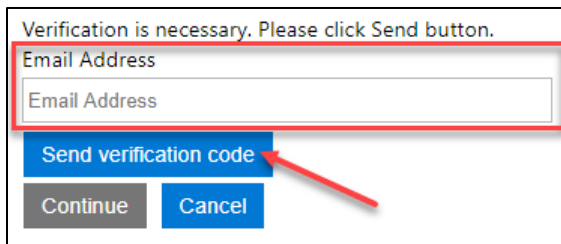
Forgot your password?

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

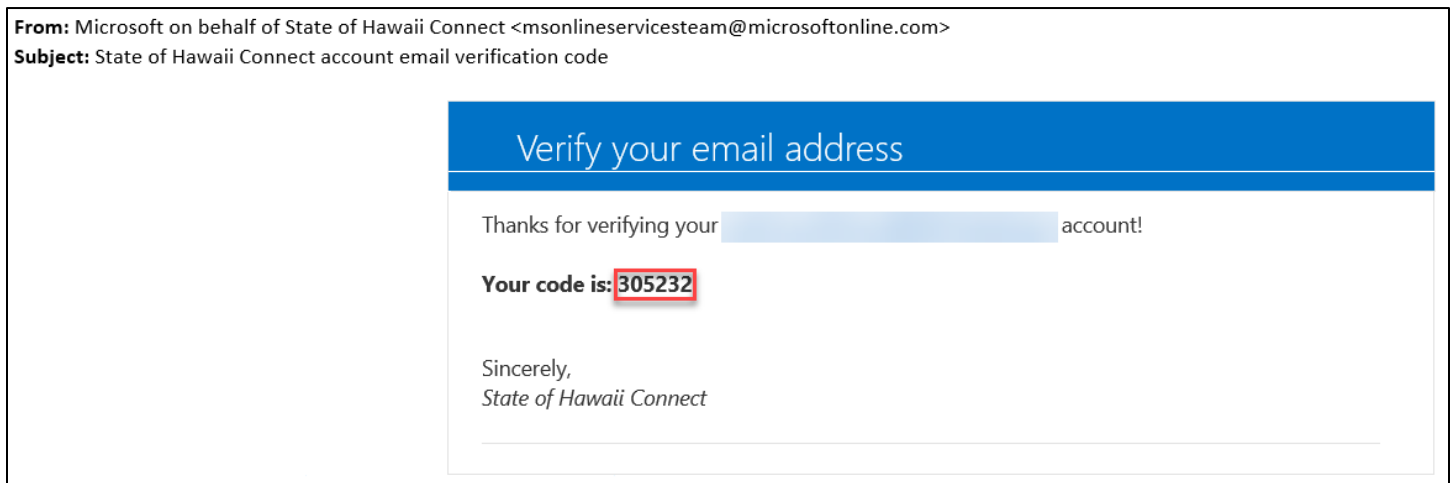
Email Address

Send verification code

Continue Cancel

A red box highlights the 'Email Address' input field and the 'Send verification code' button. A red arrow points to the 'Send verification code' button.

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

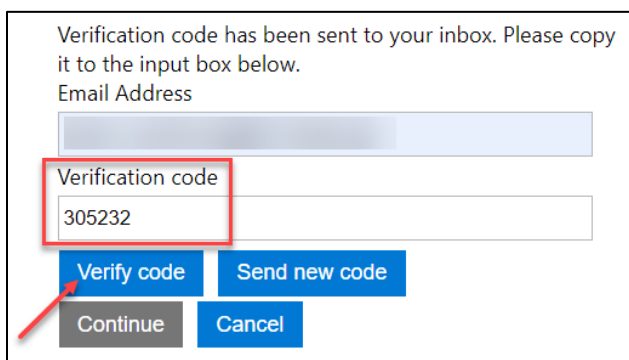
Thanks for verifying your [redacted] account!

**Your code is:** 305232

Sincerely,  
State of Hawaii Connect

The email content is displayed within a white box on a blue background. The verification code '305232' is highlighted with a red box.

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

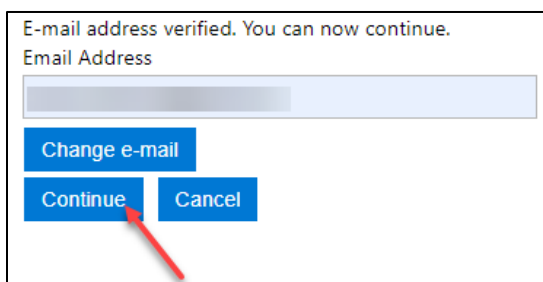
305232

Verify code Send new code

Continue Cancel

A red box highlights the 'Verification code' input field and the 'Verify code' button. A red arrow points to the 'Verify code' button.

Click on **Continue**.



E-mail address verified. You can now continue.

Email Address

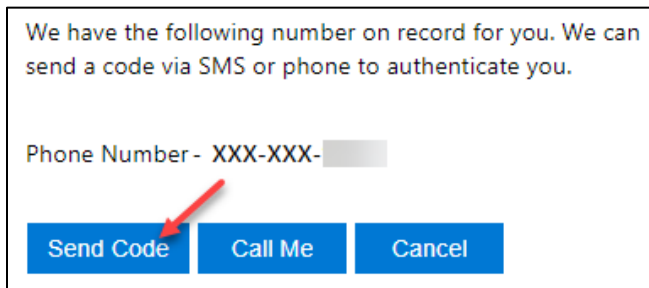
Change e-mail

Continue Cancel

A red arrow points to the 'Continue' button.



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

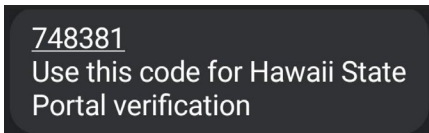


We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

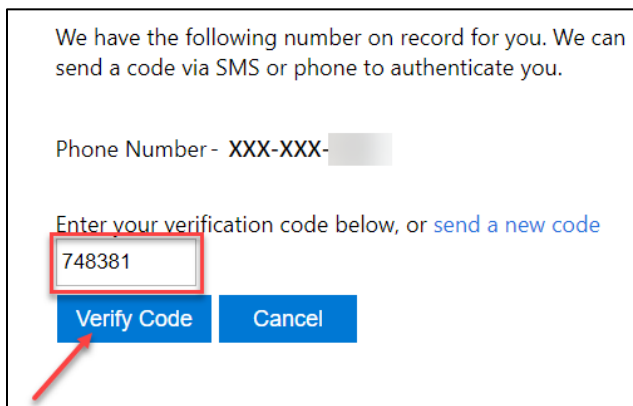
Phone Number - XXX-XXX- [masked]

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

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



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- [masked]

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

748381

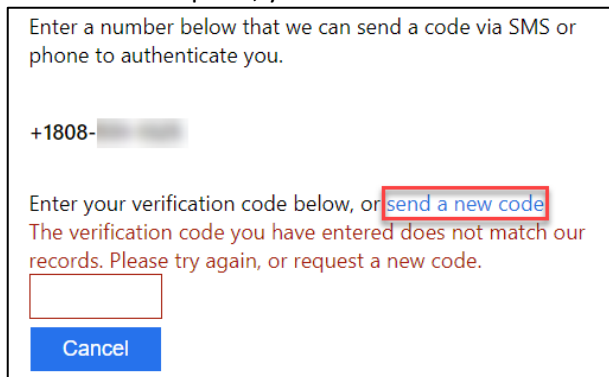
[Verify Code](#) [Cancel](#)

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**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.

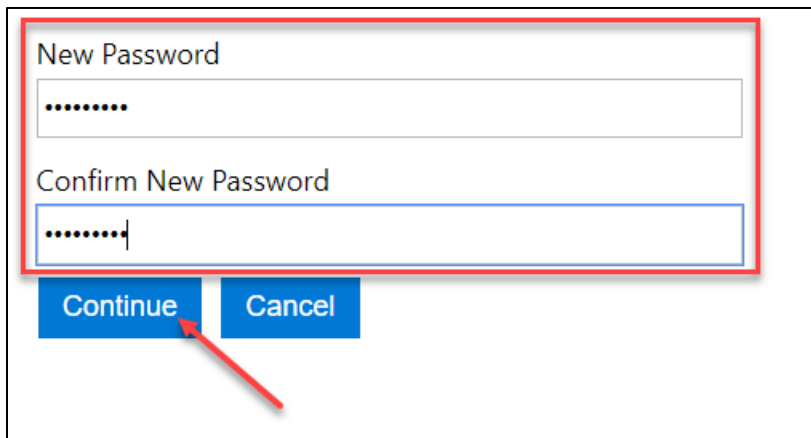
+1808- [masked]

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.

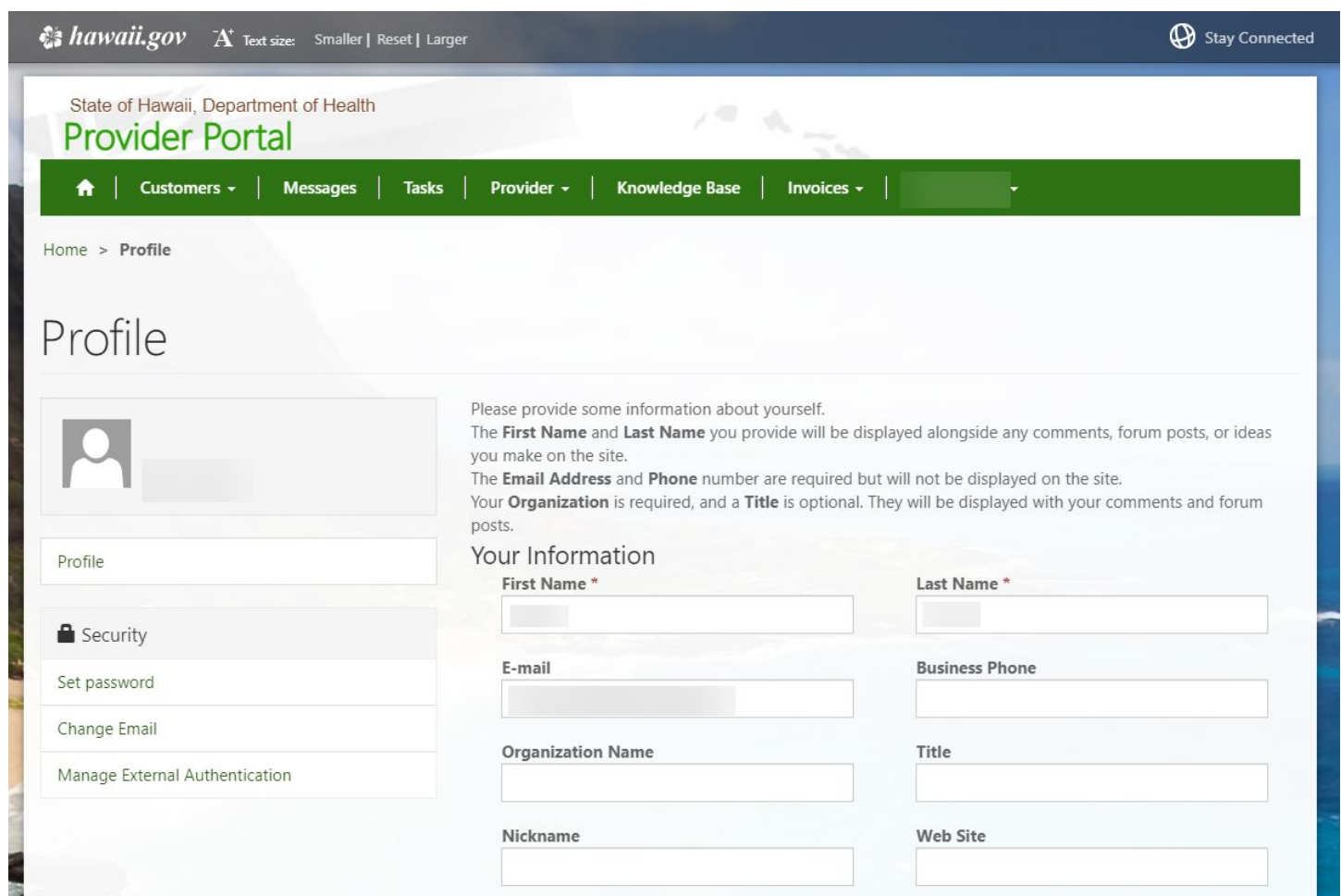
[Cancel](#)

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



The screenshot shows a password confirmation dialog box. It has two text input fields: "New Password" and "Confirm New Password". Both fields contain masked text (dots). Below the fields are two buttons: "Continue" and "Cancel". A red arrow points to the "Continue" button. The entire dialog box is enclosed in a red rectangular border.

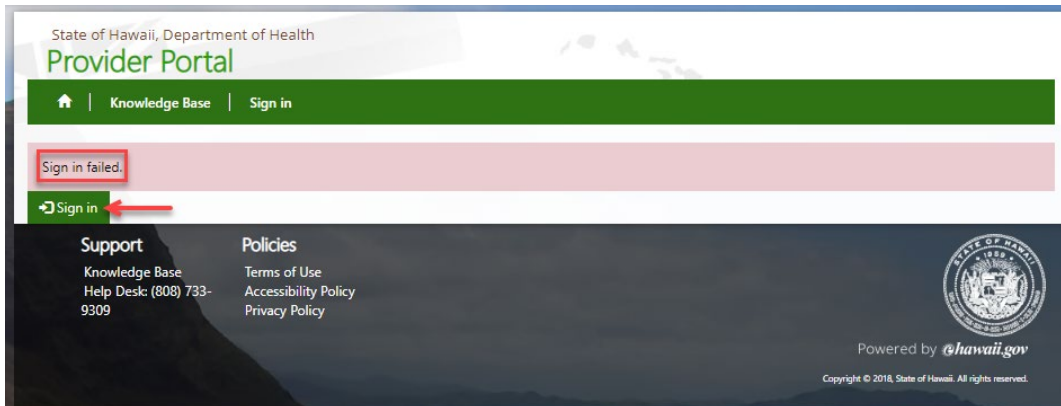
You will be logged in to the Provider Portal.



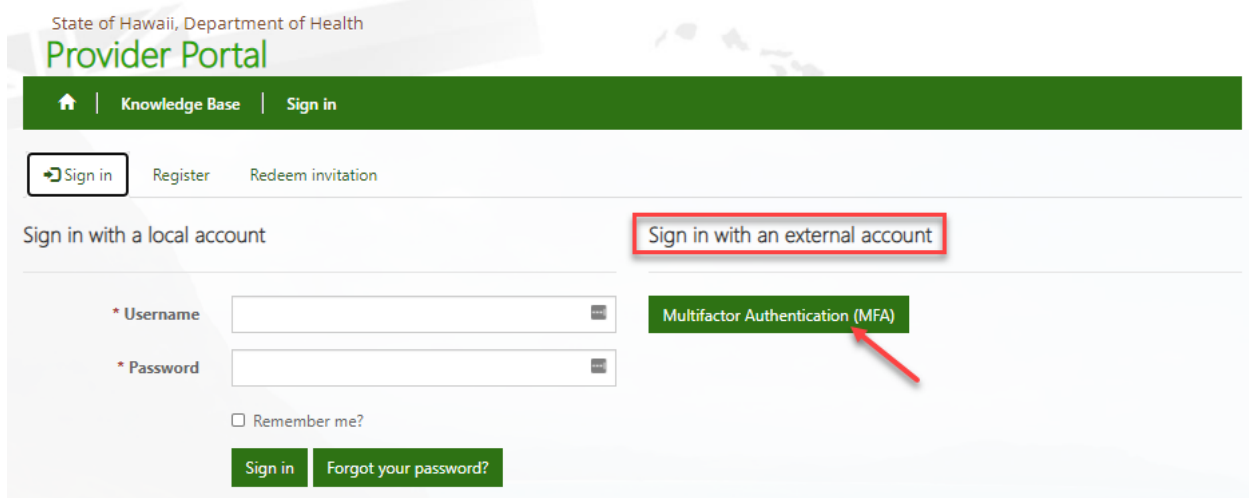
The screenshot shows the "Provider Portal" page on the Hawaii.gov website. The page header includes the Hawaii.gov logo, text size options (Smaller, Reset, Larger), and a "Stay Connected" link. The main navigation bar includes links for Home, Customers, Messages, Tasks, Provider, Knowledge Base, Invoices, and a dropdown menu. The page title is "State of Hawaii, Department of Health Provider Portal". The breadcrumb trail shows "Home > Profile". The main heading is "Profile". On the left, there is a profile picture placeholder and a sidebar with links for "Profile", "Security", "Set password", "Change Email", and "Manage External Authentication". The main content area is titled "Your Information" and contains a form with the following fields: "First Name \*", "Last Name \*", "E-mail", "Business Phone", "Organization Name", "Title", "Nickname", and "Web Site". A note above the form states: "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."



**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.