Provider & Family Portals
Helpful Tips

This document includes guidance for resolving some of the most commonly reported issues related to the Provider and Family Portals.

Download Adobe PDF Reader
PDF reader software is required to view and print reports throughout the system. Adobe Acrobat Reader comes preinstalled on many computers and can be downloaded at no cost from http://www.adobe.com/products/acrobat/readermain.html.

Disable Pop-Up Blocker
Disabling the browser's pop-up blocker is needed to be able to preview available documents within the Portal System. To view step by step instructions, click on one of the following applicable browsers.
- Internet Explorer
- Firefox
- Chrome
- Safari

Registering a New Portal Account
Registering for a Portal account is required to be able to have access the Portal system. Important, before registering, please make sure the agency has your valid email address on file. To view step by step instructions on how to register for a portal account, click here.

Resetting a Password
If you forgot your password, you can reset it. To view step by step instructions on how to reset the password, click here.

Changing a Password
If you wish to change your password, you may do so. To view step by step instructions on how to change your password, click here.

Portal User Guide
If you need more information on how to use the Portal, you may have a Portal User Guide available in the Downloading Forms menu.
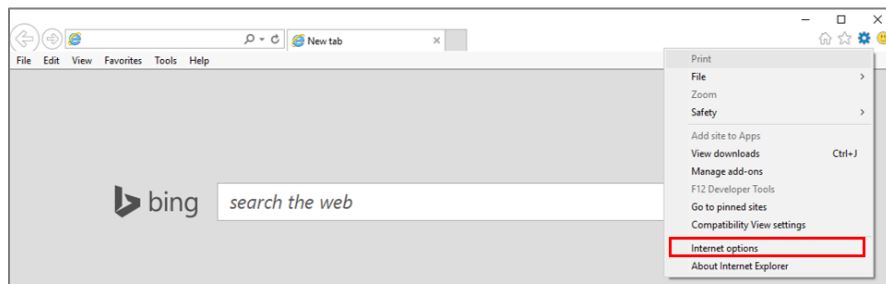
Additional Questions?
If you have additional questions, please contact your agency.

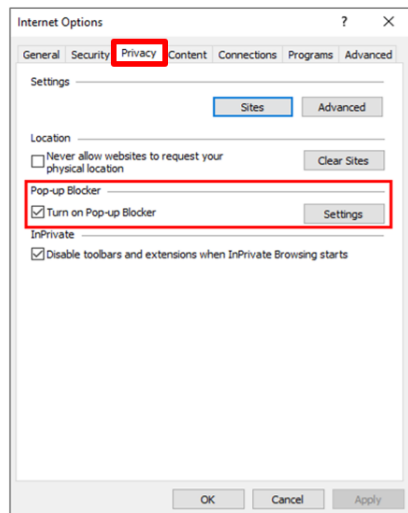## Disable Pop-Up Blocker in Internet Explorer

1. Open Internet Explorer and click on the **Gear icon** ⚙ in the top right corner of your browser screen.
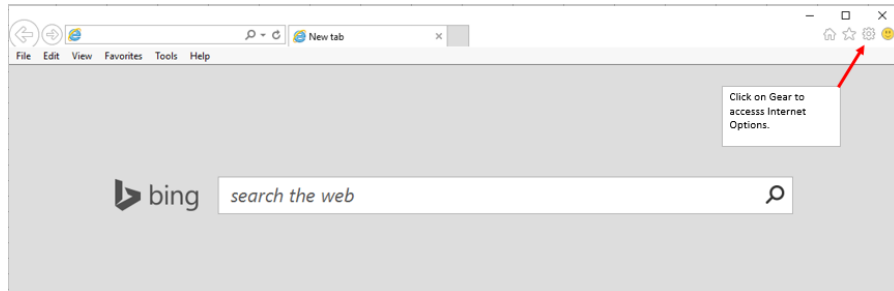
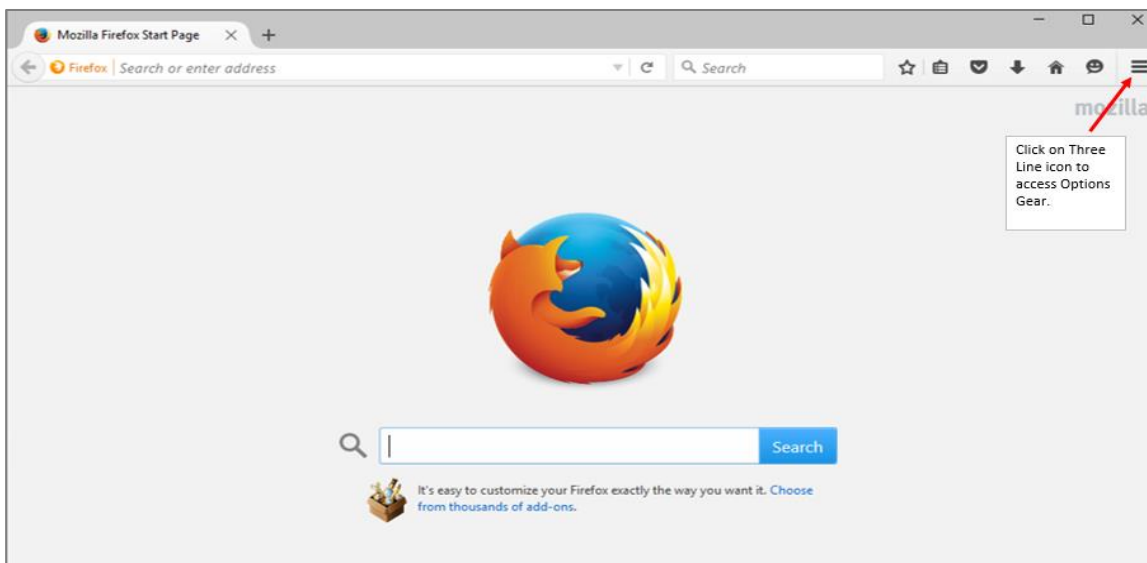2. From the menu, select **Internet Options**.

3. Select the **Privacy Tab** and uncheck "Turn on Pop-up Blocker" in the Pop-up Blocker section. To save your changes, click **Apply**, then click **OK**.
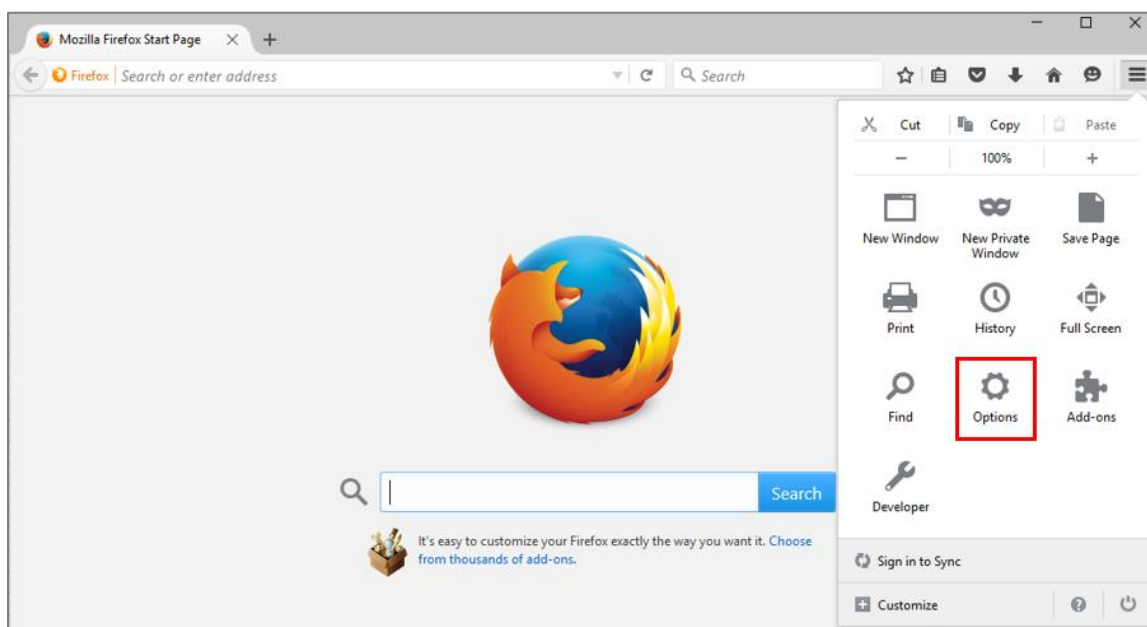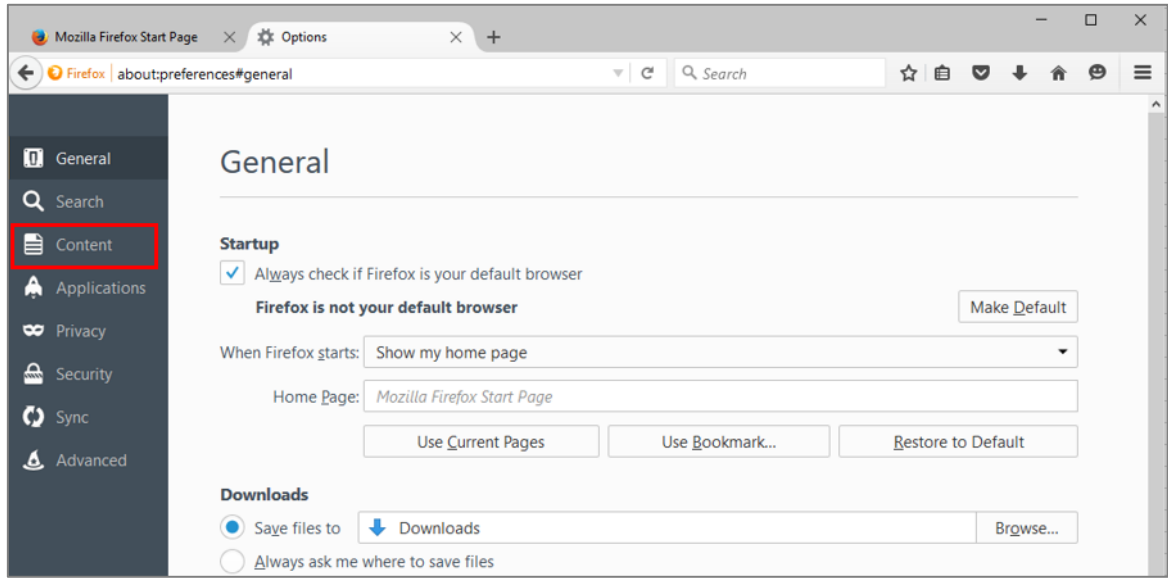
Disable Pop-Up Blocker in Firefox

1. Open Firefox and click on the **Three Line** icon in the top right corner of the browser window to access the menu.

2. From the menu, click **Options**.
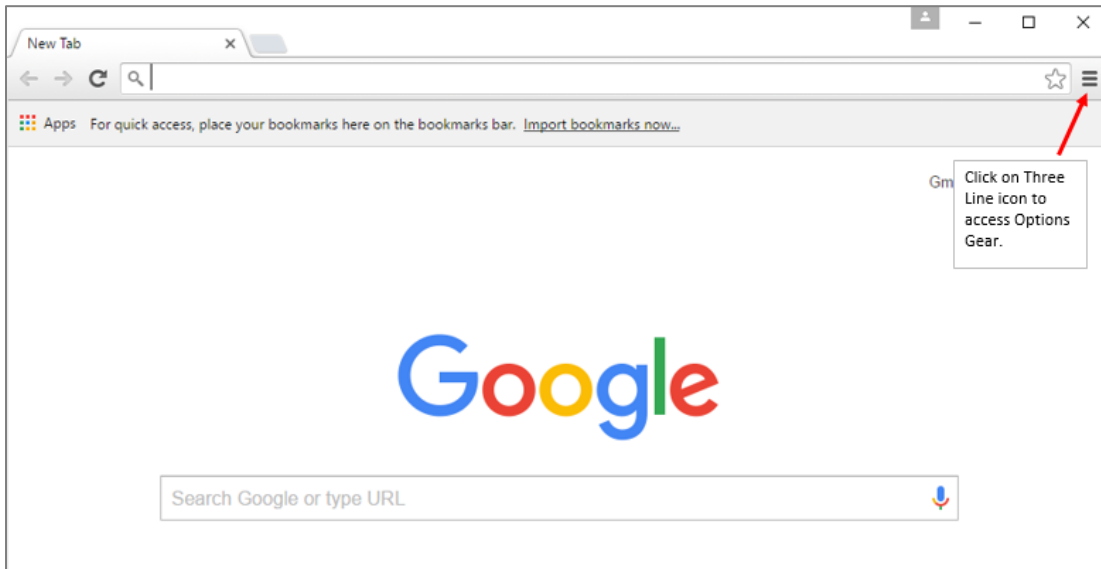
3. In the menu on the left, click **Content**.

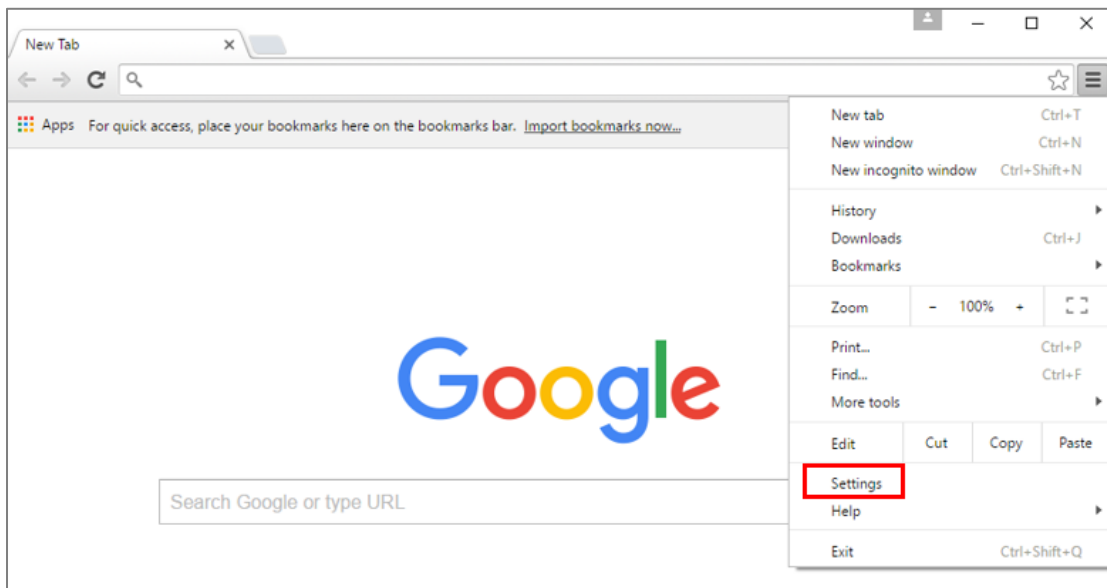4. Uncheck "**Block pop-up windows**".
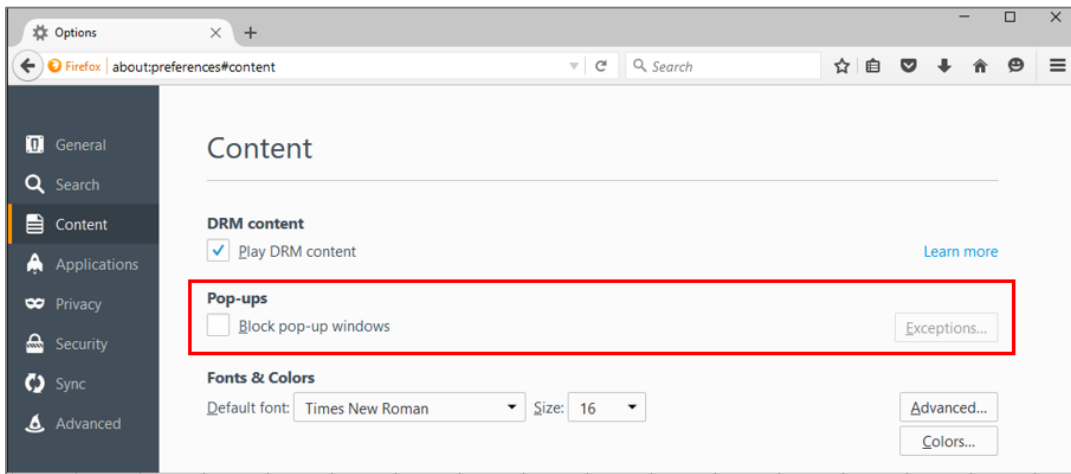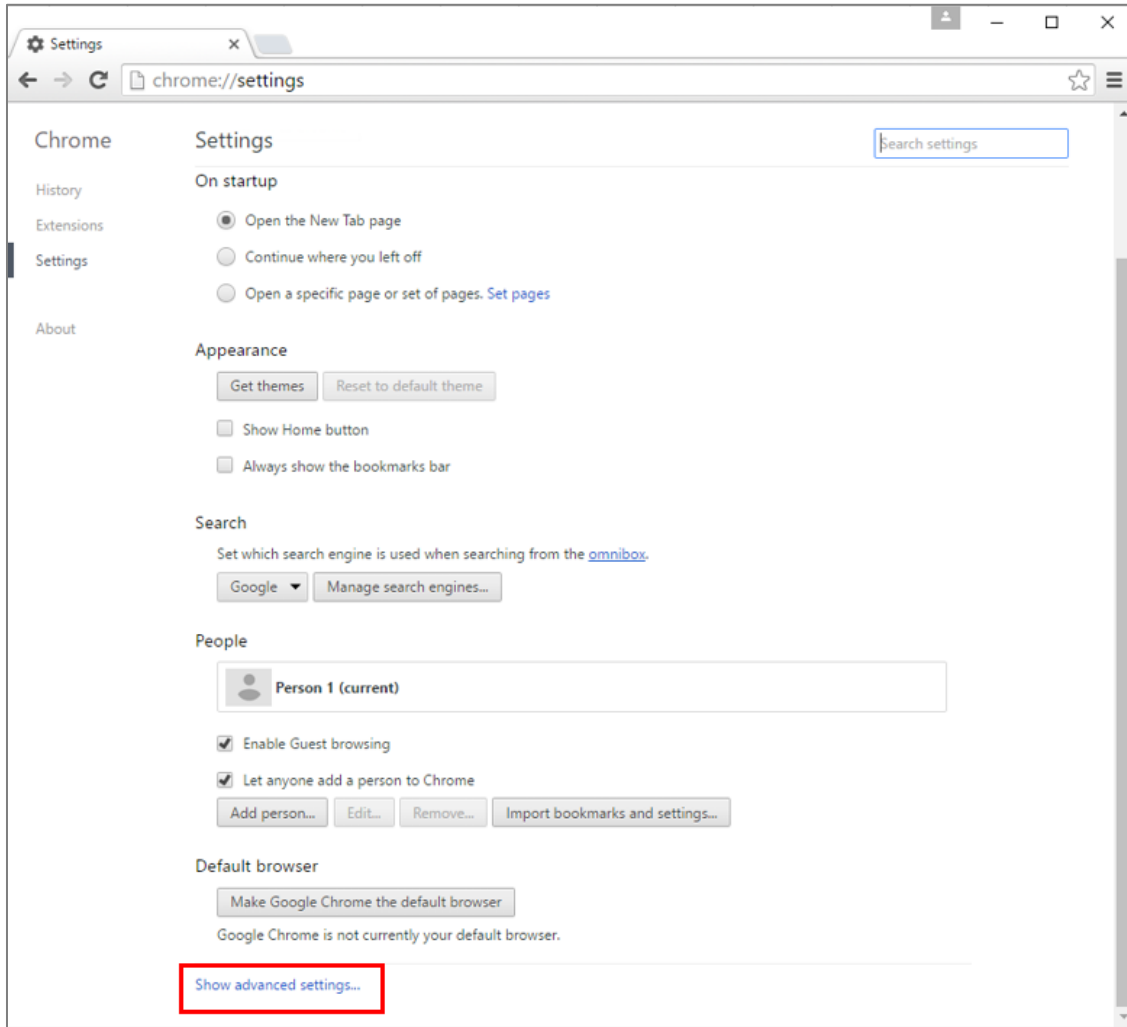

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Disable Pop-Up Blocker in Chrome

1. Open Chrome and click on the **Three Line** icon in the top right corner of the browser window to access the menu.
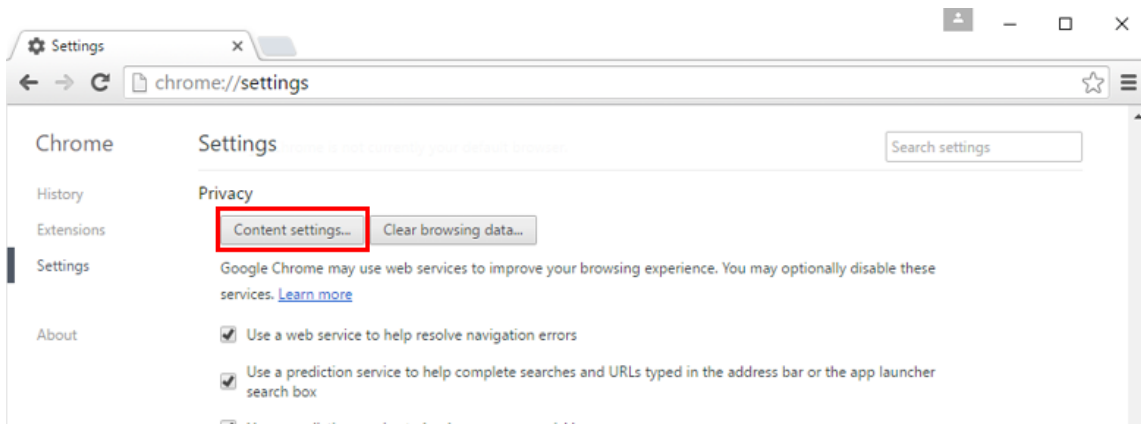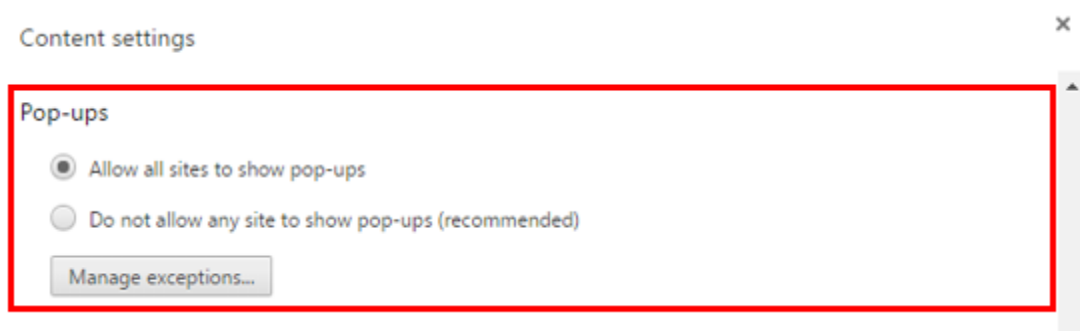

2. Click **Settings**.

3. Scroll down the Settings page and click "**Show advanced settings**".

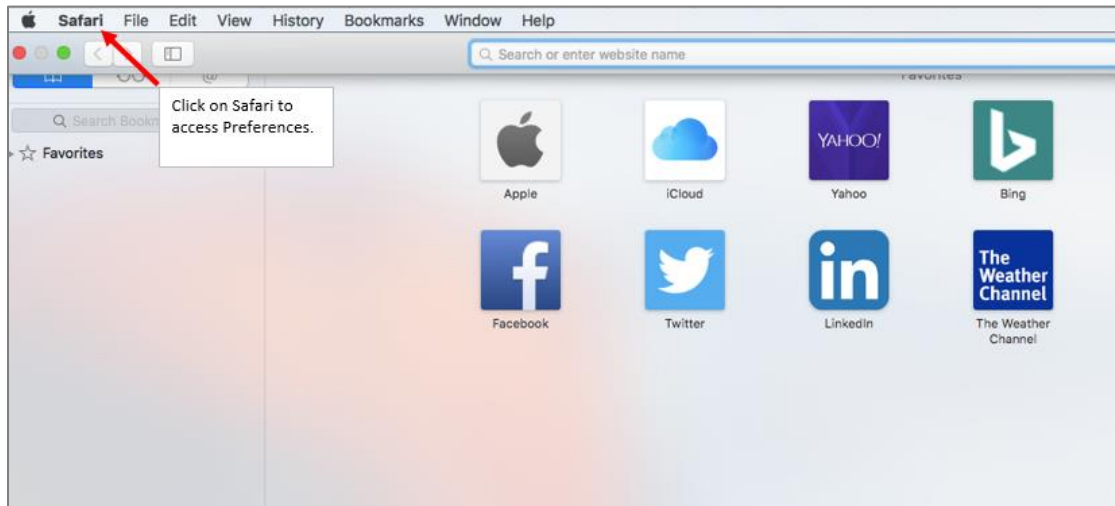4. In the Privacy section, click **Content Settings**.

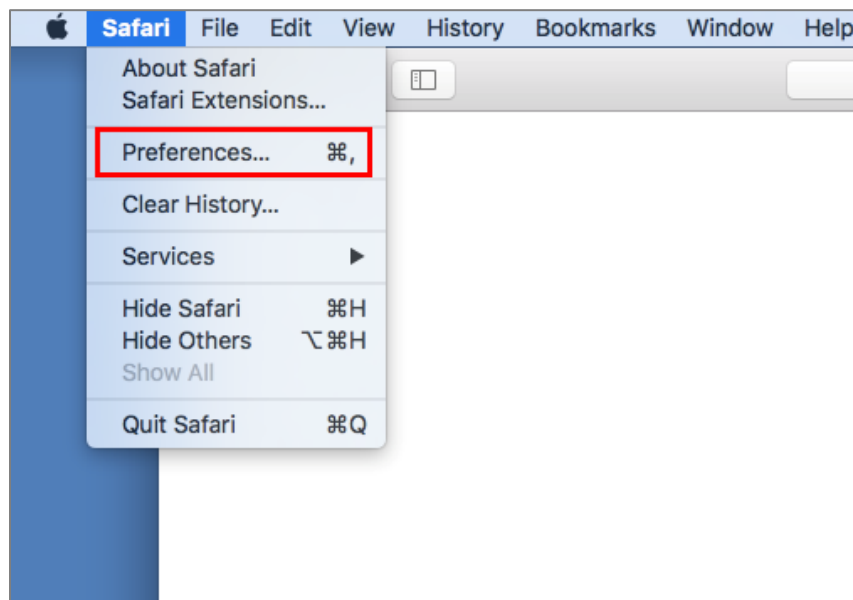5. Select "**Allow all sites to show pop-ups**" and click **Done** to save changes.

Content settings   ×

Pop-ups

    ◉ Allow all sites to show pop-ups

    ○ Do not allow any site to show pop-ups (recommended)

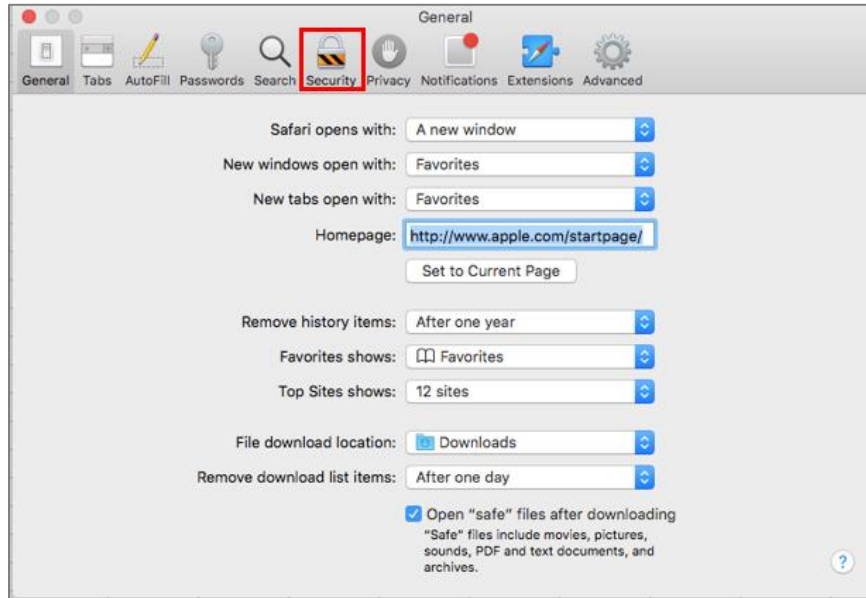   [Manage exceptions...]

Disable Pop-Up Blocker in Safari

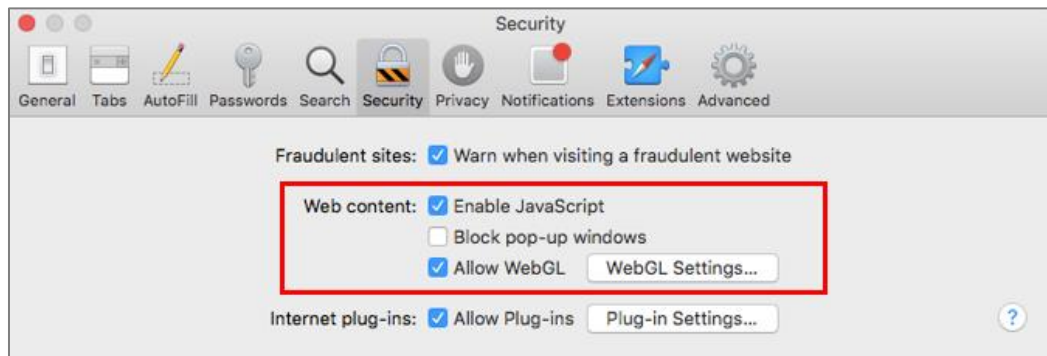1. Open Safari and click on the **Safari** menu in the top left corner.

2. Select **Preferences**.

3. Click the **Security** option in the menu at the top.

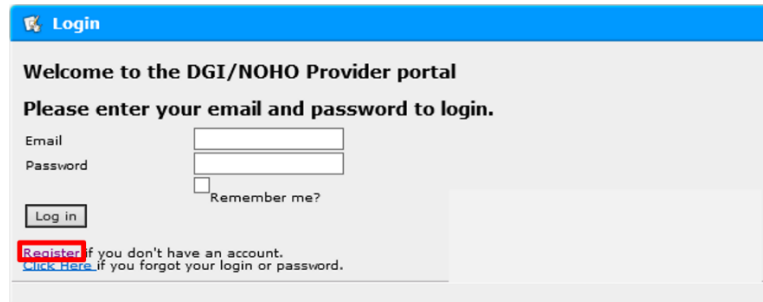4. In the Web content section, uncheck "**Block pop-up windows**".

Registering For a New Account for the Family or Provider Portal

Important – Before registering, please make sure the agency has your valid email address on file.

1. To create a new login for the Provider Portal or Family Portal, click on the "**Register**" link below the Log in button.
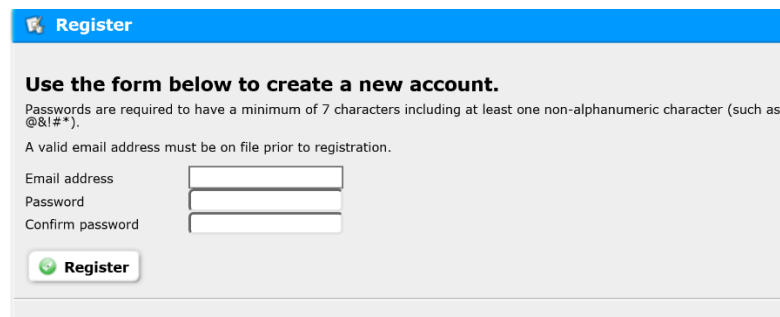
2. Enter your email address and a secure password, then click **Register**.
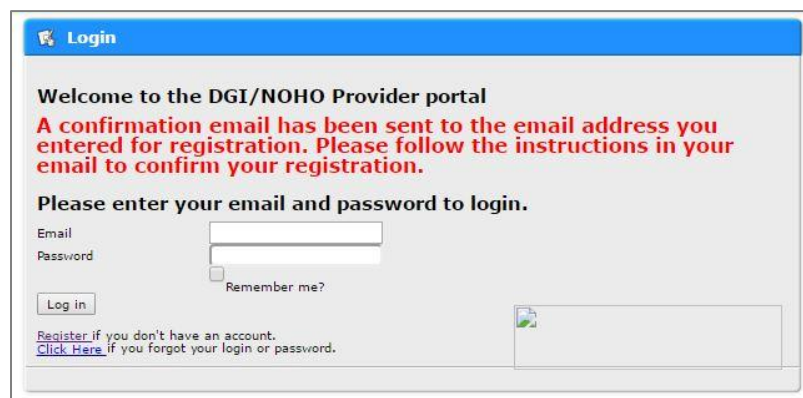
3. A confirmation email will be sent to provide you with further instructions.

4. Once you have received the email, click on the link provided to confirm your account and continue to complete the registration request.

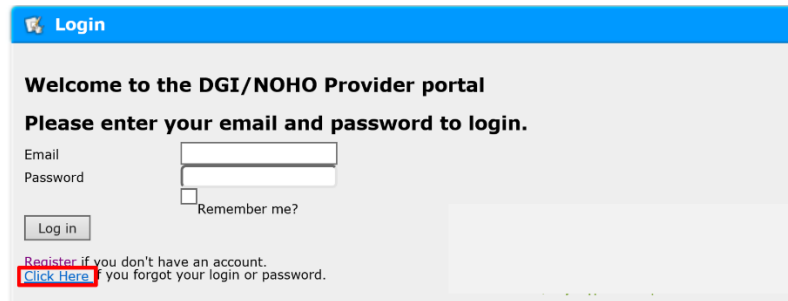5. You will be taken to a page where you will enter your contact information. After entering your information, click **Submit**.
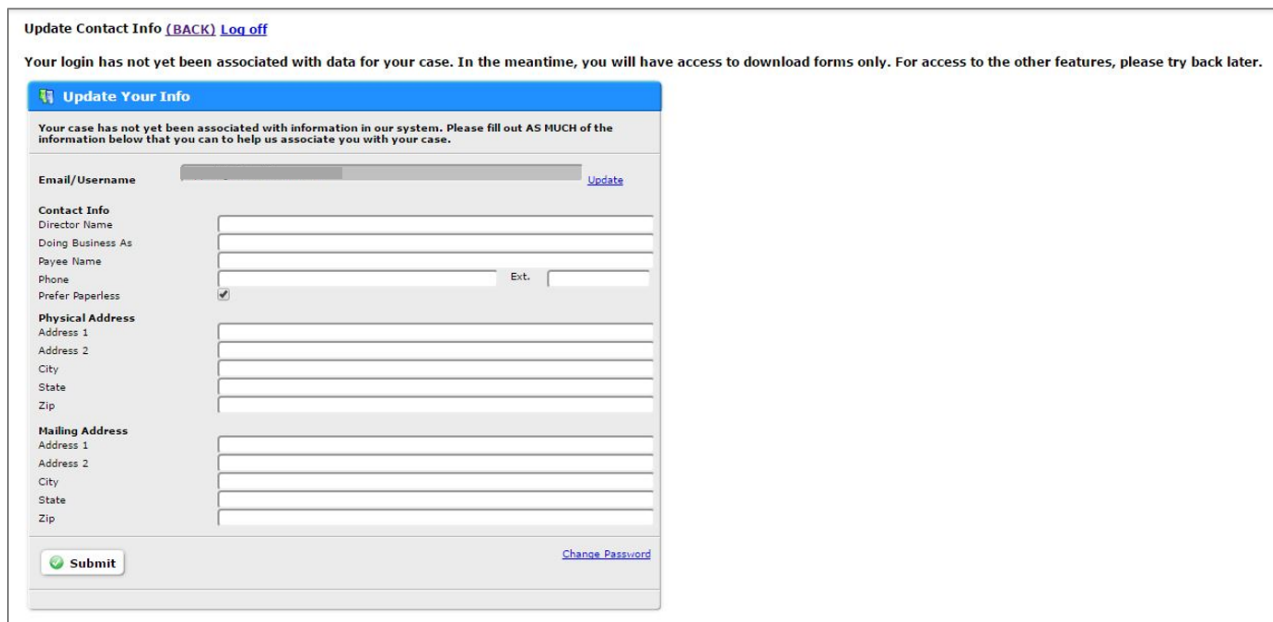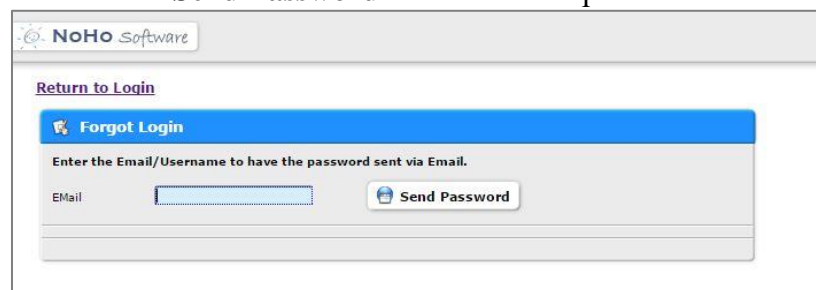

Note: The registration request must be approved by the agency to have full access the portal.

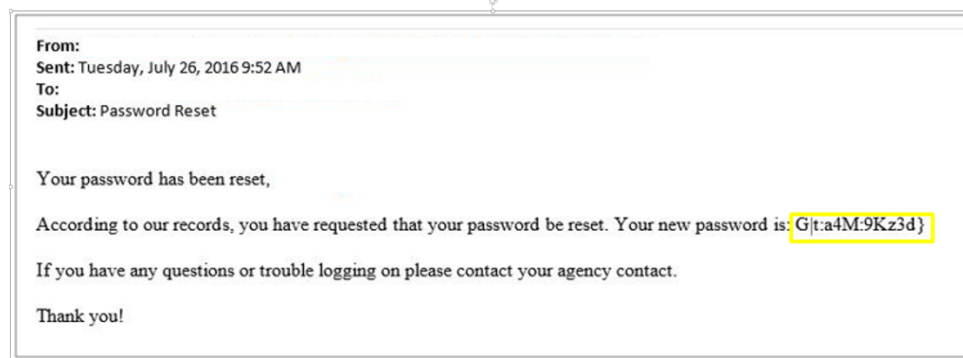## How to Reset the Password for a Family or Provider Portal Account

1. If you forgot your password, you can reset it, using a link on the Login page. To start, click the "**Click Here**" link.

2. Enter your email and click on "**Send Password**" to receive the password via email.

3. Once you have received the email, it is best to copy the temporary password provided to avoid typos.


How to copy the password for a PC users:
- o Click the left button on the mouse and hold it down.
- o While holding the button down, drag your cursor over the text you would like to copy.
- o Press Ctrl and C together or click on the right button on your mouse and select Copy.

How to copy the password for a Mac users:
- o Click anywhere on your mouse and hold it down.
- o While holding down the mouse button, drag the cursor over the words to copy.
- o Go to the upper left of your screen to the Edit Menu. Most programs on the computer will have Copy under the Edit Menu. Click on Copy.

4. Go back to the Login page, enter the email, place the cursor in the Password and press CTRL and V at the same time to paste the temporary password.
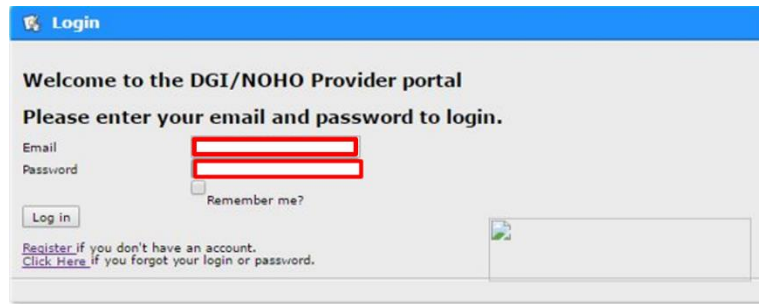
5. You will then be guided through the steps for choosing a new password.

How to Change Your Password for the Family or Provider Portal

1. Login to the Family or Provider Portal. From the main menu, click "My Info".

2. Click the "**Change Password**" link in the bottom right corner.

3. Enter the current password, the new password (twice) and click "**Change password**" to save.

Please remember to contact your agency if you have additional questions.