

Troubleshooting the Provider Web Portal

Here are some troubleshooting tips to help you connect to the Provider Web Portal.

Error 404 “Page not found...”

- Completely close your browser, open it again, and log in to the Provider Web Portal for a new session.
- If this does not work, consult your technical support to clear out your browser history, cache files and temporary files.

If using Internet Explorer, you or your technical support may want to refer to this Microsoft Help and Support Web page: [How to troubleshoot problems accessing secure Web pages with Internet Explorer 6 Service Pack 2](#)

Clicking on a tab in the Provider Web Portal - “You are not authorized...”

- Completely close your browser, open it again, and log in to the Provider Web Portal for a new session.

“Critical error” messages

- Log out and close your Internet browser window, then open a new browser window and login through the Account menu link (Account ->Secure Site). You may have to do this more than once.
- If using Internet Explorer, open a new session; select Tools, then Internet Options. Click the Delete Cookies button on the General tab. Your site preferences may need to be set again.

Passwords

- If you enter the wrong password, try just one more time to get it correctly.
- If you enter the wrong password two times, click on the “reset password” button.
 - Enter your provider (Medicaid) number and click on the “security questions” button in the lower right corner.
 - Type the answer to your security question and click on the “reset password” button in the lower right corner.
 - If you answered correctly, the Web portal will prompt you to enter and confirm a new password. Choose a new, easy-to-remember password and click on the “submit” button in the lower right corner.

Note: Password requirements are very specific. A “Message Description” will appear at the top of the screen if the password does not meet the requirements. Read the requirements to help you choose a new password.

- If you enter the wrong password three times, you will be locked out. If you do get locked out, call Provider Services during regular business hours at 800-336-6016 to have your password reset.

Questions? E-mail Provider Services at Team.Provider-Access@state.or.us



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