

# Web Portal Basics

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## Minimum requirements

Web portal access is free of charge and designed to be available 24 hours a day, 7 days a week with the exception of minimal down time for maintenance. Access requires:

- An Internet connection;
- Microsoft Internet Explorer 6.0. or 7.0, or Mozilla Firefox 2;
- A valid DHS provider ID number authorized to access Web portal services; and
- A Personal Identification Number (PIN) issued by DHS for the authorized provider ID.

## Helpful hints

Things you need to know before you access the Web portal:

1. To view the full Web page, adjust your screen or display resolution to 1024 X 768 (in some instances, the resolution should be 1162 X 864). For instructions on how to change your display, refer to your system operating instructions.
2. Turn off your Internet browser's pop-up blocker to access all pages on the Web portal.
3. Verify that you are signed on and are acting on behalf of the correct provider, especially when submitting claims or prior authorization (PA) requests.
4. The Web portal session will end after 20 minutes of inactivity. Any work or changes that have not been submitted will be lost.

If your session ends, you will receive the following message. This message includes a button that allows you to return to the secure login window.

***Your session has expired and you have been logged off the Healthcare Secure Portal.***

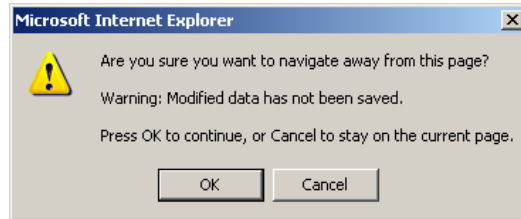
*If you would like to continue working on the site, please login again. If you have finished, please close your browser for security reasons.*

[login](#)

5. If you get a "critical error" message, or accidentally use the Back button, log out and then log back in through the Account menu link (Account→Secure Site).
6. Required fields are marked on the Web portal screens with an asterisk (\*).
7. When entering the Date of Birth (DOB), enter it in MM/DD/CCYY (i.e., 01/01/1977) format. Otherwise, the system will automatically populate the year to the current century (2000) and cause the following error message:

The following messages were generated:			
Message Description	Panel	Field	Row
Date of Birth must be less than or equal to Today.	TPL	Date of Birth	1

8. If you move from one screen to another, or leave the Web portal to go to another Web page before submitting your request, you will receive the following message. Make sure to click “Cancel” to save and/or submit the changes you have made.



### **To log into the secure Web portal**

To log into the secure Web portal, enter your user name and password, then click the “Login” button. Your password will expire every 90 days; you will be prompted to select a new one when this happens.

- If you enter your username and password incorrectly, only try one more time.
- After two unsuccessful attempts, click the “Reset Password” button to answer your secret question and change to a password you can remember. Your Web portal password must contain at least 3 of the following 4 criteria and be different from your last 24 passwords:
  1. 1 upper-case letter
  2. 1 lower-case letter
  3. 1 number
  4. 1 special character (e.g., ! @ # \$ % ?)

### **To log off of the secure Web portal**

To log off, go to “Account,” then “Logoff.” This ensures that other users don’t access the Web portal under your unique login.

The following message will display to confirm your logoff. This message includes a button that allows you to return to the secure login window.



### **Online help**

Online help displays full descriptions of the fields on the screen you are viewing. To use online help, click the question mark icon in the right hand corner of the screen, or hover over the field you want to know about until a question mark appears. When the question mark appears, click it.