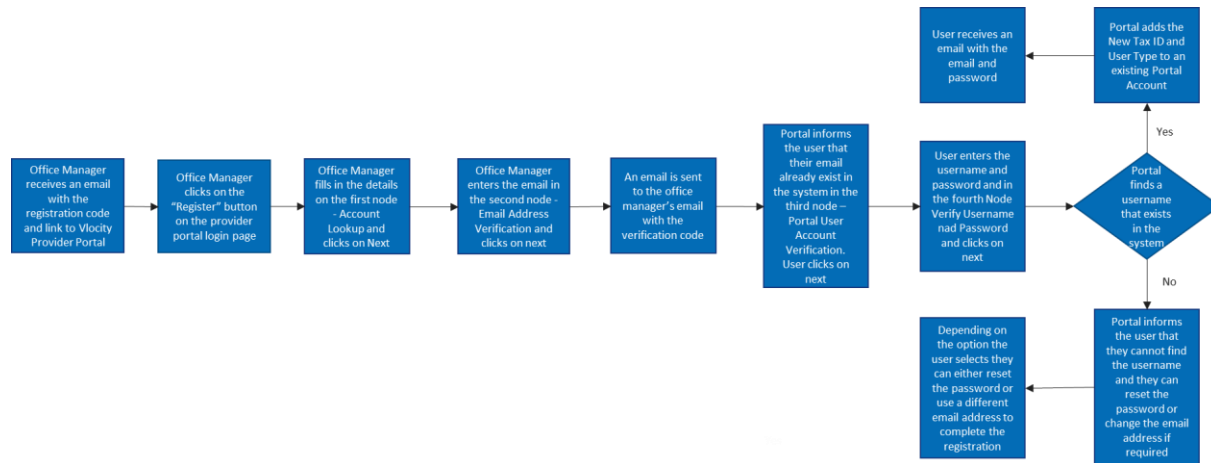# Provider Portal Registering Additional Tax IDs

Quick Reference Guide (QRG)

ConnectiCare

This quick reference guide (QRG) will provide an overview of how an Administrator/Office Manager can add a new Tax ID to an existing account once they have received a Registration Code.

| Office Manager receives an email with the registration code and link to Vlocity Provider Portal | Office Manager clicks on the "Register" button on the provider portal login page | Office Manager fills in the details on the first node - Account Lookup and clicks on Next | Office Manager enters the email in the second node - Email Address Verification and clicks on next | An email is sent to the office manager's email with the verification code | Portal informs the user that their email already exist in the system in the third node – Portal User Account Verification. User clicks on next | User enters the username and password and in the fourth Node Verify Username nad Password and clicks on next | Portal finds a username that exists in the system |

Purpose: Administrator/Office Manager Adding a New Tax ID to Existing Account(s).
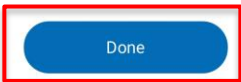
Step 1:	This example is used if a user has received the registration link and code within a secure email. The user already has a portal user account associated with an email.
	1. If there is an account already set up an Oops! display will occur. Click **Done.** An email will be sent to the associated email.

Oops! Your registration could not be completed at this time.

Please try again, or contact Provider Services at:
For Commercial Services call: 1-860-674-5850 or 1-800-828-3407 Available 8 a.m. to 6 p.m. Monday - Friday.
For Medicare Services call: 1-877-224-8230 Available 8 a.m. to 6 p.m. Monday - Friday.

Done

![ConnectiCare logo]

Hi James Smith,

We are pleased to inform you, Ruth Goneh has successfully completed our credentialing process. You have been identified as their Portal Security Administrator. You have been entrusted to set up and manage their secure provider portal account and oversee the Users who may access our portal(s) for this provider. We are looking to you to ensure HIPAA's minimally necessary requirement can be met by assigning the right security role to each User.

If you have already set up an account for the practice/organization, no further action is needed. If you have not set up an account yet, please establish one using this Registration Code: 20202.

Go to provider.connecticare.com to register and to see instructions for setting up other Users, for linking accounts, and to make the most of the functions available on our secure provider portal. If you need help setting up your account, please call our Provider Customer Service team at 860-674-5850 or 800-828-3407; or Medicare Provider Services at 877-224-8230 and we will be happy to help you.

We are looking forward to working with you.

ConnectiCare

KEEP IN TOUCH

Step 2:	The **Account Lookup** page display 1. Enter the **Tax ID Number** and **Registration Code**. 2. Click **Next.**

Account Lookup

PORTAL USER REGISTRATION

Account Lookup

We need to look up your information before you begin. Enter your Tax ID number, and the registration code sent to the primary contact on your account; then click Next to continue

Tax ID Number *
061137531

Registration Code *
14049

Having trouble? View our quick guide.

Next

Cancel

![ConnectiCare]

Step 3:	The **Email Address Verification** page will display. 1. Enter **Email** and **Verify Email**. 2. Click **Next**. 3. The **Portal User Account Verification** page will display, click **Next**.

Email Address
Verification

PORTAL USER REGISTRATION

Email Address Verification

Please enter your own email address and not a shared one. We will use it to send your security code
and in case you forget your username or need to reset your password.

Email	Verify Email

Previous   Next

Cancel

Portal User Account
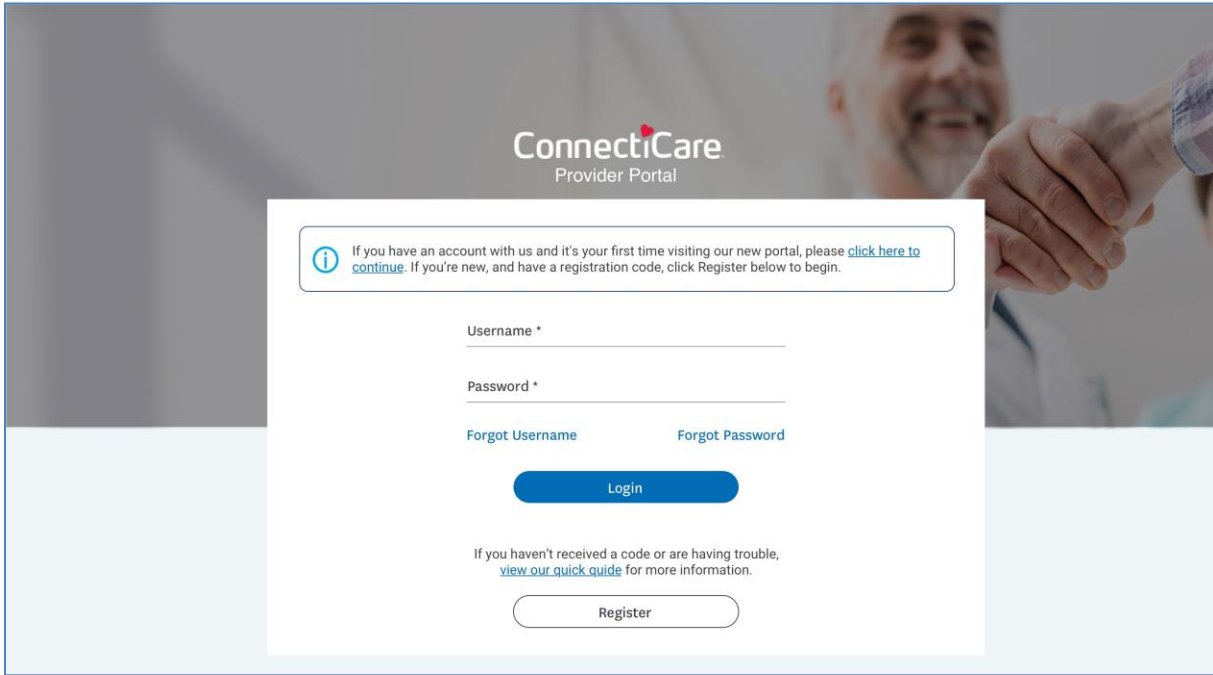Verification

PORTAL USER REGISTRATION

Portal User Account Verification

It looks like there is already an account associated with this email address in our new portal. If you
already have access to this portal and want to add a new Tax ID number, click Next to verify your
username and password. Otherwise, click Previous to enter a new email address.

Previous   Next

Cancel

![ConnectiCare logo]

Step 4:	The **Verify Username and Password** page will display.
	1. Enter **Username** and **Password.**
	2. Click **Submit.**
	Note: If information is incorrect, a pop up will display to **Use Different Email** or **Try Again**. If the password is incorrect or forgotten, click the **reset it** link to reset password.
	3. **Confirmation** page will display, click **Done.**
	4. **Login** screen will display.

Verify Username and Password

PORTAL USER REGISTRATION
Verify Username and Password
Enter username and password for your existing account.

Username *
johnsmith@gmail.com

Password *
****

Having trouble? View our quick guide.

Previous   Submit

Cancel

Confirmation

Confirmation

The new tax id has been added to your portal user account.

Visit our portal user guide to learn how to use the portal.

Done

Thank You