

STEP 1

To self-register the initial **super user** for a practice, you will need the provider's **first and last name**, **NPI** and **license number**, as well as the **tax ID** for the practice.

Are you an **Existing Provider** in the current portal? Log into the current portal and navigate to **Administration > Dentist List**. **Print the list**, and keep it handy. You will want to refer to the list when registering on the new portal. The current portal **will be retired** on January 1, 2017.

Are you a **New Provider**, or you **do not have** an existing portal account? You will need to **contact Customer Service or your Provider Representative** to become set up.

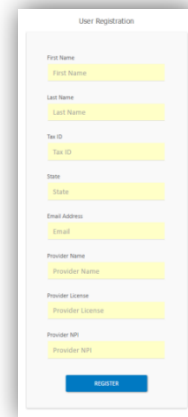
STEP 2

Go to the provider portal and click the **REGISTER** button. You will see a **User Registration** screen with fields as shown. Refer to the list you printed, and enter the information required.

Notes:

- If there are multiple providers linked to the same tax ID, you can enter any one of them in the Provider Name field
- Always use a **business email address**, not a personal email, when registering on the portal

When complete, click **REGISTER**.

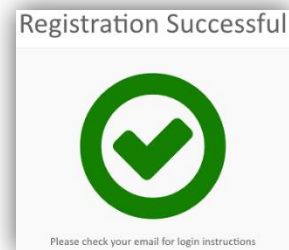


The screenshot shows a 'User Registration' form with the following fields: First Name, Last Name, Tax ID, State, Email Address, Provider Name, Provider License, and Provider NPI. Each field has a yellow highlight. A blue 'REGISTER' button is at the bottom.

STEP 3

If your registration is successful, a confirmation message will be displayed. If your registration is not successful, try the following:

- **Adjust the Provider Name:** If your practice name is 'Bob Smith LLC' try both 'Bob Smith LLC' and 'Bob Smith' in the Provider Name field
- **IDs must match exactly:** The License, NPI and Tax ID entries must match what is on file. Try entering the Tax ID with and without the hyphen



STEP 4

You will receive an email with directions for logging into the portal. Click the link, and verify that your information is correct. You will only need to go through the registration process once.

Next, begin adding other users and additional information about your practice by going to the **Manage Users** section of the portal. This process will take time and does not need to occur all at once, but it is recommended that you **add at least one other super user right away**.

Still having trouble? **Contact Customer Service or your Provider Representative**.