Provider Portal: Registering on the Portal–Delegate

A delegate is an individual who can perform clerical functions via the portal for legitimate business reasons. Please note that only a registered provider can register a delegate. If you are a provider who wants to register a delegate, but have not registered yourself, please review the Job+Aid Provider Portal: Registering on the Portal–Provider and complete provider registration first.

1. Go to the portal landing page.
2. Click Register Now.

3. Register as a Delegate.

4. Enter the delegate’s First Name, Last Name, Birth Date, Last 4 of SSN and Delegate Code (the code that was issued when the provider registered the delegate).

5. Click Continue.
6. Enter the following:
   - **User ID** (must be at least 8 characters, this is your log-in name that you will create)
   - **Password** (you will create)
   - **Confirm Password** (re-enter the password you created)
7. Next, enter:
   - Display Name
   - Phone Number
   - Email* and Confirm Email

*Make sure this is an accurate email address. This email address will be used to send information concerning your registration.
8. Next, select:
   - Personalized
   - Site Key* and Passphrase**

*Site Key: Pick a picture that you will recognize when you verify your identity upon logging into the portal.

**Passphrase: Enter a word or phrase that you will recognize when you verify your identity upon logging into the portal.
9. Next, select the Challenge Question.
Select from the drop-down box a unique challenge question and provide an answer for each of the question groups.
10. **Please read the user agreement.** If you choose to accept the terms of the agreement, put the check in the box that is located to the right of “Yes, I accept.”

   *Note: This acceptance is required.*

11. **Click Submit.**

12. You will receive a message stating that your registration has been accepted and that you will receive a verification email that contains a secure link needed to complete registration. If you do not see an email, check your spam or junk mail folder. **Click OK.**
13. You will receive a **Registration Verification email** validating the information that was entered for the portal.
14. Once opened, **click the link provided within the email**.

15. Once you click the link, it will take you back to the portal and you will enter your password. **Click Verify.**
16. You will get a message stating that you have successfully registered for the provider portal. Click OK.

17. You will receive a registration confirmation email that should be saved for your records.
**Switching providers:**

If you are registered as a delegate for several providers, you can log in as a delegate and switch providers without having to log in and out of the portal.

18. Go to the portal landing page.
19. Log in as a delegate using your:
   a. User ID, Challenge Question and Passphrase
Switching providers:

20. Click on **Switch Provider**.

Either option for Switch Provider will work.
21. Choose the **Switch Provider** tab and enter **Display Name** or **Email** of the provider OR use the **Available Providers** to select a provider.

22. Click **Submit**.

**NOTE:** This listing will only show you the providers for whom you are authorized to be a delegate and work on their behalf. In order for a provider to appear in your list, the provider must first register you as a delegate.
You will receive a message stating you have successfully switched providers.

23. Click **OK** to close the dialog box.

To search or switch to another provider, click the **Switch Provider tab** and repeat steps 21–23. Otherwise, click **Close**. This will return you to the portal landing page.