



DIVISION OF
Early Learning

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Provider Portal User Guide

Version 2.5

January 4, 2018

Provider Portal Returning User

Log on Process

Provider Portal users who have already created a user account can log on from the Provider Services welcome page by entering the user name and password created during the account process. Click the **Log On** button to continue.

Provider Services Logon

Account Information

User name (must be a valid email address)

Password

[Forgot my password](#)

[Change my password](#)

Log On

Password Recovery

If the Provider Portal user cannot remember the password, the user can click the **Forgot my password** link.

Provider Services Logon

Account Information

User name (must be a valid email address)

Password

[Forgot my password](#)

[Change my password](#)

Log On

Clicking the **Forgot my password** link will display the following page:

Forgot Your Password?

Account Information

Please type the user name of your account and then click **Continue**. A password reset link will be sent to the email address associated with your account.

User name

[← Back](#)

Continue

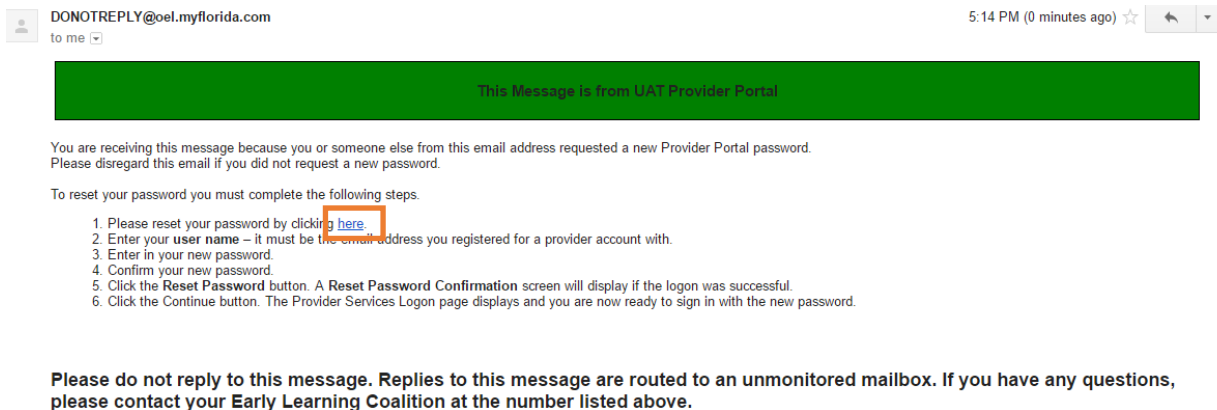
The Provider Portal user must know the email address used for the account. Once the Provider Portal user enters an email address and clicks the **Continue** button, the following page will display:

Forgot Password Confirmation

A password reset link was sent to the email address associated with your account.
Please click **Continue** to proceed to the login page.

Continue

The Provider Portal user should then access the email account used for the account and find the email sent by **DONOTREPLY@oel.myflorida.com**.



DONOTREPLY@oel.myflorida.com
to me

5:14 PM (0 minutes ago) ☆ ↶ ↷

This Message is from UAT Provider Portal

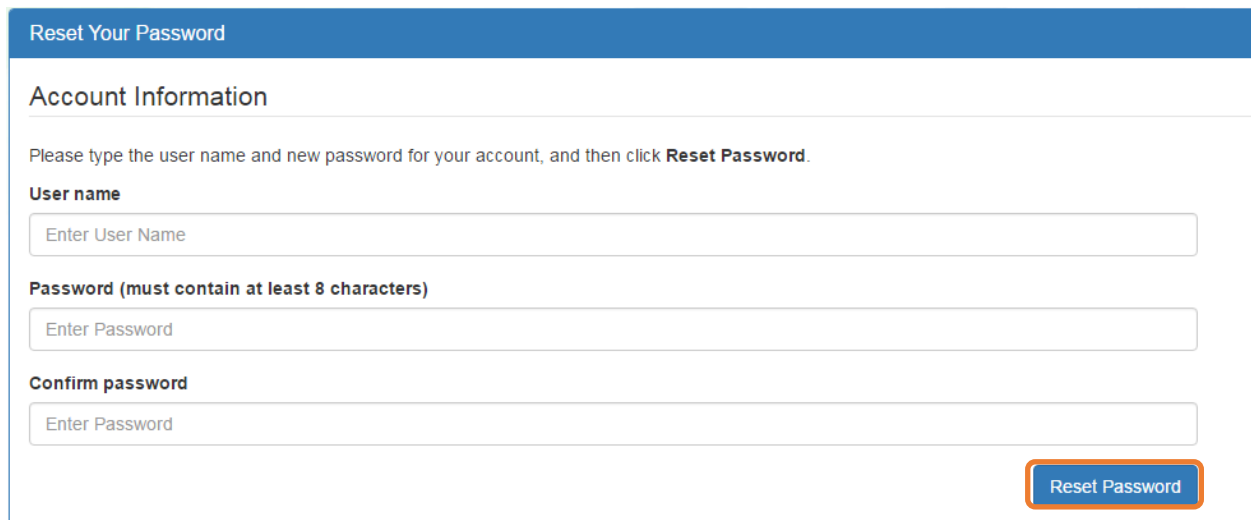
You are receiving this message because you or someone else from this email address requested a new Provider Portal password. Please disregard this email if you did not request a new password.

To reset your password you must complete the following steps.

1. Please reset your password by clicking [here](#).
2. Enter your **user name** – it must be the email address you registered for a provider account with.
3. Enter in your new password.
4. Confirm your new password.
5. Click the **Reset Password** button. A **Reset Password Confirmation** screen will display if the logon was successful.
6. Click the **Continue** button. The Provider Services Logon page displays and you are now ready to sign in with the new password.

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have any questions, please contact your Early Learning Coalition at the number listed above.

Once the Provider Portal user clicks the **here** link, the following page will display:



Reset Your Password

Account Information

Please type the user name and new password for your account, and then click **Reset Password**.

User name

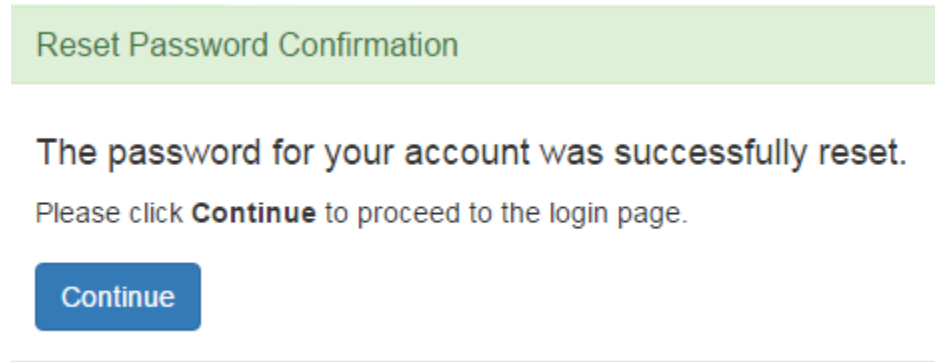
Password (must contain at least 8 characters)

Confirm password

Reset Password

The Provider Portal user must enter the user name (email address), new password and confirm the new password. After entering the required fields, click the **Reset Password** button to continue.

If the Provider Portal user successfully changes the password, the following page will display:



Reset Password Confirmation

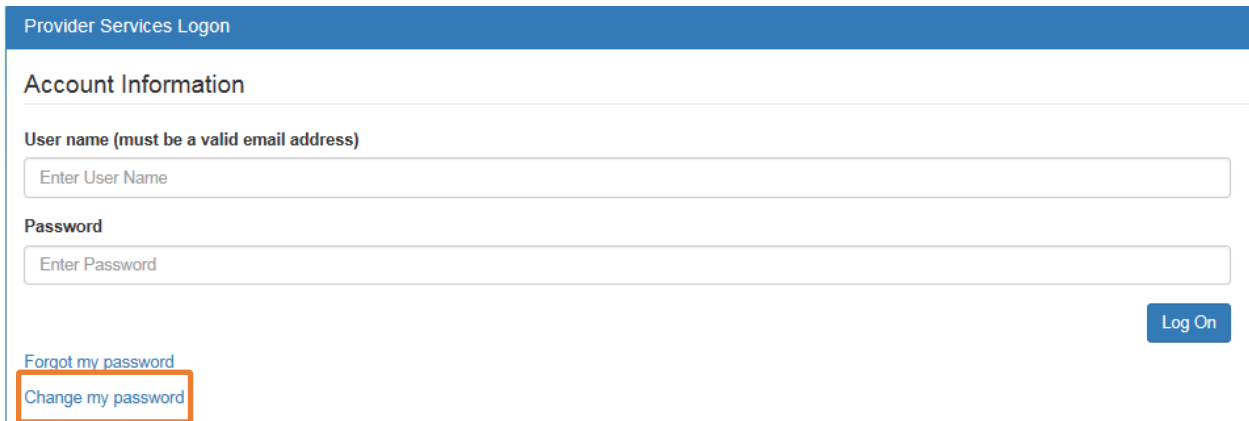
The password for your account was successfully reset.

Please click **Continue** to proceed to the login page.

[Continue](#)

Change Password Process

A Provider Portal user can change the password at any point by clicking the [Change my password](#) link.



Provider Services Logon

Account Information

User name (must be a valid email address)

Enter User Name

Password

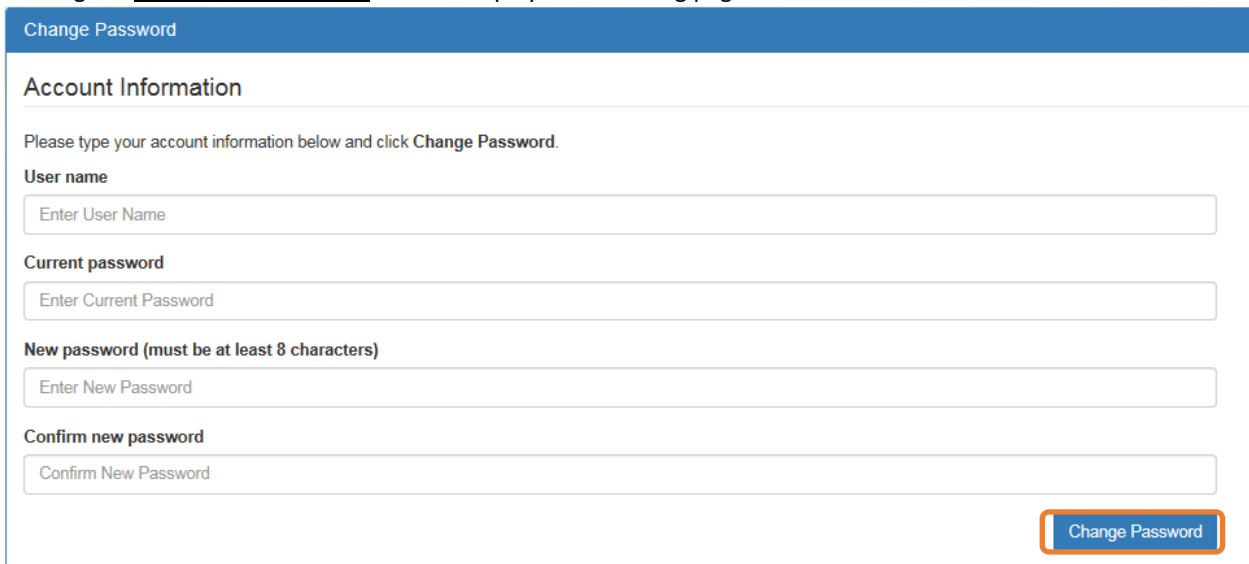
Enter Password

[Log On](#)

[Forgot my password](#)

[Change my password](#)

Clicking the [Change my password](#) link will display the following page:



Change Password

Account Information

Please type your account information below and click [Change Password](#).

User name

Enter User Name

Current password

Enter Current Password

New password (must be at least 8 characters)

Enter New Password

Confirm new password

Confirm New Password

[Change Password](#)

The Provider Portal user must enter the User Name (email address), current password, new password and confirm the new password. After entering the required fields, click the [Change Password](#) button to continue.

If the Provider Portal user successfully changes the password, the following page will display:

Password Change Completed

The password for your account was successfully changed.

Please click **Continue** to proceed to the login page.

[Continue](#)
