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.

Password Recovery

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

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

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**

[Enter User Name]

**Password (must contain at least 8 characters)**

[Enter Password]

[Confirm password]

[Enter 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](image)

**The password for your account was successfully reset.**

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

**Continue**

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**Change Password Process**

A Provider Portal user can change the password at any point by clicking the **Change my password** link.

![Change Password Process](image)

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

![Change Password](image)

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