

OFFICE OF
Early Learning
LEARN EARLY. LEARN FOR LIFE.



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

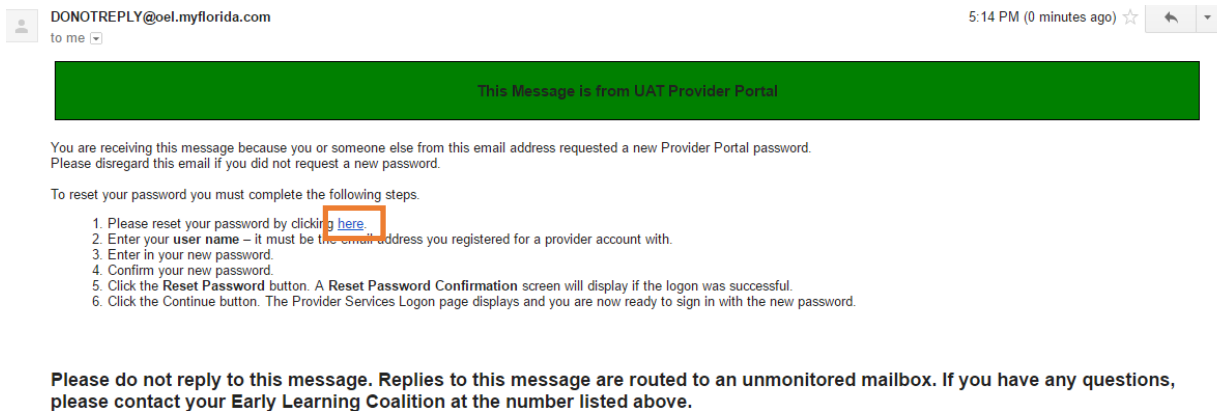
The Provider Portal user must know the email address used for the account. Once the Provider Portal user enters an email address and clicks the **Continue** button, the following page will display:

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**.

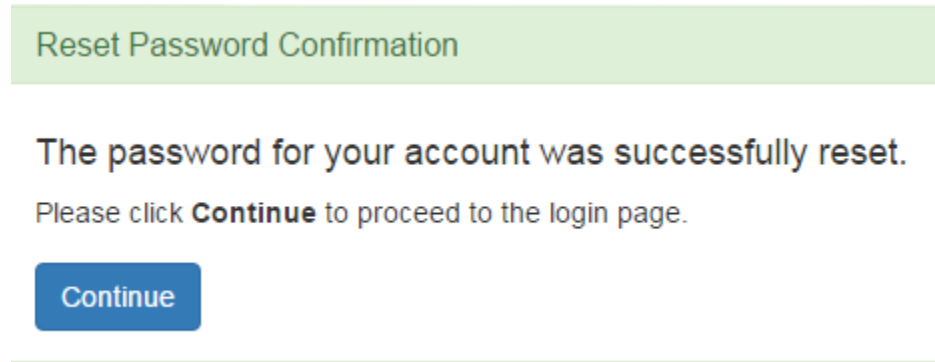


Once the Provider Portal user clicks the **here** link, the following page will display:

The screenshot shows a web form titled "Reset Your Password". It has a section for "Account Information" with the instruction: "Please type the user name and new password for your account, and then click **Reset Password**." There are three input fields: "User name" (placeholder: "Enter User Name"), "Password (must contain at least 8 characters)" (placeholder: "Enter Password"), and "Confirm password" (placeholder: "Enter Password"). A blue "Reset Password" button is located at the bottom right of the form.

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

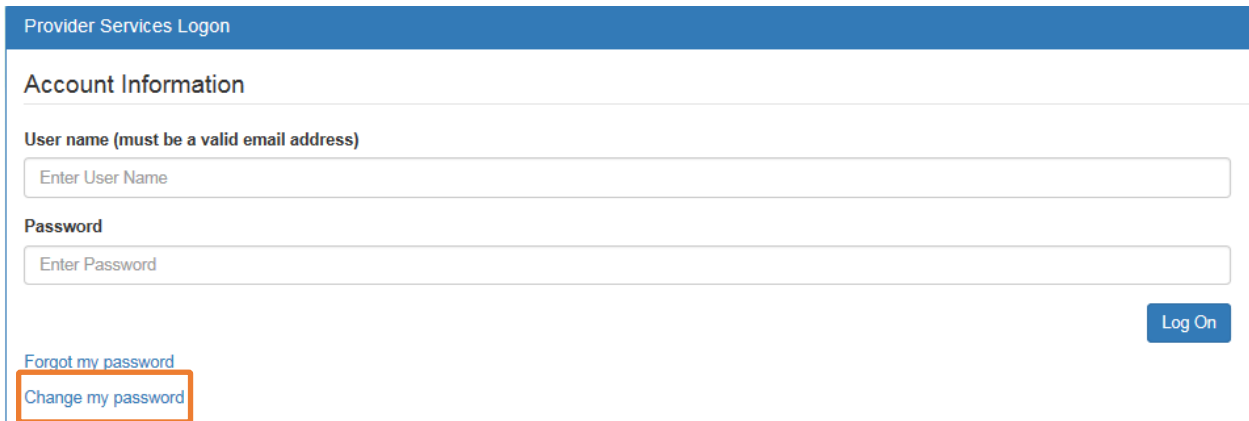
The password for your account was successfully reset.

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

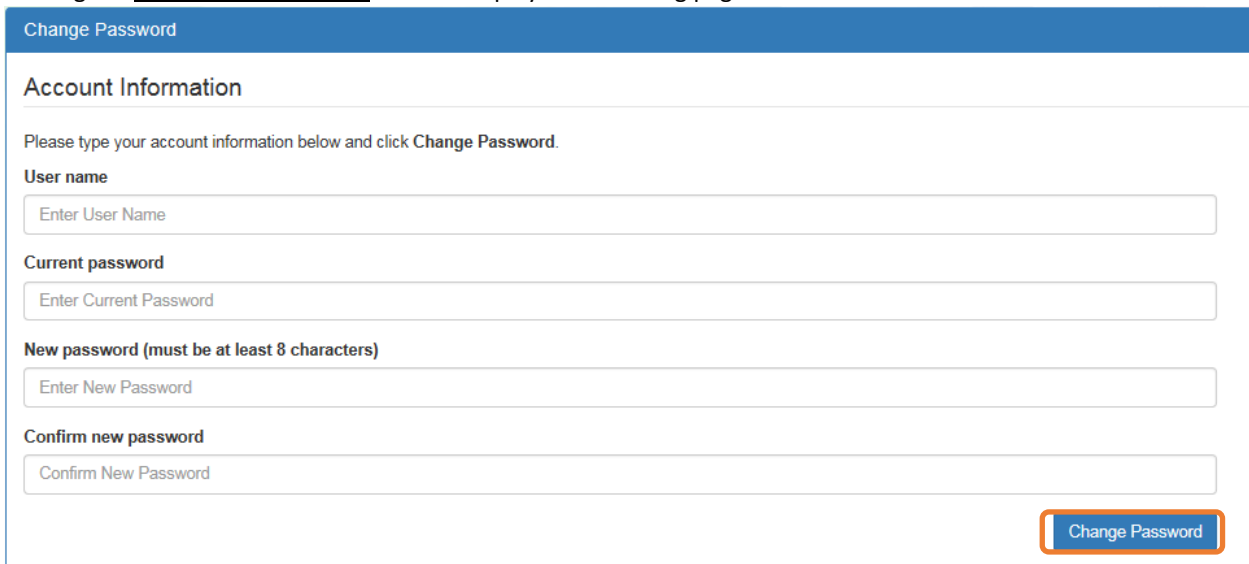
Enter Password

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](#)
