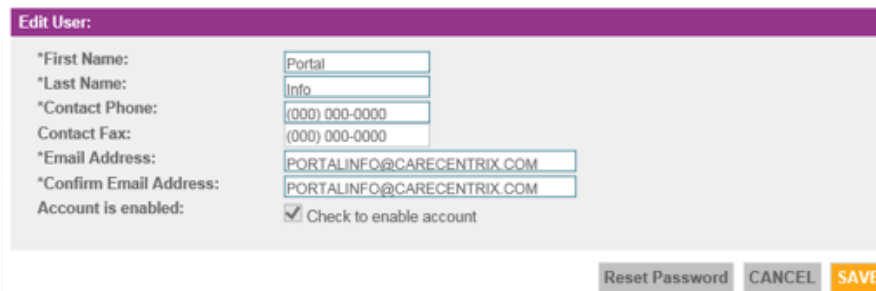


Purpose of this communication:

- To inform providers of a new enhancement for adding portal users and completing password resets on the Provider Portal: HomeBridgeSM effective May 21, 2018.

What do I need to know?

- Creating a New User: Portal administrators will continue to input a new user’s name, contact information and email address. Once the user information has been entered, the portal administrator should validate that the **Account is Enabled** box is checked. The portal administrator will then assign locations to the user via the View/Modify Provider Locations box. Once complete, the administrator must select **Assign Providers**. Effective May 21, 2018, an email containing the username and a temporary password will automatically be sent to the new user’s email address.
- Resetting a Password: Portal administrators will select the user they would like to edit and then select “Reset Password” on the User Admin tab of HomeBridgeSM in order to reset a user’s password. An email containing a temporary password will automatically be sent to the user’s email address saved to their profile.



What do I need to do?

- Once a user logs in with the temporary password, the user will be prompted to create a new, personalized password.
- Please Note: If an account needs to be unlocked, a portal administrator may select the following options:
 1. “Check to Enable Account” and then click “Reset Password.” User is unlocked and a temporary password is emailed to the user. Once the user logs in with the temporary password, the user will be prompted to create a new, personalized password.
 2. “Check to Enable Account and click “Save.” User is unlocked and keeps the existing password. An email is not sent to the user.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to portalinfo@carecentrix.com.