

# Provider Portal Account Creation and Registration

## Overview

This Quick Reference Guide shows Providers how to create an account to access the Provider Portal.

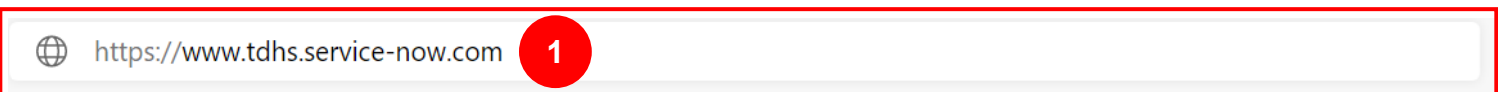
## Audience

Child Care and Adult Day Services Providers.

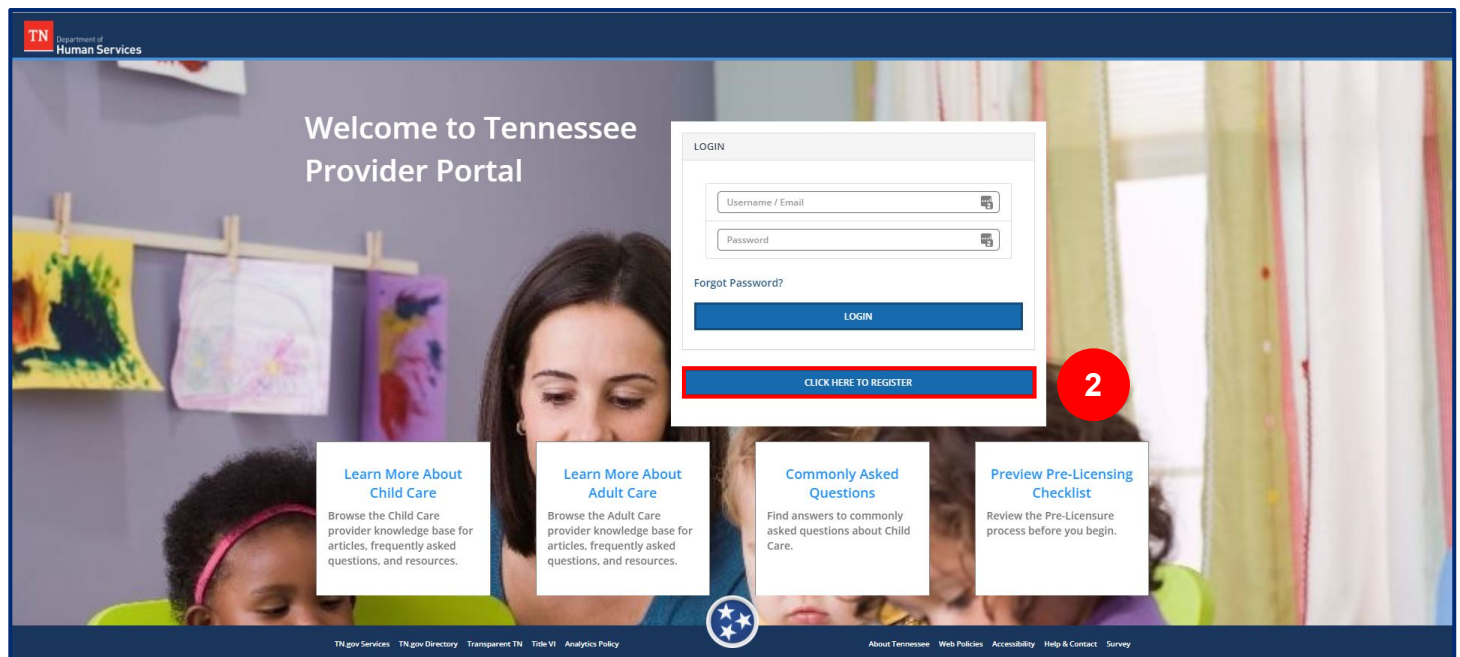
## Registering for a Provider Portal Account

To register for a Provider Portal Account:

1. Open your internet browser and enter the web address for the Provider Portal Website. The web address for the Provider Portal is <https://tdhs.service-now.com/>



2. Shown below is the main login/landing page for the Provider Portal. To begin the account registration process, select the **CLICK HERE TO REGISTER** button.



3. Enter all required information in the applicable fields. You must enter your:
- First Name
  - Last Name
  - Email Address (**Note: this will be the email address used to create and verify your new account**)
  - Social Security Number's (SSN) Last 4-digits (**Note: This will be used to verify your identity**)
  - Phone Number
  - Password
  - Street Address (with an optional second line listed below)
  - City
  - State
  - Zip Code

When creating a password to use for the Provider Portal, it must meet the following requirements:

- 8-32 characters in length
- Include at least one upper case letter
- Include at least one lower case letter
- Include one number
- Include at least one of the following special characters (!\$#&@-^\*\_+=><)

4. Once all of the above information has been entered, you can select via a drop-down box if you are interested in becoming a New Provider.
5. You must select the two boxes noting that you understand your identity will be validated online and that you are consenting to receive TDHS disclosures.
6. Once the two boxes have been selected, select the box next to the **I'm Not A Robot** button and follow the embedded instructions.
7. Lastly, select **SUBMIT**. You have now registered for a Provider Portal account.

Create Account

Fields marked with(\*) are mandatory and must be filled out before submitting.

**Personal Information**

First Name\*

Last Name\*

Email Address\*

SSN (Last 4 digits)\*

The last 4 digits of your social security number is one of the data elements we can use to verify your identity.

Phone Number\*

Password\*

Password Guidelines:

- Ⓢ Must be between 8-32 characters in length
- Ⓢ Must include at least one upper case letter (A-Z)
- Ⓢ Must include at least one lower case letter (a-z)
- Ⓢ Must include at least one number(0-9)
- Ⓢ Must include at least one special character(!@#%&\*~.,+<-)

Confirm Password\*

Address

Street Address\*

Street Address 2

City\*

State\*

Zip Code\*


**Additional Details**

Interested In Becoming a New Provider?

Select "No" if you are associated with an existing provider.

I understand that my identity will be validated online. I also understand that I may need to contact TDHS in order to complete the official application for approval.

By checking this box and creating your online account, you are consenting to receive communications, disclosures and/or notices through our online service electronically. You further agree that you have provided us with a current e-mail address at which we may send electronic communications, disclosures and/or notices to you.

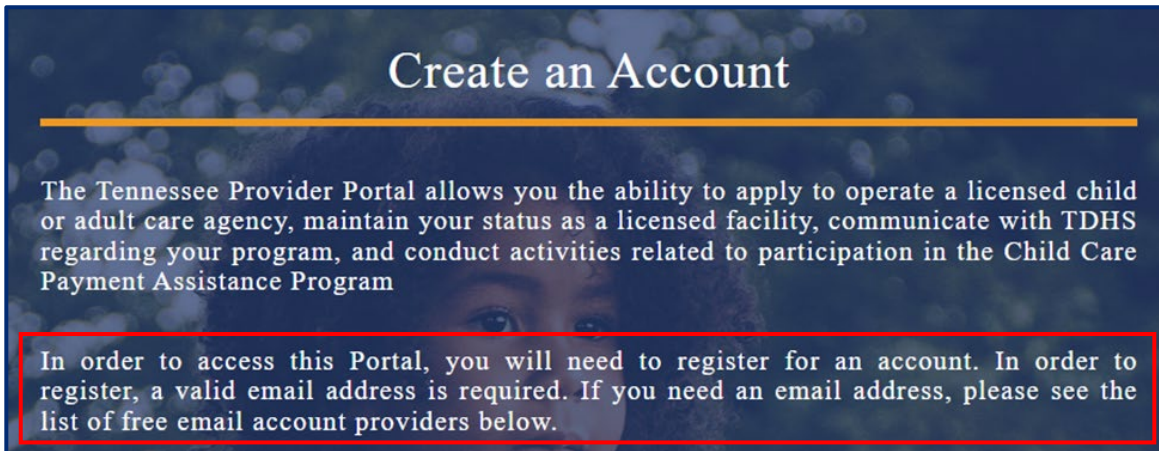
I'm not a robot 

CANCEL
SUBMIT

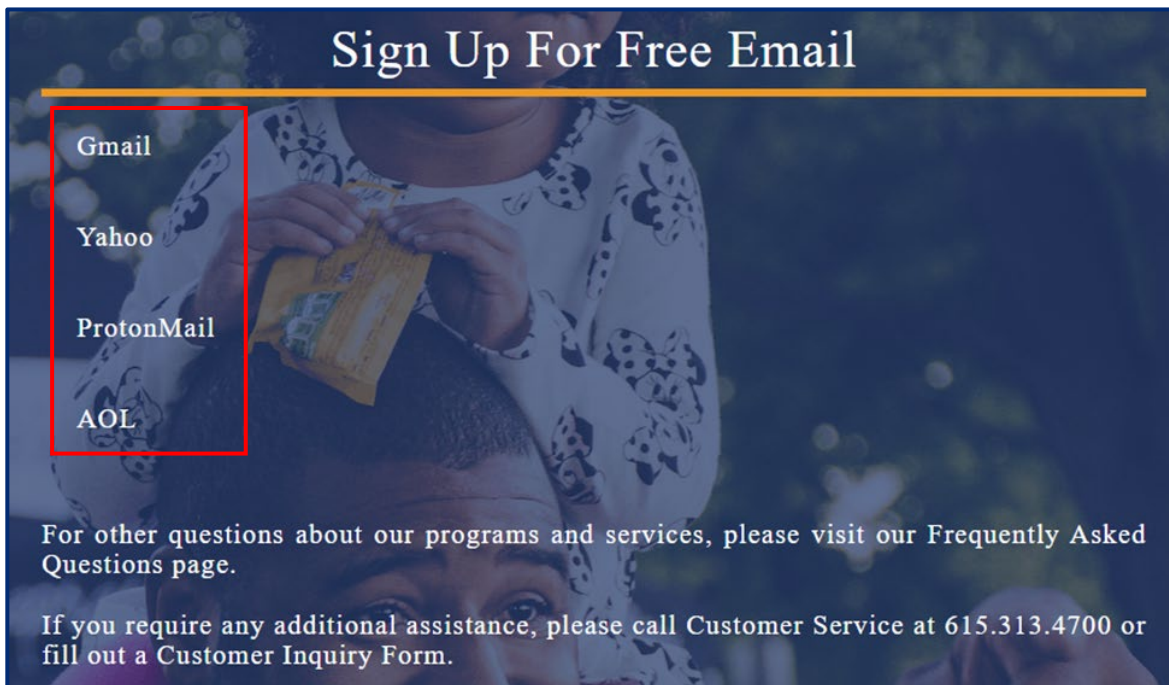
## Creating an Email Account

If you do not already have an active email account, you can initiate the email account creation process directly from the **Create an Account** screen.

From this screen, you will see the following message in the left-hand informational panel: *In order to access this Portal, you will need to register for an account. In order to register, a valid email address is required. If you need an email address, please see the list of free email account providers below.*



Below this message, there are four email account providers whose title is a *hyperlink*. This hyperlink will navigate you to that provider's email account creation homepage. Follow the screen's direction to successfully complete the email account creation process.



Once your new email account is created and validated, you will be able to continue the **Provider Portal Account Creation and Registration** process.

## Validating Your Email

When you create your account for the first time, you will receive an email from Service Now asking you to validate your email address. This email will be sent to the email address you provided. If you do not receive the email within 15 minutes of submitting your information, check your Spam/Junk folder.

Follow the instructions provided in the email. You need to open a link provided within the email to verify your email address.

## Requesting Site Access

To manage a Provider within the Provider Portal, you need to have your site access approved by your facility's Primary TDHS Contact.

***Note: If you are your facility's primary contact, please disregard the process for site access. You will have received an email directly from TDHS with instructions on how to set up your account for the first time. Upon creating your account, site access will be granted automatically.***

***However, if you did not receive an email detailing this process, please complete this entire process defined in this QRG, including the site access steps, so that your designated Licensing Consultant can grant you access.***

To request site access:

1. Log in to the Provider Portal. The ***Provider Portal Login Quick Reference Guide*** can guide you through this process.
2. Once in the Provider Portal, select the **Request Site Access** button on the main page.

## Timothy Smith, Welcome to the Tennessee Provider Portal!



### Get Started

Interested in becoming a Licensed provider, browse here to view procedures and guidance.


### Learn More About ChildCare

Browse and Search The Childcare provider Knowledge base for Articles, Frequently asked questions, and Resources

### Learn More About AdultCare

Browse and Search The Adultcare provider Knowledge base for Articles, Frequently asked questions, and Resources


What would you like to do?

  
Start a New Application

  
View Existing Application

  
Request Site Access

2

  
Manage My Sites

3. Enter your facility's FEIN (*Federal Employer Identification Number*) and FEIN Extension. Your facility's Primary Contact should be able to provide this to you. Once entered, click **SUBMIT**.

**SITE ACCESS REQUEST**

\* FEIN

\* FEIN Extension

**SUBMIT**

Required information  
FEIN FEIN Extension

3

Your facility's Primary Contact will now be able to approve your site access request via their Provider Portal. Once approved, you will be able to manage your Provider site within your Provider Portal account.