

Provider Portal Log In and Navigation

Overview

This Quick Reference Guide shows Providers the steps to successfully log into the Provider Portal and how best to navigate the portal.

Audience

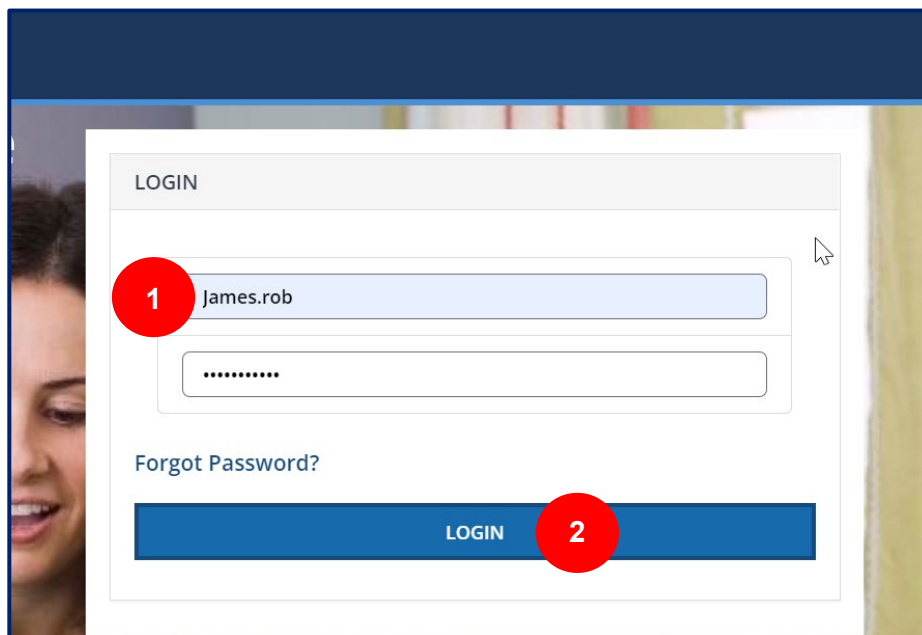
Child Care and Adult Day Services Providers.

Logging into the Provider Portal

Log into the portal by opening your preferred internet browser (Chrome or Microsoft Edge) and entering the Provider Portal's link into the address bar: <https://tdhs.service-now.com/>.

After you reach the Log In page:

1. Enter your **Username** and **Password**.
2. Click **LOGIN**.

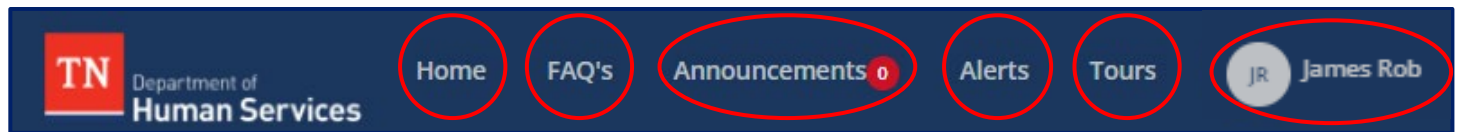


Main Navigation Bar

The **Main Navigation Bar** remains visible throughout the Provider Portal, at the top of each screen. This bar contains different Portal section that can easily be directed to by clicking on their hyperlinked Title. For example, clicking **Home** will bring you back to the home screen. Plus, you can always use it as a compass to reorient yourself if you get lost while working or navigating in the Portal.

Look to the top of the screen to find the following links or icons found withint the **Main Navigation Bar**:

- **Home** navigates you back to the Provider Portal home screen from anywhere in the Portal.
 - Additionally, clicking the **TDHS Logo Icon** also navigates you back home.
- Clicking **FAQ's** will bring you to a list of typical questions other users have asked and their answers.
- The **Announcements** section allows you to view statewide notifications communicated by TDHS.
- **Alerts** brings you to the repository of TDHS notifications sent directly to your Provider location.
- System **Tours** walkthroughs you through page specific help outlines withint the Provider Portal.
- The Provider **Profile** is represented by a circle cantaining your first and last name initials, followed by the Facility's name and can be user to update your profile or logout of the Provider Portal.



Informational Tiles

Informational Tiles are located on the right side of the home screen, below the **Main Navigation Bar**. Each Tile has a *Header*, a **bold underline**, and a *brief Tile description* that will offers useful information for utilizing that Tile.

James Rob,
Welcome to the Tennessee provider portal



What would you like to do?



Start a New Application



View Existing Application



Request Site Access



Manage My Sites

Get Started

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

Learn More About ChildCare

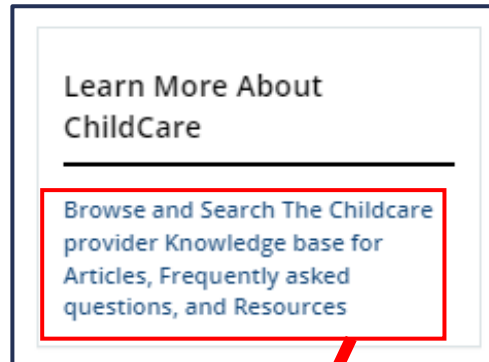
Browse and Search The Childcare provider Knowledge base for Articles, Frequently asked questions, and Resources

Learn More About AdultCare

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

To access the **Informational Tiles** location, simply click on the tile's hyperlinked description and the Portal will automatically route you to that tile's intended location.

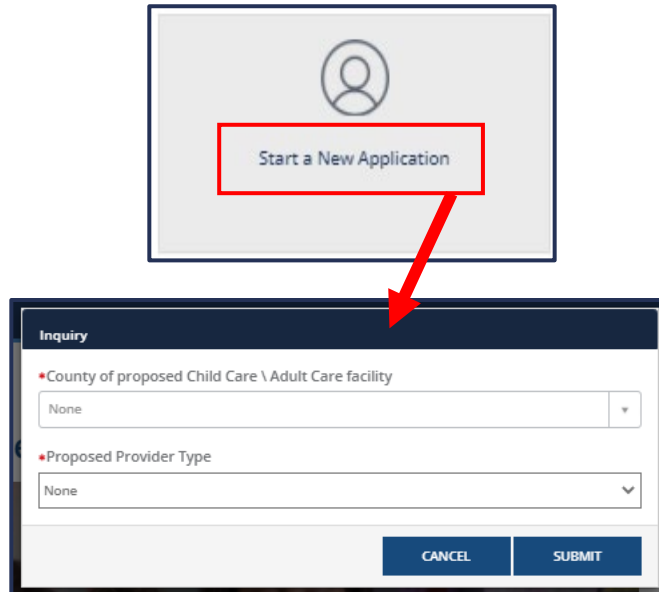
For example, clicking the **Learn More About ChildCare Information Tile** brings you to the *TDHS Types of Regulated Child Care* page.



Action Tiles

Action Tiles are located throughout the Provider Portal and contain a *Tile Icon* and *Tile Title*. Some Tiles also contain additional information below the Tile's Title. To navigate to a Tile's intended location, click the Tile's hyperlink words (tile only or title and description).

For example, clicking the Start a New Application Action Tile the licensure application process is initiated and you may begin the application process.



The diagram illustrates the process of starting a new application. At the top, a gray square tile with a person icon and the text "Start a New Application" is shown. A red arrow points from this tile to a form titled "Inquiry". The form contains two dropdown menus: "County of proposed Child Care \ Adult Care facility" and "Proposed Provider Type", both currently set to "None". At the bottom of the form are "CANCEL" and "SUBMIT" buttons.

Inquiry	
• County of proposed Child Care \ Adult Care facility	None
• Proposed Provider Type	None
<div>CANCEL SUBMIT</div>	