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Summary

Alliance Health is moving to a Single Sign On platform using the Okta Authentication portal for all provider applications. This includes the Alliance Claims System (ACS), Independent Living Initiative (ILI), the Individual Placement and Supported Employment (IPS-SE) – sometimes referred to as the DOJ application. This guide is intended to instruct provider users how to:

- Activate your new user account
- Edit your personal information
- Change your password
- Unlock your account

Activate New User Account

Once we move to the Alliance Health Provider Portal using the OKTA Single Sign On platform, all users will have to activate their new account.

Activation email

Once your new user account is created by an Alliance Admin, you will receive an email where you can start the setup process. Click the Activate Okta Account button in the email.

NOTE: Please note the time to expire in the email so you get your account set up within the time allowed. Click the Activate Okta Account button in the email.
Set up Password Recovery
You will be directed to a page where you can create your account.

1. Enter your Password following the criteria given.
2. Enter the Password again to confirm.

Recovery
Here is where you set up your password recovery options and choose a security image.

1. Choose a Forgot Password Question.
2. Enter your response to the question in the Answer field.
3. Finally, select a picture as your Security Image.

4. Click the Create My Account button.

**NOTE:** At any time during the setup of your account, you may be asked to verify your password. The following screen will show when you click an activity you are trying to complete. Just enter your password and click the Verify button.
Access an Application

This procedure shows you the steps to access applications that are assigned to you.

Access the Alliance Health Provider Portal

1. Access the portal at: Production URL – providerportal.alliancehealthplan.org/
2. Enter your Username and Password and click the Sign In button.

3. Once logged in, you can access whichever application(s) you have access to by clicking the appropriate button.
Change your Password

This procedure shows you the steps to change your password.

Access the Alliance Health Provider Portal

1. Access the portal at: Production URL – providerportal.alliancehealthplan.org/
2. Enter your Username and Password and click the Sign In button.

3. Select the expand button (⌵) where the user menu is available in the top right corner of the page and select the Settings link.
4. Click the Edit Profile button at the top of the page (this may not be necessary).

5. Navigate to the Change Password section of the Settings page.
6. Enter your current password.
7. Enter the new password (using the password requirements at the top of the page).
8. Confirm your new password.
9. Click the Change Password button.
10. To return to the Alliance Health Portal Application page, click on the My Apps link in the left side navigation bar.

11. Then click the Alliance Health Portal button.

12. This will return you to the Alliance Health Portal Application page.
Unlock your Account

If your account gets locked, you can use this procedure to unlock it.

**Alliance Health Provider Portal Login**

1. Access the login page and click the Unlock Account link.

2. You will be presented with a new screen to enter your email or username, do so. This will prompt an email to be sent that will contain instructions to unlock your account.
3. Once you click the Send Email button, you will get a confirmation message.

Unlock Account Email

1. The email you receive to unlock your account has an Unlock Account button, click it.
Unlock Account Challenge

1. Clicking this button will take you to a Challenge screen. Respond to the challenge question.
2. Click the Unlock Account button.

Account Unlocked

1. Once you answer the challenge question successfully and click the Unlock Account button, you will be directed to a success message. From here, click the Back to sign in button.
Edit your Personal Information

Follow this procedure to update your personal information.

Access the Alliance Health Provider Portal

1. Access the portal at: Production URL – providerportal.alliancehealthplan.org/
2. Enter your Username and Password and click the Sign In button.

3. Select the expand button (▼) where the user menu is available in the top right corner of the page and select the Settings link.
4. Click the Edit Profile button at the top of the page (this may not be necessary).

5. Navigate to the Edit Personal Info section (first section) and click the Edit button in the top right corner.

6. Change any data necessary on the presented screen and then click the Save button.

7. Use the Return to the Alliance Health Portal Application page process defined above to return to that page.