



MassHealth Provider Web Portal Issues
Instruction Manual

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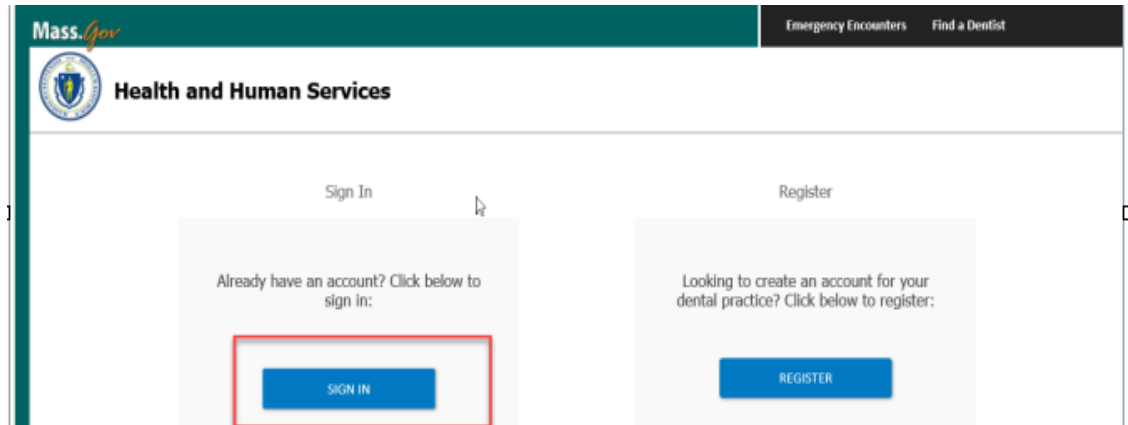
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1. Users using the URL/Links

- For MH Users provider.masshealth-dental.net

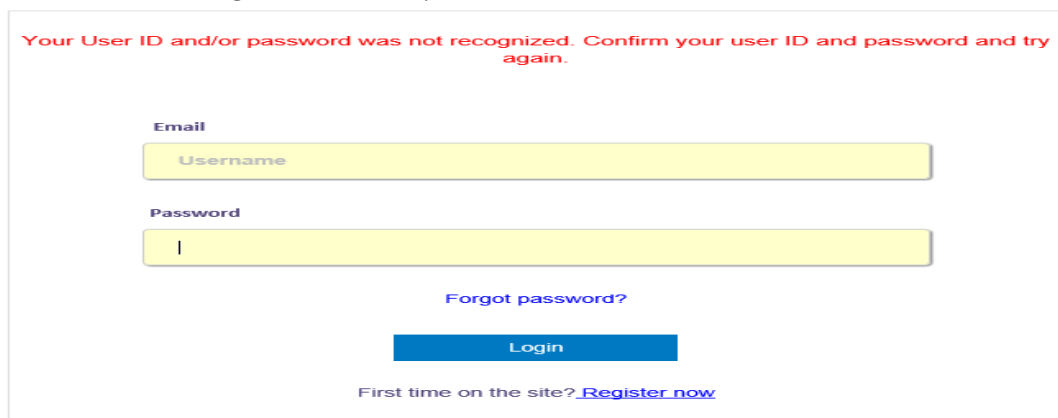
2. Login

- User enter Username and password and click on **SIGN IN**



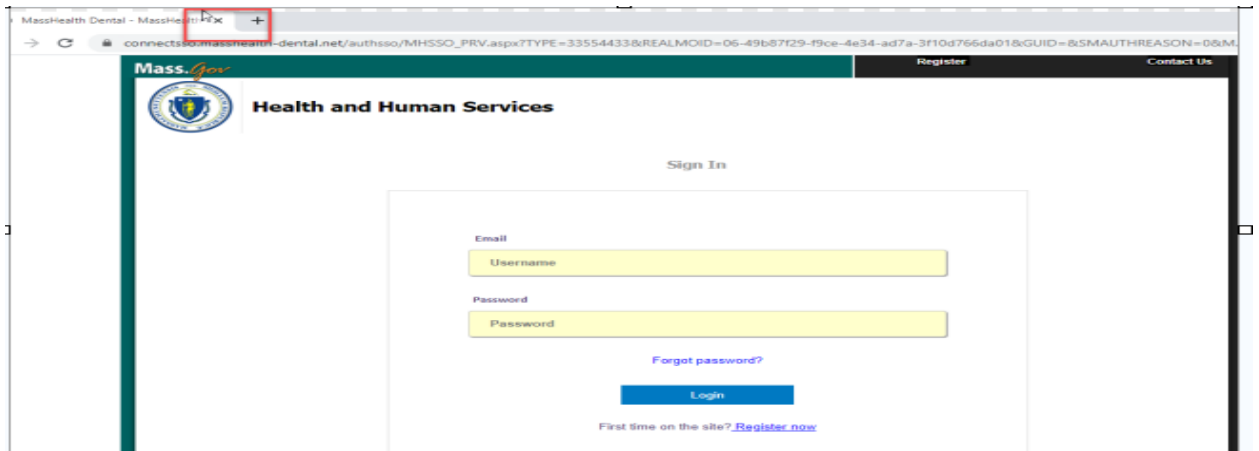
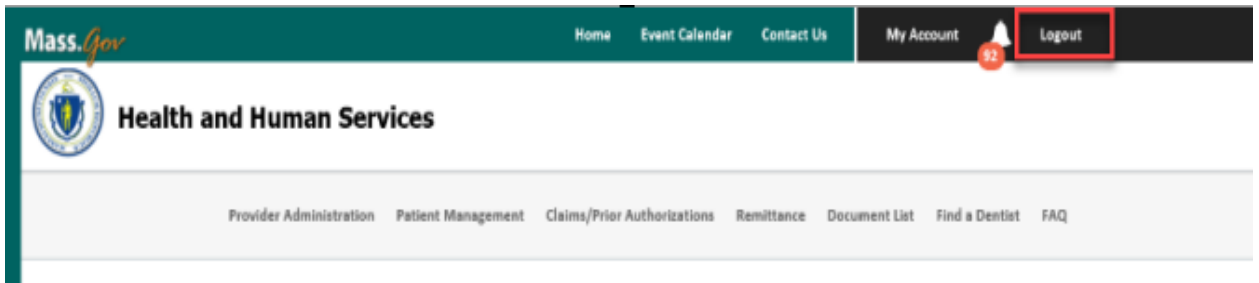
2.1 Your Credentials are not valid

- If you see the error – “Your User ID and/or password was not recognized” you entered the wrong username or password.



2.2 Logging Out /Closing Browsers- Trouble Shooting

- You can sign out by clicking on **Logout** in the **upper** right corner of the browser
- You can close the browser by clicking on X in the upper left corner of the browser



3. Account Locked

- If you try 3 times with the wrong username/password your account will be locked.

4. Reset /Forgot Password

- If you have forgotten your password, then you have the option to click on Forgot password on the login page (provider.masshealth-dental.net) and reset your password without calling customer service.

- You will have to enter your username and answer couple of security questions before you can reset the password.

- If a Customer Service Representative is needed to help reset your password, contact 800-207-5019 for assistance.
 - Provide the representative with your email address (username).
 - Once the representative resets the password, the you will receive an email with a temporary password.
 - You will need to open the email with temporary password, click on the link and enter the temporary password to be directed to change the password.
- Note that the password criteria for the portal is:
 - 10 characters long
 - 1 upper case
 - 1 lower case
 - 1 number
 - 1 special character

Select	User ID	Last Name	First Name	Organization Name

User ID

Password

[Return to Search](#)

5. Bookmark

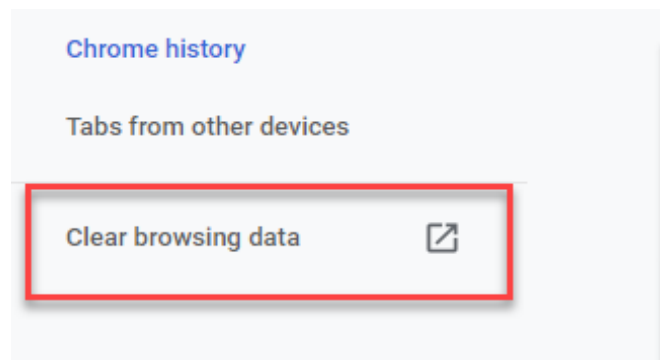
- In some cases, if you have saved or bookmarked the wrong URL or the URL which already has the error message, then whenever they you that link, the same error would come and would not allow you to login to the portal.
- Please use the link instead of any bookmarks.

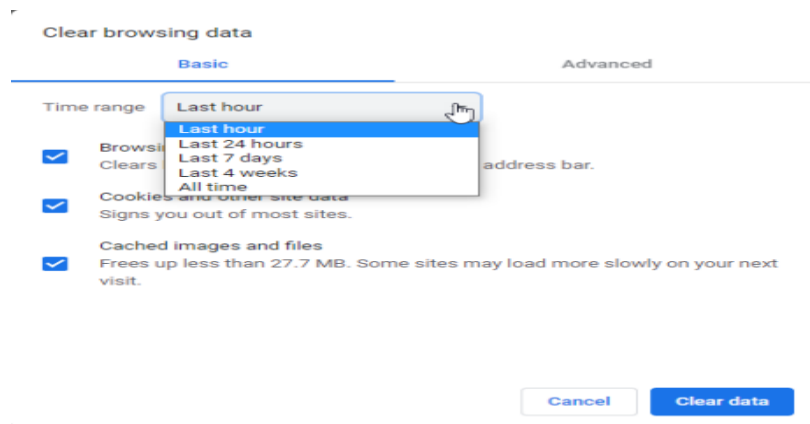
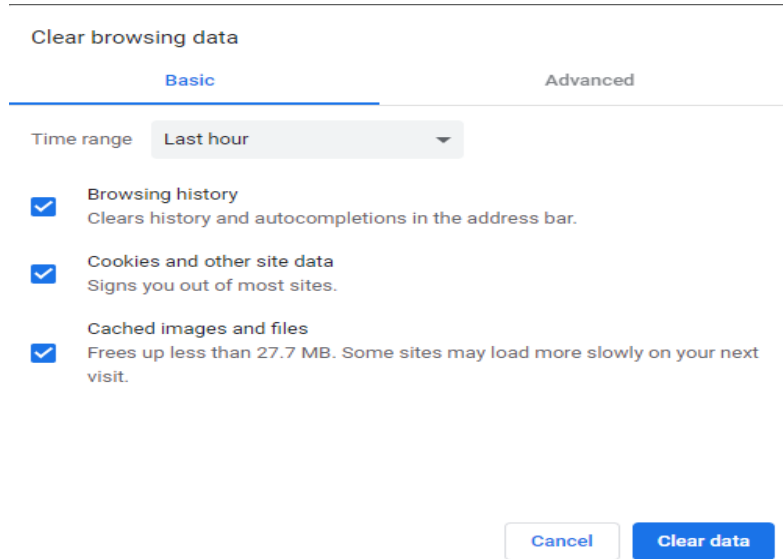
6. Clear the Cache

- Clearing the Cache and cookies, history will help when you are having issues with registrations or login. Please find the steps on how this can be done on different browsers.

6.1 For Google Chrome

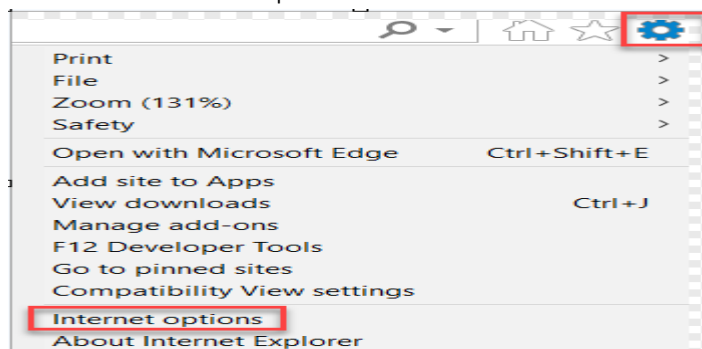
- On **your** computer, open Chrome
- At the top right, Click More or press **Control H**
- Click More tools. **Clear** browsing data
- At the top, choose a time range. To **delete** everything, select All time.
- Next to “Cookies and other site data” and “**Cached** images and files”, check the boxes.
- Click **Clear** data



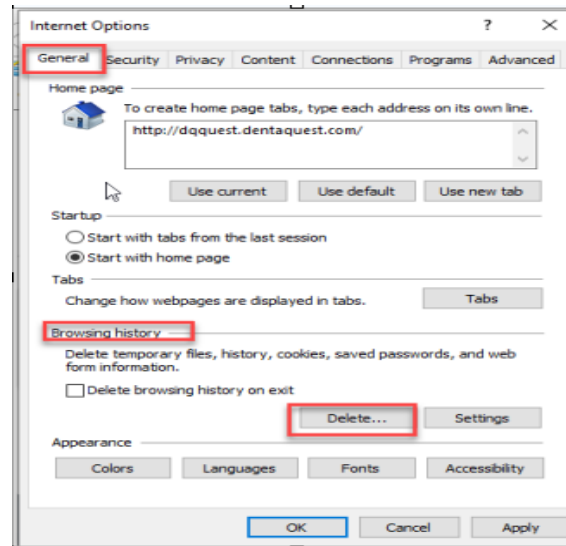


6.2 For Internet Explorer

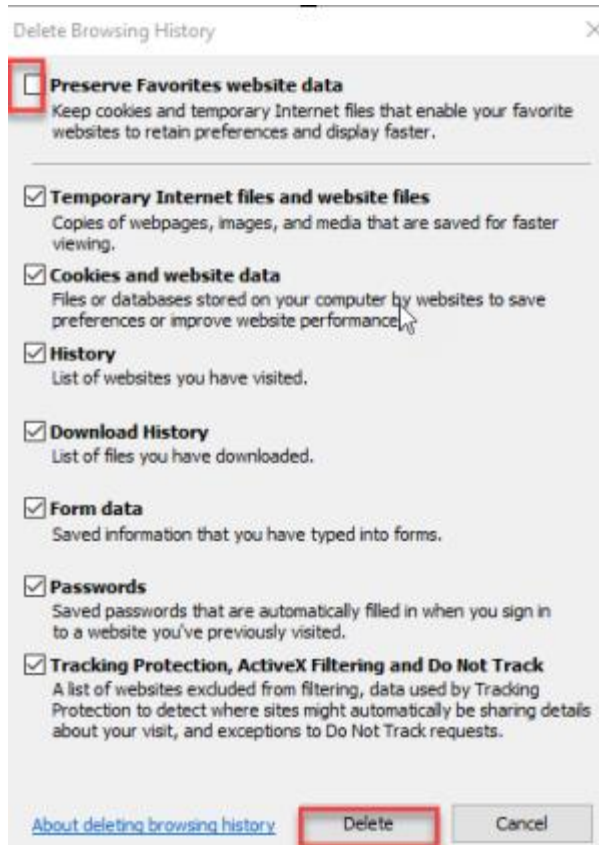
- Click on the Gear icon (Tools) in the upper right corner of the browser
- Select the item "Internet Options"



- In the tab “**General**” you can find a section “**Browser History** “. When you click on the button “Delete” a new browser opens



- Remove all check except the selection “**Preserve Favorites Website Data**”.
- Click on the Button “**Delete** “to empty the browser cache. In comparison to other browser there is no option to select the time period. You ‘ll delete all cache data



- Reload the page

7. General Guidelines

- The SF portals are most compatible with the Chrome browser.
- Password criteria for the new portal – Min 10 char, 1 uppercase, 1 lowercase, 1 number, 1 special character.