

Credentialing Portal & HCO User Login Tips

Tip	Troubleshooting Steps
1 What are the steps to follow if I can't view some of the information on the screen?	<p>The Portal performs best with Internet Explorer 10, Mozilla Firefox, Safari or Chrome</p> <ul style="list-style-type: none"> • Determine the web browser you are using by clicking on Tools in your browser or perform an Alt+x • If you are using Internet Explorer, select "About Internet Explorer" to identify the version. If it is anything less than IE 10, you will need to upgrade to IE10 for full functionality <p style="padding-left: 40px;">NOTE: the Portal displays best on a maximized screen (instead of a window); to maximize the screen, click the box in Right Hand corner of the screen</p>
2 What are the Password Rules for the Portal?	<p>Passwords must contain all of the following elements:</p> <ul style="list-style-type: none"> • Minimum Length must be 7 • Must contain both Uppercase and Lowercase • Must contain a Number • Must contain a Special Character
3 What are the Login Rules?	<p>Provider</p> <ul style="list-style-type: none"> • You must be appointed <u>or</u> in the request for consideration process at an HCA affiliated entity <ul style="list-style-type: none"> ○ if either of these two criteria are not met, you will not be able to login and will receive an error message • Your Email address must match the address on file as the Username is the Email Address <p>Delegate</p> <ul style="list-style-type: none"> • You must have at least one active provider who has a minimum of one active facility to login <ul style="list-style-type: none"> ○ if this criteria is not met, the delegate will not be able to login and will receive an error message • Your Email address must match the address on file as the Username is the Email Address
4 What happens on the first login to Portal for the Provider and Delegate?	<p>Go to Portal's Login page: https://credentialing.parallon.com</p> <ul style="list-style-type: none"> • Your User Name is your Email Address that is currently on file • If you are not an established HCO user, click on Create Account • If you are an <u>established HCA Credentialing Online (HCO) user</u> and: <ol style="list-style-type: none"> 1. If you <u>do</u> remember your password, you will be asked to establish a new password and answer security questions—this is due to enhanced security standards. Note: selecting answers that you can easily remember for future authentications is recommended 2. If you <u>don't</u> remember your password, don't use the Forgot Password option. You haven't had a chance to setup your security questions and won't get past the security question screen. You should return to the Login screen and enter an incorrect password which will then allow you to re-authenticate • If you aren't sure if you are an established HCO user, please follow the instructions in #2 above first. If the system allows you to re-authenticate than you were an established user. If the system does not allow you to re-authenticate please click on Create Account
5 How do I access HCO?	<ul style="list-style-type: none"> • <u>Providers and Delegates</u> should access HCO from the Portal to avoid login issues • <u>Providers:</u> access from the HCO link on the left hand navigation on the provider home page • <u>Delegates:</u> access from the HCO link on the left hand navigation on the delegate home page
6 What happens if I access HCO from the Portal and a screen is displayed with "Old password, New password, Confirm new password" and I attempt to make a change?	<p>You will receive a User Authentication Error. To resolve this, follow these steps:</p> <ul style="list-style-type: none"> • Go to the HCO Login page and click Restore Password • Wait for the HCO email with the encrypted link and then restore access with the link
7 What steps should be taken if I am locked out of my account?	<p>You will be locked out when either the maximum number of attempts of login to the account or to answer security questions</p> <ul style="list-style-type: none"> • Contact Client Support Services 1-800-265-8422, options 2, 7 they will help you unlock your account • Return to the Portal Login page and enter your username, then enter any 7 characters in the password field and follow the prompts on the screen
8 How do I find access user tips and training materials?	<p>You will find quick tips, job aids and video training materials at:</p> <p>http://hcahealthcare.com/credentialing/</p> <ul style="list-style-type: none"> ○ Scroll to the bottom of the page, click on the topic and the hyperlink will take you to the training material