## Portal Login & General Navigation

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### Process for Existing HCO Users:
1. Go to Portal’s Login page: [https://credentialing.parallon.com](https://credentialing.parallon.com)
2. Enter your current email address in the **Username** field.
3. Enter your current password in the **Password** field.
4. Click **Login**.
5. Establish a new password and answer security questions as prompted.

**Notes:**
- Under Existing HCO Users, **Please login with your username and password. If you do not remember, please click here.** Please do not click this link if you have never used HCO before, as you will need to use the Create Account process for new users.
- Existing HCO Users are referring to delegates/providers that currently have access to HCO.

### Process for New Users:
1. Go to Portal’s Login page: [https://credentialing.parallon.com](https://credentialing.parallon.com)
2. Click **Create Account** or under **New Users**, use the **click here to create an account** link.

**Note:** Follow prompts to complete the process.
### Credentialing Portal

**Portal Login & General Navigation**

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| **1. Left Navigation**  
  - Home - click to return to the Home page.  
  - Message Center - click to view important messages.  
  - Credentialing Status - click to view the status of open packets.  
  - Outstanding Items - click to view all outstanding required packet items during the verification process.  
  - Expiring Items – click to view expiring items.  
  - Facilities – click to view facility and privilege details.  
  - Resources – click to access helpful tips and tools.  
  - Provider Profile - click to update your address, email, phone numbers, and date of birth.  | ![Screen Shot 1](image1) |
| **2. Center Navigation**  
  - Messages - click to view credentialing process related messages.  
  - Credentialing Status – click to view the status of open credentialing packets.  
  - Outstanding Credentialing Items – click to view all outstanding packet items.  
**Note:** Numbers represent the count of items in each category. | ![Screen Shot 2](image2) |
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| 3. **Right Navigation**  
  • **Need Some Help** – click to access tips for navigating through the portal.  
  **Note**  
  Tips and information is located on the right hand side of each page.  
  4. **Banner** – the home page Banner displays key system messages.  |

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Tips and information is located on the right hand side of each page.