

Portal Login & General Navigation

PROCESS:

Process for Existing HCO Users:

1. Go to Portal's Login page:
<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:

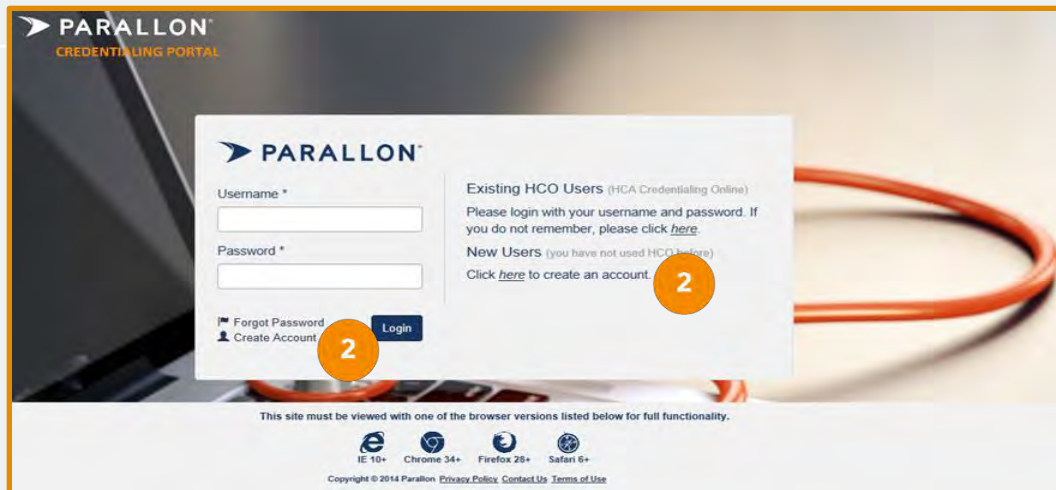
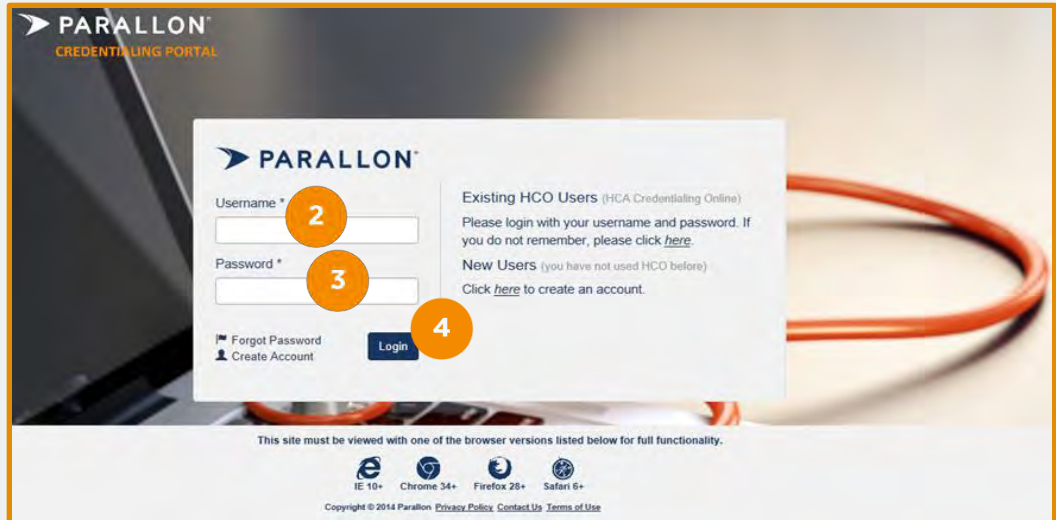
- Under Existing HCO Users, **Please login with your username and password. If you do not remember, please click [here](#).** Please do not click this link if you have never used HCO before, as you will need to use the **Create Account** process for new users.
- Existing HCO Users are referring to delegates/providers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

Process for New Users:

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

Note: Follow prompts to complete the process.

SCREEN SHOT:



Portal Login & General Navigation

PROCESS:

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 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.

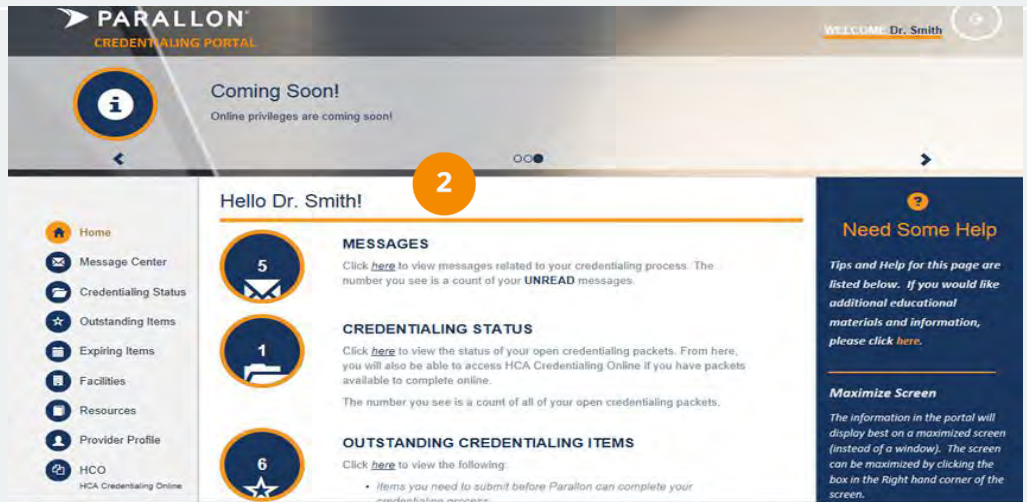
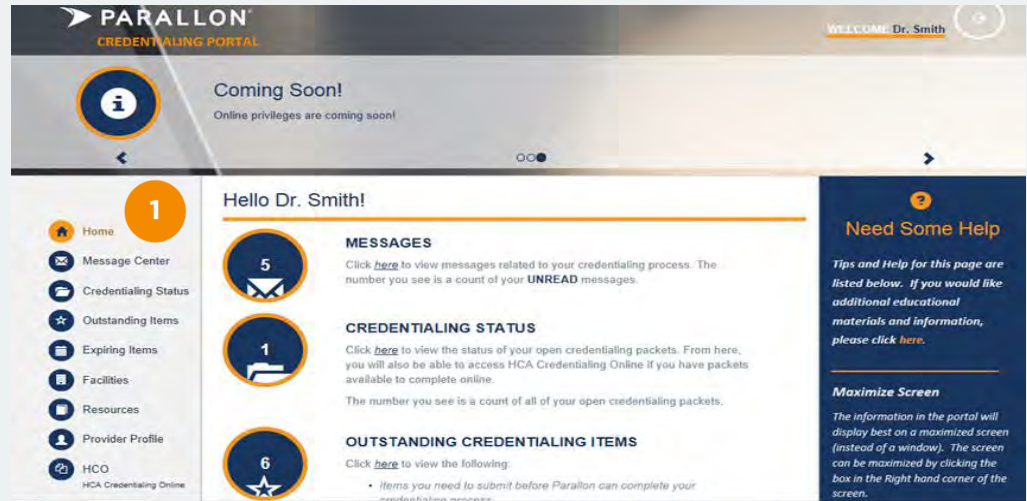
2. Center Navigation

- **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:



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PROCESS:

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.

SCREEN SHOT:

