

# Accessing the Secure Web Site

Access to the Secure Web site requires enrollment and use of a Web User ID and PIN. The following types of users can access the Secure Web site:

- Enrolled Providers and their appointed clerks
- Trading Partners/Billing Agents and their appointed clerks
- Drug Manufacturers/Labelers and their appointed clerks
- DXC Technology and Department of Social Services (DSS) staff

All use the Login panel shown below.

The image is a screenshot of a web application's login interface. At the top, there is a dark blue header bar with the word "Login" in white. Below the header, the main content area has a light gray background. It starts with a paragraph: "The Connecticut Department of Social Services Medical Assistance Program secure Web site is intended for providers, trading partners/billing agents, labelers/drug manufacturers and clerks designated by those entities." This is followed by another paragraph: "If you have received your Personal Identification Number letter, click on the setup account button." Below this text is a small blue button labeled "setup account". Further down, there are two input fields: "User ID\*" and "Password\*", each with a corresponding text box. Below the password field is a blue button labeled "login". At the bottom of the form, there is a final paragraph: "If you have forgotten your password or need to reactivate your account, please click the reset password button." Below this is a small blue button labeled "reset password".

**Figure 1 - Secure Site Login Panel**

**To Access the Secure Site:**

The access procedure is the same whether you are enrolled as a Provider, Trading Partner, Drug Labeler, or Clerk.

You must set up your account the first time you access the Secure Site. The account set up procedures differ for clerks from all others. The procedures are described in detail in the sections below.

Step	Action/Response
1.	Access the Connecticut Medical Assistance Program Web portal at: <a href="http://www.ctdssmap.com">www.ctdssmap.com</a> .
2.	From the <b>Provider</b> menu, click <b>Secure Site</b> . The Secure Site <b>Login</b> panel opens as shown in Figure 1.

## 10.1 Instructions for First Time Log in for Provider, Trading Partner or Drug Labeler

The provider, trading partner or labeler will be required to use an Initial Web User ID and PIN to log into the Secure Web site for the very first time. Prior to logging on for the first time, the provider, trading partner, or drug labeler must designate one individual in their organization to be the Local Administrator, also commonly referred to as the Master User. That individual can then create and maintain clerk accounts.

- Local Administrator/Master User – This individual will have the responsibility of maintaining access to the Web site for themselves and all of the individuals within your organization.
- Clerks – Clerks are individuals within the organization that require access to functions on the Secure Web site.

### *Providers*

For providers, access to this Web site is granted after enrollment into the Connecticut Medical Assistance Program. Upon successful enrollment, the provider will receive the following two letters:

- Provider Welcome Letter - containing the AVRS/Initial Web User ID to access the Secure Web portal and the Automated Voice Response System (AVRS)
- PIN Letter - includes the initial Secure Web portal PIN code required to access the Secure Web portal, as well as a separate AVRS PIN code

### *Trading Partners*

For trading partners, access to this Web site is granted upon completion of the trading partner agreement. Upon successful enrollment, the trading partner will receive the following two letters:

- Trading Partner ID Letter - containing the Initial Web User ID
- PIN letter – includes the initial Secure Web Portal PIN code

### *Drug Labelers*

For drug labelers, access to this Web site is granted upon completion of the labeler application. Upon successful completion, the drug labeler will receive the following letter:

- PIN letter – includes the initial Secure Web Portal PIN code

The drug labelers Initial Web User ID is their five (5) digit labeler code.


Note: Help text is available for each field displayed on the panels within the Secure Web site. Help is accessed by clicking on the field name on the panel. Once you click on the field name, a pop up box appears with the help text for that field.

Once the local administrator account is set up, they must use the administrator user ID and password to log into the Secure Web site. The Local Administrator can no longer use the Web Initial User ID and PIN to access the Secure Web site.

The following provides step-by-step instructions to access the Secure Site for the first time and complete your initial account setup.

#### To Set Up Local Administrator/Master User Account:

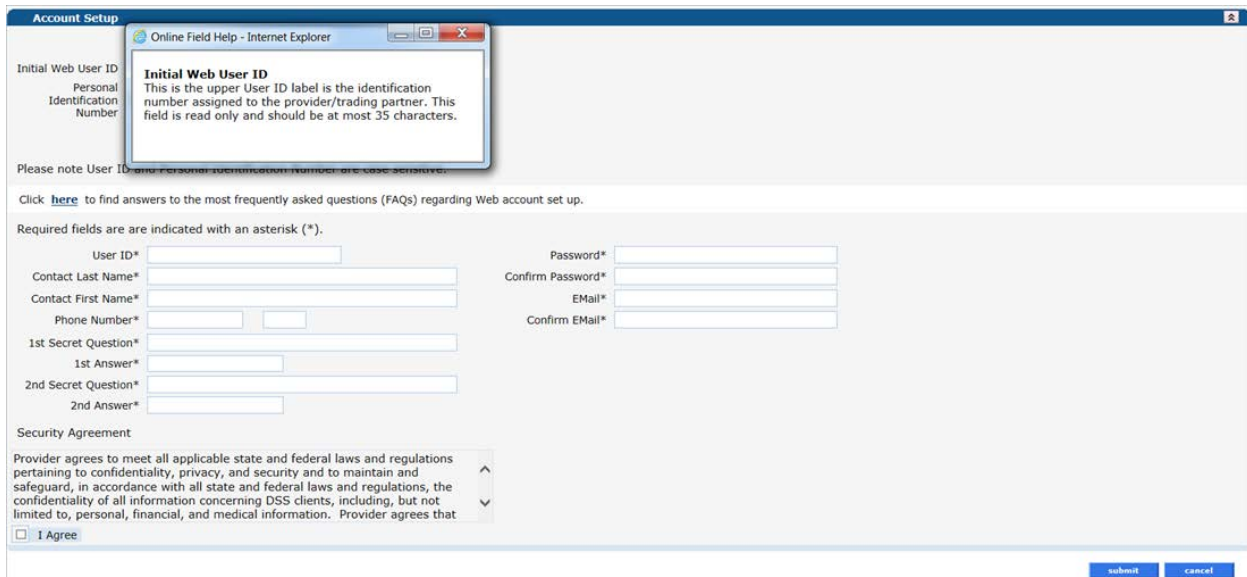
Step	Action/Response
1.	From the Internet Portal ( <a href="http://www.ctdssmap.com">www.ctdssmap.com</a> ), click on <b>Secure Site</b> from the <b>Provider</b> menu. A sample of the Secure Site <b>Login</b> panel is shown above in Figure 1 at the beginning of this document.
2.	Since this is your first time to the site, click <b>setup account</b> <b>setup account</b> . The <b>initial Account Setup</b> panel displays as shown below in Figure 2.
3.	Enter your <b>Initial Web User ID</b> and <b>Personal Identification Number (PIN)</b> that you received after enrollment. The initial User ID and the PIN are case sensitive.
4.	Click <b>setup account</b> <b>setup account</b> to continue. The <b>final Account Setup</b> panel displays as shown in Figure 3. Note: Figure 3 also demonstrates that field help is available by hovering over the field name and clicking the left button on your mouse. Field help is available for all fields on each panel.
5.	Enter data in all fields displayed on the panel. Required fields are marked by an (*) asterisk. <ul style="list-style-type: none"> <li>A new User ID must be entered in the User ID field. Do not enter the initial User ID supplied in your letter. <b>Do not use a personal name.</b> The User ID you enter must be 6 – 20 characters in length. The User ID cannot begin with a numeric value and can only contain the values A – Z, a – z, or 0 – 9. No special characters or spaces are allowed.</li> <li>Both <b>Secret Question</b> and <b>Answer</b> fields are required. These questions and answers should not contain any special characters. Only upper and lower case alpha, 0-9 numeric characters, and blank spaces are permitted in both fields. A question mark (?) is permitted in the questions fields.</li> <li>The Password you enter must be 7 - 30 characters in length and cannot begin with a numeric value. The Password and Confirm Password fields must match exactly. The password has to have at least 3 of the 4 character types – upper case, lower case, number, special character. Special characters include such characters as the following: # \$ % ^ @ *.</li> <li>The format of the email address must be as follows: (format of &lt;alpha numeric&gt;@&lt;alpha numeric&gt;.&lt;only chars&gt;</li> </ul>
6.	Read the Security Agreement and then check the <b>I Agree</b> box.

Step	Action/Response
7.	<p>Click  <b>submit</b> to finish account setup.</p> <p>If there are errors with any of the data you entered, error messages will be displayed at the top of the panel.</p> <p>If no errors are encountered, your Account Home page will be displayed as shown in Figure 4 below.</p>



The screenshot shows the 'Account Setup' window. It contains two input fields: 'Initial Web User ID\*' and 'Personal Identification Number\*'. Below these fields is a note: 'Please note User ID and Personal Identification Number are case sensitive.' and a link: 'Click [here](#) to find answers to the most frequently asked questions (FAQs) regarding Web account set up.' A 'setup account' button is located at the bottom right.

**Figure 2 - Initial Account Setup Panel**



The screenshot shows the 'Account Setup' window with a pop-up 'Online Field Help - Internet Explorer' window open. The pop-up contains the following text: **Initial Web User ID**  
This is the upper User ID label is the identification number assigned to the provider/trading partner. This field is read only and should be at most 35 characters.

The main 'Account Setup' window contains the following fields and sections:

- Initial Web User ID\* (read-only)
- Personal Identification Number\*
- Please note User ID and Personal Identification Number are case sensitive.
- Click [here](#) to find answers to the most frequently asked questions (FAQs) regarding Web account set up.
- Required fields are indicated with an asterisk (\*).
- User ID\*
- Contact Last Name\*
- Contact First Name\*
- Phone Number\*
- 1st Secret Question\*
- 1st Answer\*
- 2nd Secret Question\*
- 2nd Answer\*
- Password\*
- Confirm Password\*
- EMail\*
- Confirm EMail\*
- Security Agreement
  - Provider agrees to meet all applicable state and federal laws and regulations pertaining to confidentiality, privacy, and security and to maintain and safeguard, in accordance with all state and federal laws and regulations, the confidentiality of all information concerning DSS clients, including, but not limited to, personal, financial, and medical information. Provider agrees that
  - ☐ I Agree

Buttons at the bottom right: **submit** and **cancel**.

**Figure 3 - Final Account Setup Panel with Field Help**

The following shows an example of an Account Home page for a Provider Web account. The menu options shown in the grey menu bar will differ for Trading Partner and Labeler Web accounts. Additionally, the fields displayed on the panel itself will differ depending on the type of Web account.

Home
Information
Provider
Trading Partner
Pharmacy Information
Hospital Modernization
Claims
Eligibility
Prior Authorization
Hospice
Trade Files
MAPIR
Messages
Account

home
account home
account maintenance
account setup
change password
clerk maintenance
demographic maintenance
reset password
log out

Your password expires in 60 day(s) on 11/14/2014 at 12:00 AM [Change Password](#)

Welcome, P  
Provider ID: NPI  
Provider AVRS ID: 00:  
Reenrollment Due Date: 10/28/2016  
Zip Code: 01550 - 4096

Your R.A.s, or 835 transactions, are being sent to:  
Your download page in the Trade Files menu option.

Global Messages					
Category	Subject	Message	Sent Date	Effective Date	End Date
Notification	Web Claim Submission is Here!	Web claim submission is now...	12/22/2009	12/22/2009	12/31/2299

Secure Mailbox

\*\*\* No rows found \*\*\*

Quick Link

- [Check E-messages](#)
- [Claim Status Inquiry](#)
- [Client Eligibility Verification](#)
- [Prior Authorization Inquiry](#)
- [Download Remittance Advice](#)
- [ACA](#)
- [Ordering/Prescribing/Referring](#)
- [Provider List](#)

**Figure 4 - Sample Provider Account Home Page**

Once your local administrator/master user account has been created, security maintenance includes the following functions displayed as menu options at the top of your Home page:

- Account Maintenance – allows providers/trading partners/labelers to maintain account information.
- Change Password – allows providers/trading partners/labelers to change passwords.
- Clerk Maintenance – allows the local administrator/master user to configure the organization's access by creating individual user IDs which have specific permissions for access to Secure Web functions and specific provider information.
- Demographic Maintenance (providers only) - allows providers to maintain demographic information.
- Reset Password – allows passwords to be reset or accounts to be unlocked for the local administrator or their clerks.

These functions are described in detail in the sections below.

## 10.2 Creating Clerk Accounts

Once the local administrator/master user's account setup is complete, you can create a clerk ID for each of the individuals within your organization that require access to the Secure Web site. Previously created clerks may also be added to a Provider's Web account. A local administrator for a Provider Web account can also create an AVRS ID/password for the clerks. This functionality is not used by Trading Partners or Labelers.

The user role of the clerk account is assigned by the local administrator during the creation or update of the clerk account. User roles include:

- Claim Inquiry/Submission/Adjustment – Allows clerks to inquire on claims, submit claims, and adjust claims through the Secure Web site. This role cannot be limited to only claims inquiry or only claims submission. (Available for Provider Web accounts only)
- PA Inquiry/Submission - Allows clerks to inquire on PAs through the Secure Web site. Also allows PA Submission for the CHC Home Care Program. (Available for Provider Web accounts only)
- Client Eligibility Verification – Allows clerks to verify eligibility for clients. (Available for Provider Web accounts only)
- Trade Files Includes E-Delivery - Allows clerks associated with Trading Partners to upload and download X12N transactions and proprietary format files as well as access E-Delivered letters, or allows clerks associated with Providers to download portable document format (pdf) remittance advices, trauma questionnaires and access E-Delivered letters, or allows clerks associated with Labelers to download invoices and access E-Delivered letters.
- Trade Files E-Delivery Only - Allows clerks associated with Trading Partners, Providers, or Labelers to access E-Delivered letters only. Allows clerks associated with providers to access trauma questionnaires.
- Submit Applications – Allows clerks to submit applications to add an alternate service location address(es). (Available for Provider Web accounts only)

Please note that a clerk cannot be assigned both Trade Files roles.

The following provides detailed instructions to create clerk accounts.

### **About Clerk Accounts**

Clerk User IDs should be uniquely formatted to prevent errors in the identification of clerks. If you are attempting to add a User ID that already exists, carefully review the clerk information that is displayed on the panel. If this clerk is not within your organization, you will need to create a different User ID for your clerk. The Local Administrator is responsible for ensuring they are compliant with HIPAA privacy and security regulations. Be sure not to add an existing clerk's User ID unless you are sure that they are part of your organization. Conversely, if a clerk leaves your organization, you must delete that clerk ID from your organization.





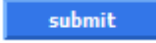
The screenshot displays the 'Clerk Maintenance' web application. At the top, there's a header with 'User ID', 'Contact First Name', and 'Contact Last Name'. Below this, a red bar contains 'A CLERK32'. The main form area has two tabs: 'remove clerk' and 'add clerk'. The 'add clerk' tab is active, showing fields for 'User ID\*' (CLERK32), 'Contact First Name\*' (Test), 'Contact Last Name\*' (Clerk), 'Phone Number\*' ((111)222-3333), 'Password\*' (masked with asterisks), 'Confirm Password\*' (masked with asterisks), 'AVR ID', 'AVR Pin', and 'Confirm AVR Pin'. To the right of these fields are 'unlock' and 'reset password' buttons. Below the form is a section for 'Clerk Roles (Internet Only)' with 'Assigned Roles' and 'Available Roles' lists. The 'Assigned Roles' list includes 'Claim Inquiry/Submission/Adjustment', 'Client Eligibility Verification', 'PA Inquiry/Submission', and 'Trade Files Includes E-Delivery'. The 'Available Roles' list includes 'Submit Applications' and 'Trade Files E-Delivery Only'. Navigation buttons (<, <<, >>, >) are between the lists. At the bottom right are 'submit' and 'cancel' buttons.

**Figure 5 - Creation of a Clerk Account**

#### To Add a Clerk:

Step	Action/Response
1.	From the <b>Account</b> menu, select <b>Clerk Maintenance</b> . The <b>Clerk Maintenance</b> panel displays as shown above.
2.	Click <b>add clerk</b> <b>add clerk</b> .
3.	<p>Enter information for this clerk. Required fields are marked by an (*) asterisk.</p> <ul style="list-style-type: none"> <li>A new User ID must be entered in the User ID field. The User ID you enter must be 6 – 20 characters in length. The User ID cannot begin with a numeric value and can only contain the values A – Z, a – z, or 0 – 9. No special characters or spaces are allowed.</li> <li>The Password you enter must be 7 - 30 characters in length and cannot begin with a numeric value. The Password and Confirm Password fields must match exactly. The password has to have at least 3 of the 4 character types – upper case, lower case, number, special character. Special characters include such characters as the following: # \$ % ^ @ *.</li> <li>The AVRS ID must be nine numbers and the AVRS PIN must be four numbers. AVRS IDs and PINs should only be assigned to clerks associated with Provider Web accounts, not Labeler or Trading Partner Web accounts.</li> </ul>



Step	Action/Response
4.	<p>Use the Assigned and Available windows to assign <b>Clerk Roles</b>.</p> <p>Only item(s) listed in the Assigned window will be considered in the criteria. Multiple listed items can be assigned.</p> <p>To select individual listed item(s) in either window, do <b>one or more</b> of the following:</p> <ul style="list-style-type: none"> <li>Click one item in the list</li> <li>Hold down the Shift key and then click adjacent items in the list</li> <li>Hold down the Control key and then click non-adjacent items in the list</li> </ul> <p>To move selected item(s) from the right to the left window, click the  <b>left arrow</b> button.</p> <ul style="list-style-type: none"> <li>To select/move all items in the list from the right to the left window, click the  <b>all-left arrow</b> button.</li> </ul> <p>To move selected item(s) from the left to the right window, click the  <b>right arrow</b> button.</p> <ul style="list-style-type: none"> <li>To select/move all items in the list from the left to the right window, click the  <b>all-right arrow</b> button.</li> </ul>
5.	<p>When you are done, click  <b>submit</b> to create the new clerk.</p> <p>If there are errors with any of the data you entered, error messages will be displayed at the top of the panel.</p> <p>If no errors are encountered, you will receive a "Clerk Maintenance - Save was Successful" message at the top of the panel.</p>
6.	Repeat steps 1 – 5 above to add a new account for each clerk within your organization that requires access to the Secure Web site.
7.	It is the responsibility of the local administrator to communicate the initial clerk IDs and passwords to the clerks in your organization.
8.	When the clerk logs in to the secure site for the first time, the clerk will be prompted to change password and provide a valid e-mail address. The e-mail address is required because it will be used to send a new password whenever a reset password is needed.
9.	The clerk will also be prompted to create two secure questions and answers to be used when resetting their passwords.

NOTE: A clerk can be associated to multiple Provider Web accounts using the same clerk User ID. This is done by selecting the Add Clerk button, entering the existing User ID, and selecting the Submit button after the information for that clerk is displayed on the panel.

If you are assigning an existing Clerk ID to your account that has been created under another Web account, that clerk cannot be given another AVRS ID and PIN. If the clerk requires AVRS IDs under both Web accounts, a new clerk ID will need to be created for that individual, rather than assigning the existing clerk ID to your Web account.

## 10.3 Instructions for First Time Log in for Clerks


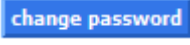
As the clerk logs on to the Secure Web site using the assigned initial password, the system prompts the clerk to reset the initial password and create two secure questions and answers.

The first step that the clerk must complete is to change their password.

**Note:** Only one password reset is allowed for the User ID in a 24 hour time period. The initial reset of a Clerk's initial temporary password counts as the one reset for the day.

### *Change Password*

#### To Log In as Clerk:

Step	Action/Response
1.	From the Internet Portal, click on <b>Secure site</b> from the <b>Provider</b> menu. The <b>Secure site</b> login panel is shown in Figure 1 above.
2.	In the middle of this panel, enter your <b>User ID</b> and <b>Password</b> . Then click  <b>login</b> . The <b>Change Password</b> page then displays, as shown in Figure 6 below, with a message that your password has expired.
3.	Enter your <b>Current Password</b> , and enter your <b>New Password</b> twice. Note: Only one password reset is allowed for the User ID in a 24 hour time period. The initial reset of a Clerk's initial temporary password counts as the one reset for the day.
4.	Enter your <b>Email Address</b> twice. This information is very important in case your password or, in the case of a clerk associated to a provider Master User account, your AVR PIN ever needs to be reset.
5.	Click  <b>change password</b> . The <b>Increased Site Security Info</b> page displays as shown in Figure 7 below.



**Figure 6 - Clerk Change Password Panel**

Increased Site Security Info

**Increased Site Security Info**

To further protect your personal information, the Connecticut Medical Assistance Program site security has been improved. This will require you to take the following one time action:

- Enter two (2) updated security questions and corresponding answers.
- Enter an updated email address.

The information you provide is for security purposes and will not be shared. It will allow you, however, to reset your own passwords in the future using your secret questions and answers that you now provide.

[Continue](#)

**Figure 7 – Increased Site Security Info Panel**

### **Create Security Questions/Answers**

You are prompted as shown in the figure above to establish two (2) security questions and answers in the event that you need to reset your password. To establish your security questions and answers:

Step	Action/Response
1.	From the <b>Increased Site Security Info</b> panel, click <a href="#">Continue</a> <b>continue</b> . The Account Security panel displays as shown in Figure 8 below.
2.	Complete the security questions and answers fields. <ul style="list-style-type: none"> <li>Both <b>Secret Question</b> and <b>Answer</b> fields are required. These questions and answers should not contain any special characters. Only upper and lower case alpha, 0-9 numeric characters, and blank spaces are permitted in both fields. A question mark (?) is permitted in the questions fields.</li> </ul>
3.	Complete the email and confirm email fields. <ul style="list-style-type: none"> <li>The format of the email address must be as follows: (format of &lt;alpha numeric&gt;@&lt;alpha numeric&gt;.&lt;only chars&gt;</li> </ul>
4.	Click <a href="#">submit</a> <b>submit</b> .  If there are errors with any of the data you entered, error messages will be displayed at the top of the panel.  If no errors are encountered, you will receive a “Save was Successful” message as shown in Figure 9 below.

Increased Site Security Info » **Account Security**

**Account Security**

**Enter Security Questions and Answers and Provide Email Address**

Please note that this is required due to newly enhanced security measures.

We request that you provide two security questions and answers in the fields below before you can access the Connecticut Medical Assistance Program Secure Web site. The new security questions and answers will replace any previous information you have provided. This new information will help to protect your identity and assist you if you have forgotten your password or need to reset an account that has become inactive due to lack of use.

- Avoid choosing an account security question that someone could easily guess or research, like your mother's maiden name or your birthday.
- The answer to your account security question does not have to be the real answer, just one you will remember.

(Text limit for questions is 50 characters and answers is 20 characters.)

**Required fields are indicated with an asterisk (\*)**

1st Secret Question\*

1st Answer\*

2nd Secret Question\*

2nd Answer\*

E-Mail\*

Confirm E-Mail\*

[previous](#) [Submit](#)

**Figure 8 – Account Security Panel**

Step	Action/Response
1.	<p>Once submit is selected on the <b>Account Security</b> panel, the <b>Account Security Info Submitted</b> panel is displayed as shown below. Click <a href="#">Continue</a> continue.</p> <p>The Clerk Account Home panel displays as shown in Figure 10 below.</p>

Increased Site Security Info » **Account Security** » **Account Security Info Submitted**

**The following messages were generated:**

Message Description	Panel	Field	Row
Save was Successful	Account Security		
<b>Account Security Info Submitted</b>			
Your Security Profile has been updated successfully.			

[Continue](#)

**Figure 9 – Account Security Info Submitted Panel**

home **account home** account maintenance account setup change password reset password switch provider log out

**Your password expires in 60 day(s) on 8/13/2011 at 12:00 AM** [Change Password](#)

Welcome, CLERXTEST2  
 Provider ID: XXXXXXXXXX  
 Provider AVRS ID: XXXXXXXXXX  
 Zip Code: 02905 -

Your R.A.s, or 835 transactions, are being sent to:  
 Your download page in the Trade Files menu option.

Quick Link:

- [Check E-messages](#)
- [Claim Status Inquiry](#)
- [Client Eligibility Verification](#)
- [Prior Authorization Inquiry](#)
- [Download Remittance Advice](#)

**Global Messages**

\*\*\* No items found \*\*\*

**Secure Mailbox**

\*\*\* No items found \*\*\*

Home CT.gov Home Site Map About Us Feedback

**Figure 10 – Clerk Account Home Panel**

Once the clerk account has been created, security maintenance includes the following functions displayed as menu options at the top of your Home page:

- Account Maintenance – allows clerks to maintain account information.
- Change Password – allows clerks to change passwords.
- Reset Password – allows passwords to be reset or accounts to be unlocked for the local administrator or their clerks.
- Switch Provider – allows the clerk to switch between provider accounts to which they are associated (Available for clerks associated to Provider Web accounts only)

Detailed instructions on these functions are provided in the next sections.

### **10.3.1 Managing Local Administrator and Clerk Accounts after Initial Account Set Up**

Once a Secure Web account has been established, there are a number of functions that can be performed on the Secure Web site by both the local administrator and the clerk themselves. These are explained in the following sections.




### 10.3.2 Account Maintenance for Local Administrators and Clerks

Using the Account Maintenance panel, the local administrator and clerk can:

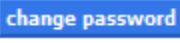

- Change contact information name, phone and e-mail address
- Change security questions and answers
- Select a link to change password
- Select a link to reset AVRS PIN

You must have first set up your account as explained in the previous section.




#### To Maintain Your Account:

Step	Action/Response
1.	From the Internet Portal, click on <b>Secure site</b> from the <b>Provider</b> menu. The <b>Secure Site</b> login panel is shown in Figure 1.
2.	In the middle of this panel, enter your <b>User ID</b> and <b>Password</b> . Then click  <b>login</b> . The <b>Account Home</b> page displays.
3.	From the <b>Account</b> menu, click <b>Account Maintenance</b> . The Account Maintenance panel displays. A sample Provider maintenance page is shown below in Figure 11.
4.	Update contact name, phone, email address, and/or security questions and answers.
5.	Click  <b>save</b> . Otherwise, click  <b>cancel</b> .

From the Account Maintenance panel, a local administrator or a clerk can select the link to change their password.

1.	To change your password, click  <b>change password</b> . The <b>Change Password</b> panel displays. Make changes as explained in the procedure that follows. Otherwise, click  <b>cancel</b> to return to this Account Maintenance panel.
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From the Account Maintenance panel, a local administrator or clerk can select the link to reset an AVR PIN.

2.	To reset the AVR PIN, click  <b>reset AVR Pin</b> . In the <b>Reset AVR Pin</b> panel that displays, complete the New AVR Pin and Confirm AVR Pin fields and then click  <b>reset AVR Pin</b> . The AVR PIN must be at least 4 characters in length. Otherwise, click  <b>cancel</b> to return to this Account Maintenance panel.
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Account Maintenance

User Profile

User ID

TESTID

Contact First Name\*

Test

Contact Last Name\*

Process

Phone Number\*

(111)222-3333

EMail\*

test.process@abc.com

Confirm EMail\*

test.process@abc.com

1st Secret Question\*

Name of first pet

1st Answer\*

Banjo

2nd Secret Question\*

Name of first car

2nd Answer\*

Maxima

AVR ID

save

cancel

change password

reset AVR Pin

Figure 11 - Account Maintenance - Sample Provider





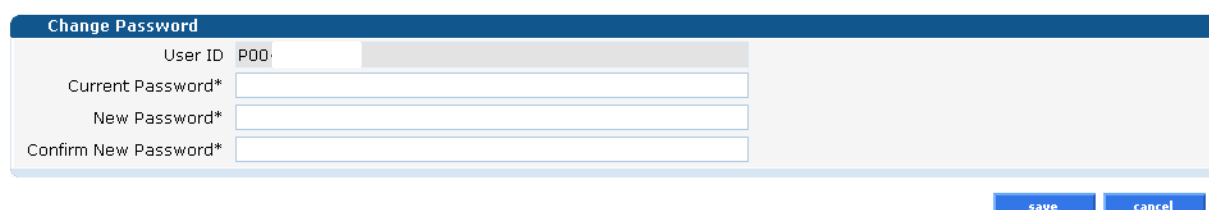
### 10.3.3 Change Password

Every 60 days, local administrators and clerks are prompted to change their password. Users enter their existing password, their new password, and then are asked to confirm this new password. If the new passwords do not match, the user is given a “New Password must be same as Confirm New Password” error message. Once confirmed, a new password is saved in the database table. Users may not re-use any of their last 6 passwords.

If the local administrator or clerk does not use their ID and password for 90 days, their user account is disabled. The local administrator and/or clerk should follow the self-service instructions on the Secure Web site log in page to reactivate their account. The provider or trading partner’s local administrator should only contact the Provider Assistance Center for help at 1-800-842-8440 if panel messages indicate that an account is in a locked/disabled where there is no longer any self-service functionality available. If the local administrator is a labeler/drug manufacturer, an email should be sent to [ctdrugrebate@dxc.com](mailto:ctdrugrebate@dxc.com). If a clerk is not able to use the self-service functionality, they should contact the local administrator/master user of their organization.

#### To Change Your Password:

Step	Action/Response
1.	<p>Do <b>one</b> of the following:</p> <ul style="list-style-type: none"><li>From the <b>Account</b> menu, click <b>Change Password</b>.</li><li>From the <b>Account Maintenance</b> panel, click  <b>change password</b>.</li></ul> <p>The <b>Change Password</b> panel displays as shown below in Figure 12.</p>
2.	Enter your <b>Current Password</b> , and enter your <b>New Password</b> twice.
3.	Click  <b>save</b> when done.



Change Password

User ID P00

Current Password\*

New Password\*

Confirm New Password\*

save cancel

Figure 12 - Change Password



### 10.3.4 Clerk Maintenance

The local administrator is responsible for maintaining clerk accounts within their organization. This may include changing a role(s) for a clerk, removing a clerk, or resetting passwords. A clerk does not have access to this panel.

Figure 13 - Clerk Maintenance Panel

#### To Maintain an Existing Clerk:

Step	Action/Response
1.	From the <b>Account</b> menu, select <b>Clerk Maintenance</b> . The <b>Clerk Maintenance</b> panel displays as shown above in Figure 13.
2.	Choose a clerk from row(s) at the top of this panel. Fields in the details portion of the panel fill in for this clerk.
3.	Edit fields with changes to the clerk's information.
4.	Use the Assigned and Available windows to assign or remove <b>Clerk Roles</b> . For more information on using these windows, see the <b>To Add a New Clerk</b> procedure above.
5.	To reset the clerk's password, click <b>reset password</b> <b>reset password</b> . The Secure Web site will generate a new password and will use the e-mail address on file for the clerk to send the new password to that clerk. The clerk will utilize the procedures found in Section 2 for signing on with the new password and updating that password.  Please note that a clerk is also able to reset their own password by responding to their stored questions. Refer to section the Reset Password section below for those instructions.  Note: Only one password reset is allowed for a User ID in a 24 hour time period.
6.	When you are done making changes, click <b>submit</b> <b>submit</b> .

Step	Action/Response
7.	<p>Alternatively, if a clerk's account is locked, click  <b>Unlock</b>. The master user will be presented with a message that the clerk's account has successfully been unlocked. If the clerk's password must then be reset, follow the instructions in step 5 above to reset the clerk's password.</p> <p>Please note that a clerk is also able to unlock their own account by responding to their stored questions. Refer to section the Reset Password section below for those instructions.</p>
8.	<p>Alternatively, to remove the clerk's internet portal privileges, click  <b>remove clerk</b>. Once a clerk ID has been removed, it cannot be reactivated. Rather, a new clerk ID must be created.</p>

### **10.3.5 Demographic Maintenance**

This function is only available to the local administrator for provider Web accounts, and allows the local administrator to perform such functions as maintaining address, members of their organization, Electronic Funds Transfer (EFT), and for in-state ambulance transportation providers, maintaining vehicle information. Detailed instructions on using this panel can be found in Chapter 10 of the Provider Manual, accessed from the [www.ctdssmap.com](http://www.ctdssmap.com) Web site under Information > Publications > Provider Manuals.

### 10.3.6 Reset Password

The local administrator or clerk must log into the Secure Web site with their valid user ID and password. If the user is unable to provide a valid user ID and password, the user is prompted to re-enter the ID and password or use the “Reset Password” button. If the user selects the “Reset Password” hotlink, the user is prompted to answer the security questions that the user originally created. When the questions are correctly answered, the user may enter their new password twice to confirm. With the sixth consecutive failed attempt to enter the correct answers, the systems locks the user’s account.

Messages on the Secure Web portal will direct master users and clerks to use the self-service functionality to unlock their accounts in the instances when an account has become disabled. Provider or Trading Partner local administrators should only contact the Provider Assistance Center for help if messages indicate that an account is in a locked/disabled where there is no longer any self-service functionality available. If the local administrator is a labeler/drug manufacturer, an email should be sent to [ctdrugrebate@dxc.com](mailto:ctdrugrebate@dxc.com). Clerks must continue to contact the master user for their organization in these instances. If a clerk under a Provider or Trading Partner does not know who the master user is for their organization, they should contact the Provider Assistance Center. If a clerk under a Labeler/Drug Manufacturer does not know who the master user is for their organization, an email should be sent to [ctdrugrebate@dxc.com](mailto:ctdrugrebate@dxc.com).

**Reset Password**

Please enter your user ID and click the "security questions" button. You will be prompted to respond to your two stored security questions. If you are a Master User and do not remember your User ID, please submit a letter on letterhead to DXC Technology. If you are a Drug Manufacturer, please email [CTDrugRebate@dxc.com](mailto:CTDrugRebate@dxc.com) to obtain your User ID. If you are a Clerk, you must contact the Master User for your organization to obtain your User ID.

User ID\*


[security questions](#)

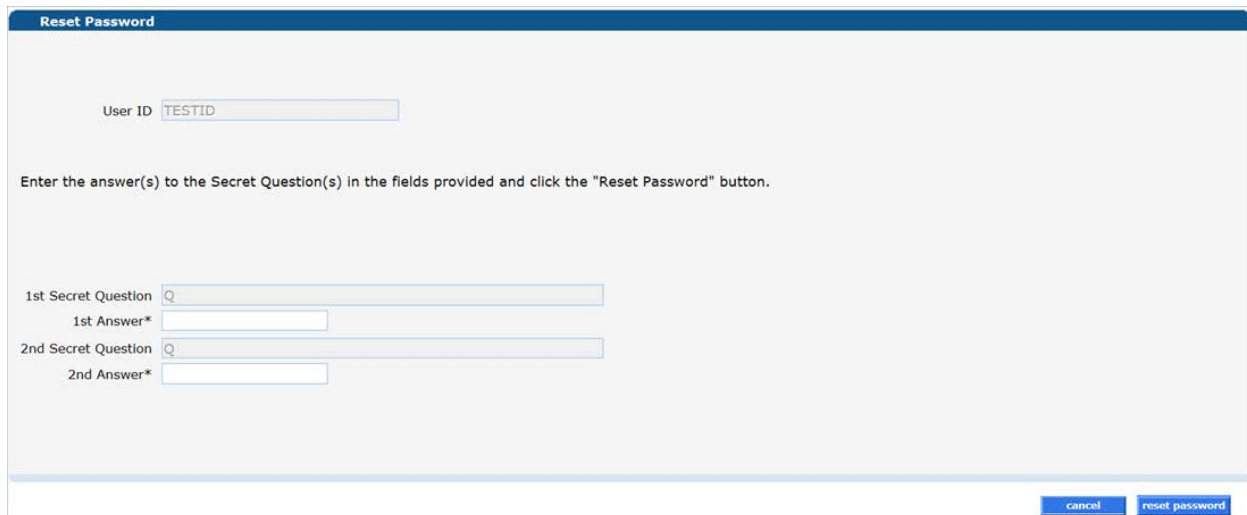
Figure 14 - Reset Password - Initial Panel

**Note:** Only one password reset is allowed for a User ID in a 24 hour time period.

#### To Reset Your Password:

Step	Action/Response
1.	<p>Do <b>one</b> of the following:</p> <ul style="list-style-type: none"><li>From the <b>Account</b> menu, click <b>Reset Password</b>.</li><li>From the <b>Account Maintenance</b> panel, click <a href="#">reset password</a> <b>reset password</b>.</li></ul> <p>The initial <b>Reset Password</b> panel displays as shown above in Figure 14.</p>
2.	<p>Enter your <b>User ID</b> and click <a href="#">security questions</a> <b>security questions</b>.</p> <p>The second <b>Reset Password</b> panel displays as shown below in Figure 15.</p>
3.	<p>Answer the security question(s) and then click <a href="#">reset password</a> <b>reset password</b>.</p> <p>The final <b>Reset Password</b> panel displays as shown below in Figure 16.</p>

Step	Action/Response
4.	Enter a <b>New Password</b> and repeat in the <b>Confirm Password</b> field. Note: Only one password reset is allowed for a User ID in a 24 hour time period.
5.	Click  <b>submit</b> . An email message will be generated when your password has successfully been reset.



**Reset Password**

User ID



Enter the answer(s) to the Secret Question(s) in the fields provided and click the "Reset Password" button.

1st Secret Question

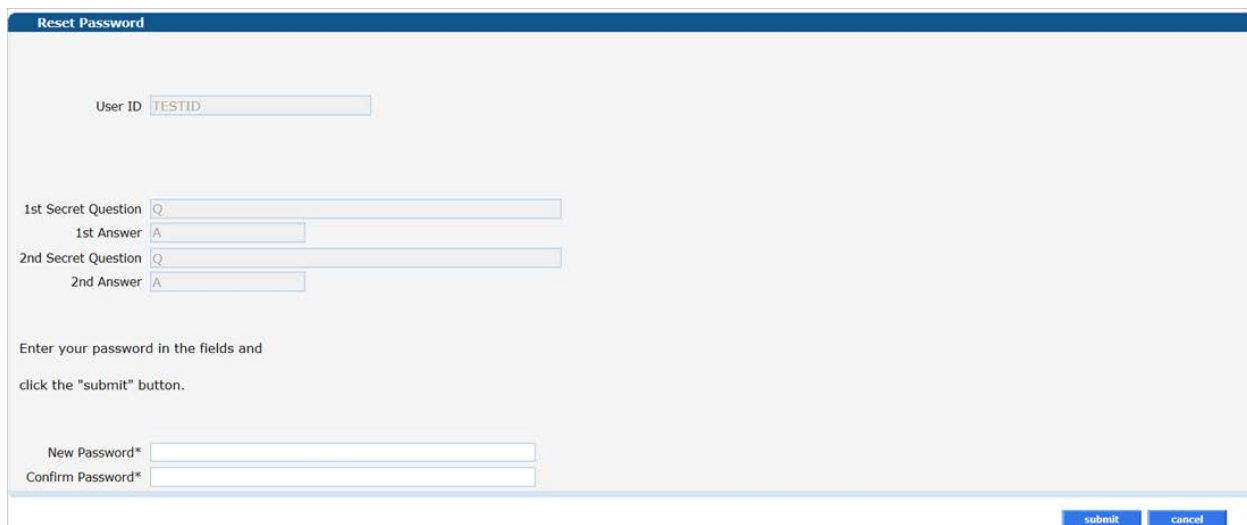
1st Answer\*

2nd Secret Question

2nd Answer\*

**Figure 15 - Reset Password - Second Panel**



**Reset Password**

User ID

1st Secret Question

1st Answer



2nd Secret Question

2nd Answer

Enter your password in the fields and click the "submit" button.

New Password\*

Confirm Password\*

**Figure 16 - Reset Password - Final Panel**

## To Unlock/Reactivate Your Account:

Step	Action/Response
1.	Click on <b>Secure Site</b> from the <b>Provider</b> menu. From that page, click <b>reset password</b> <b>reset password</b> . The first <b>Reset Password</b> panel displays as shown below in Figure 17.
2.	Enter your <b>User ID</b> and click <b>security questions</b> <b>security questions</b> . The second <b>Reset Password</b> panel displays as shown below in Figure 18.
3.	Answer the security question(s) and then click <b>Unlock</b> <b>Unlock</b> . You should then receive a message that your account has been successfully unlocked. You must then repeat step 1 above to log in to the Secure site. If you have forgotten your password, you will need to select reset password from that home page and follow the steps above in the Reset Password section. An email message will be generated when your account has successfully been unlocked/reactivated.

Reset Password

Please enter your user ID and click the "security questions" button. You will be prompted to respond to your two stored security questions. If you are a Master User and do not remember your User ID, please submit a letter on letterhead to DXC Technology. If you are a Drug Manufacturer, please email CTDDrugRebate@dxc.com to obtain your User ID. If you are a Clerk, you must contact the Master User for your organization to obtain your User ID.

User ID\*

[security questions](#)

Figure 17 - Reset Password - Initial Panel

Reset Password

User ID

Enter the answer(s) to the Secret Question(s) in the fields provided and click the "unlock" button to unlock/re-enable the user.

1st Secret Question

1st Answer\*

2nd Secret Question

2nd Answer\*


[cancel](#) [Unlock](#)

Figure 18 - Reset Password - Second Panel

### 10.3.7 Switch Provider

The switch provider function is available to clerks that have been associated to multiple provider Web accounts.

#### To Switch Provider:

Step	Action/Response
1.	While logged in to the <b>Secure site</b> , select <b>Switch Provider</b> from the <b>Account</b> menu. The <b>Switch Provider</b> panel displays as shown below in Figure 25.
2.	Click on a different row at the top of the panel. The Details for this provider fill in at the bottom of the panel.
3.	Click  <b>switch to</b> . A dialog box asks you to confirm that you want to switch providers.
4.	Click <b>OK</b> . The <b>Account Home</b> panel redisplay with the Provider ID number selected in step 2.

**Switch Provider**

Trading Partner/ Provider ID	Address	City	State	Zip	Zip + 4	Primary Taxonomy	Provider Type	Default Provider/ Trading Partner
			CT	06870		183500000X	Pharmacy	<input type="checkbox"/>
			CT	06032		122300000X	Dentist Group	<input type="checkbox"/>
			CT	06082		124Q00000X	Dentist	<input type="checkbox"/>
1234444444 NPI			CT	06110		251E00000X	Home Health Agency	<input checked="" type="checkbox"/>
			CT	06040		333600000X	Pharmacy	<input checked="" type="checkbox"/>

Select row above to update.

Current Provider/Trading Partner

Provider/Trading Partner ID

1234444444

NPI

Address

Primary Taxonomy

251E00000X

City

Provider Type

Home Health Agency

State

CT

Default Provider/Trading Partner

☐

Zip

06110




Figure 19 - Switch Provider