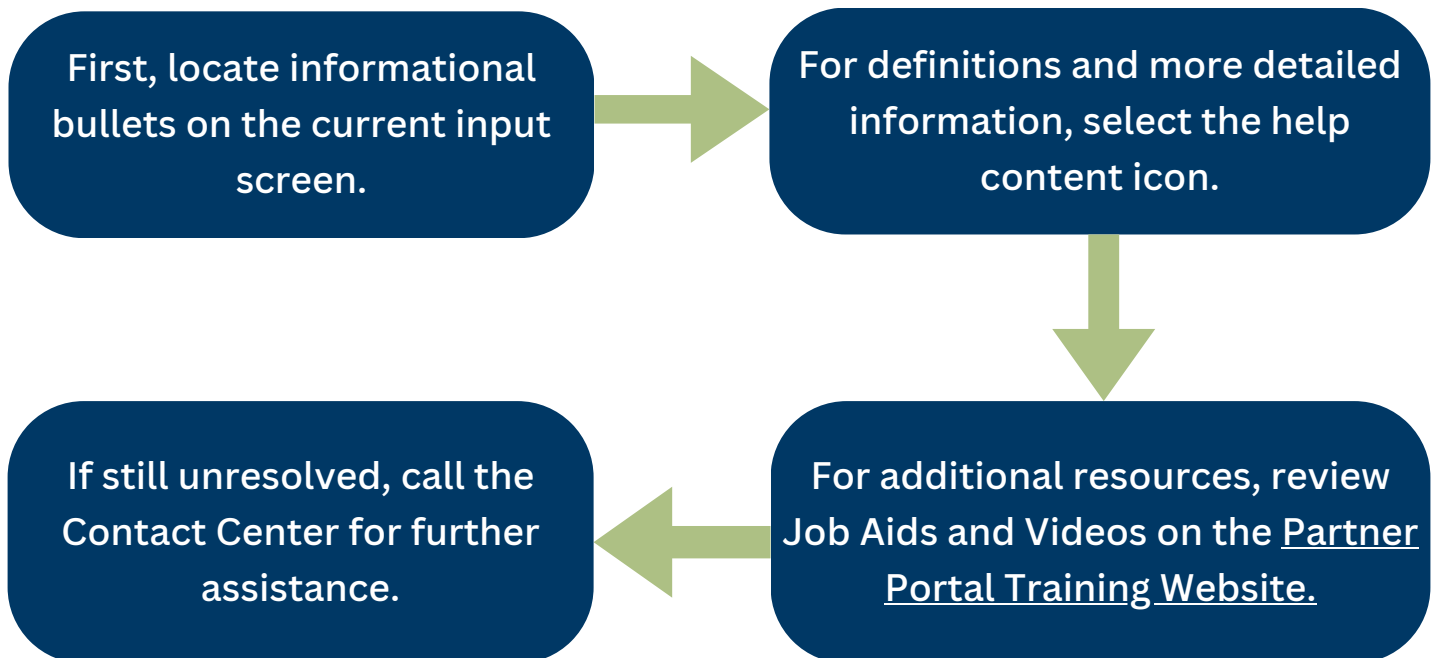# Help & Resources

There are several help resources such as embedded help content within the Application, Job Aids, and Videos to assist users with completing tasks in Partner Portal.

Additionally, there is a dedicated Technical Support Center to provide assistance for specific questions or issues that cannot be resolved through the use of provided training and help resources.

The chart below can be used as a step-by-step guide for troubleshooting issues users may face when completing tasks in Partner Portal.

Suggested Steps for Navigating Help Resources

First, locate informational bullets on the current input screen.

→

For definitions and more detailed information, select the help content icon.

↓

If still unresolved, call the Contact Center for further assistance.

←

For additional resources, review Job Aids and Videos on the Partner Portal Training Website.

Help Content in Partner Portal

Partner Portal has embedded help content to help guide users through the process of completing a task. The embedded help includes informational bullets and on-screen help. These resources can be accessed from the toolbar at the top of each input screen.
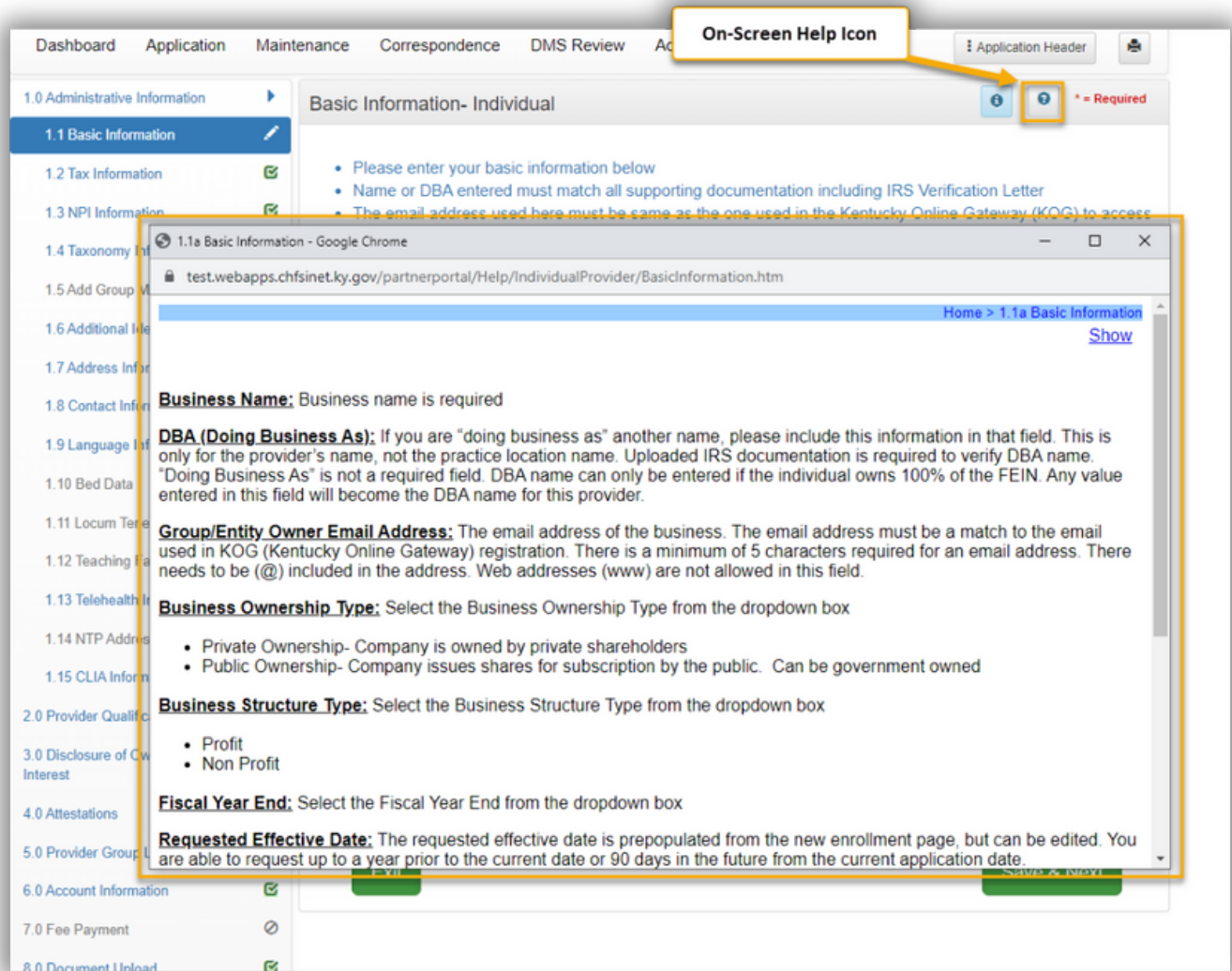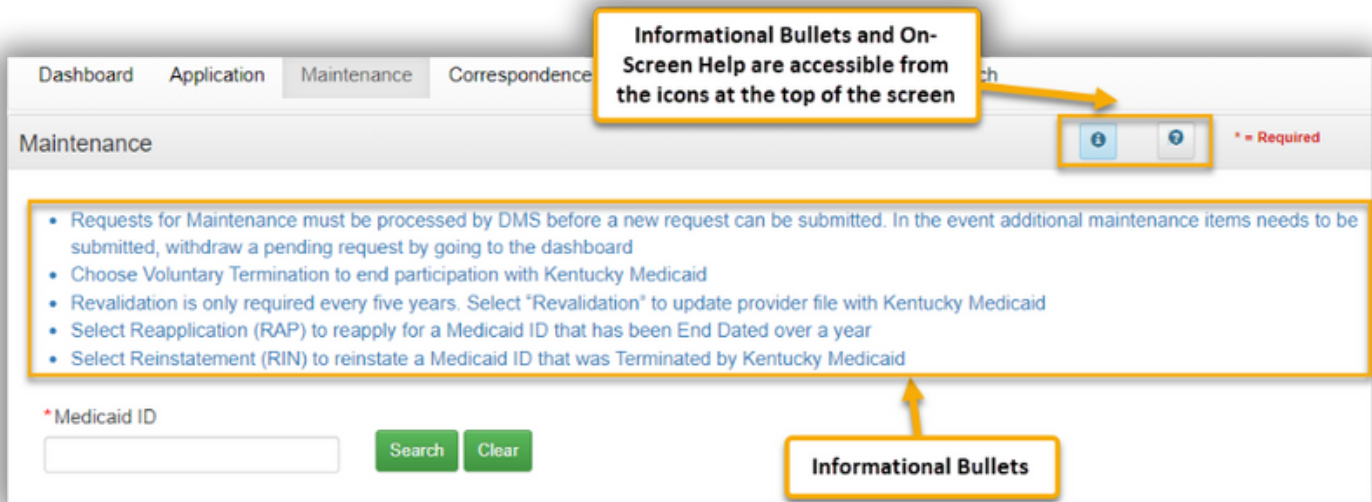

Informational Bullets

The 🛈 icon can be clicked to hide or display informational bullets which are designed to navigate users to complete items that may require clarification on the current input screen.
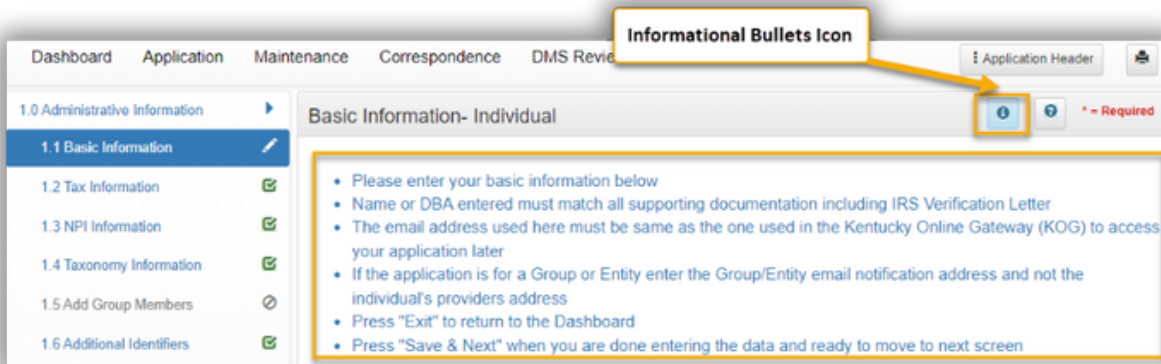
Help & Resources

On-Screen Help Content

The 🕐 icon can be clicked to open an additional window. The help content includes definitions and more detailed instructions specific to the current input screen.

Help & Resources

Contact Center Information

The Partner Portal Technical Support Center is open Monday-Friday from 8:00am- 4:30pm EST, except for State Government Holidays. The Support Center can assist with any questions relating to Partner Portal. Contact information and some topics that may warrant calling the Support Center are outlined below.

Description	Contact Number	When to Contact
Technical Support	877-838-5085 Option 1, Option 1	• Registering and setting up an account • On-screen errors and alerts • Password resets • Okta/VIP token support • Linking Providers and Credentialing Agents • New Enrollment and Maintenance status
Policy/Provider Enrollment	877-838-5085 Option 1, Option 2	• Enrollment requirements • Enrollment policy and procedures

For further assistance with navigation, invitations, or account creation please contact the Partner Portal Technical Support Center at 877-838-5085. Select option 1 and option 1, again, to speak with a customer service representative.