

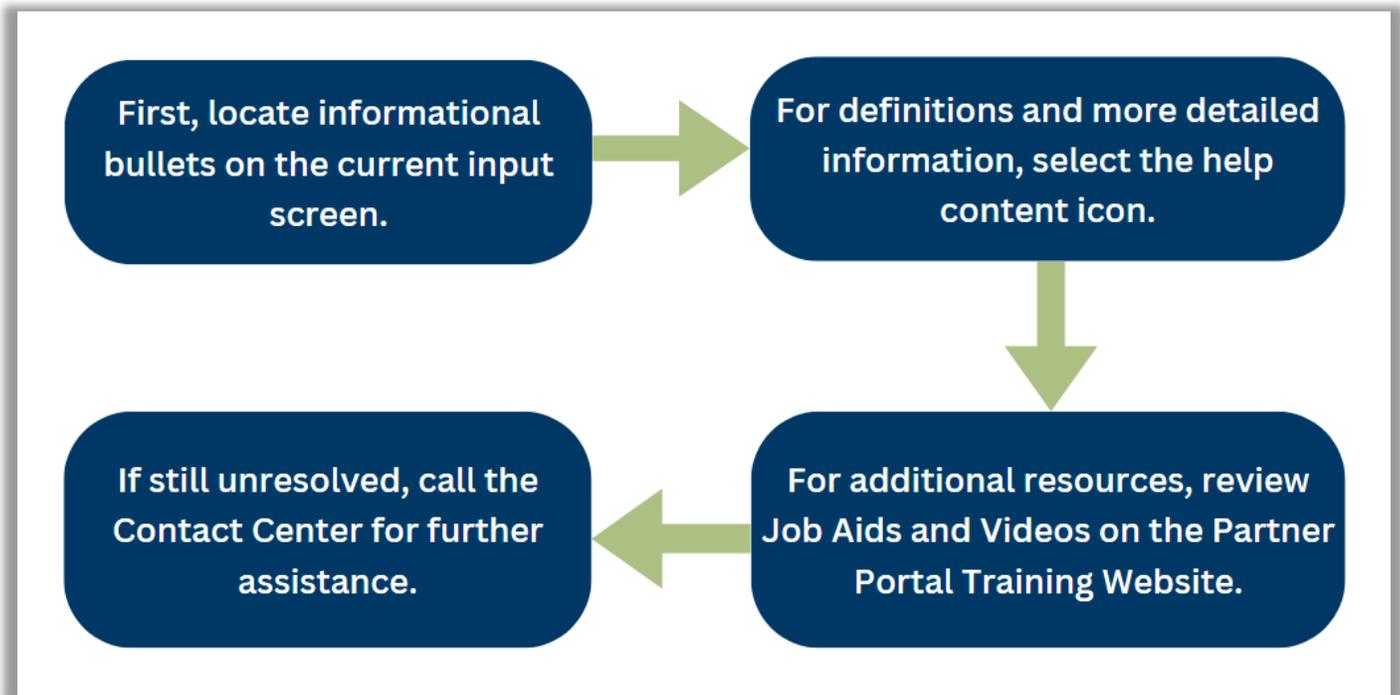
## Help & Resources

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

Additionally, there is a dedicated Technical Support Center to aid with specific questions or issues that cannot be resolved with the provided 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.

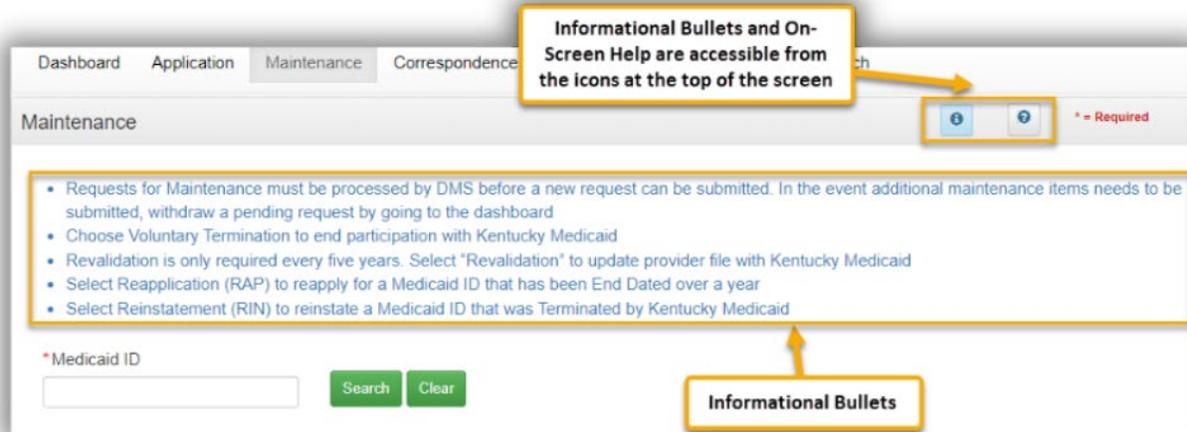
### Suggested Steps for Navigating Help Resources



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.

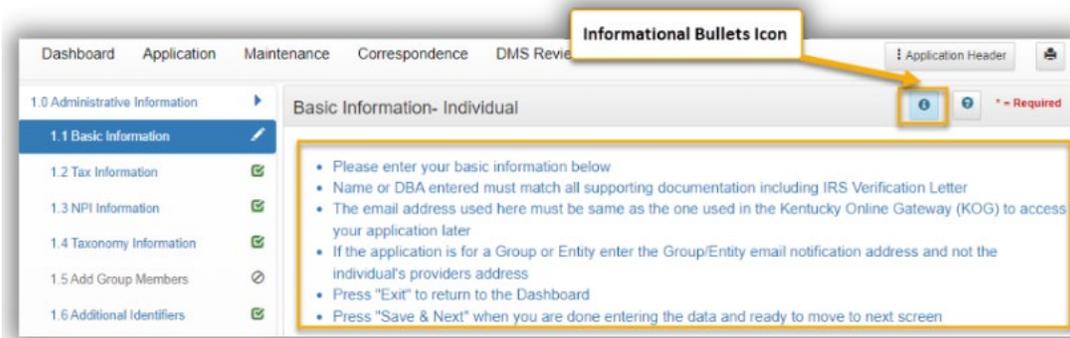
## Help Content in Partner Portal

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

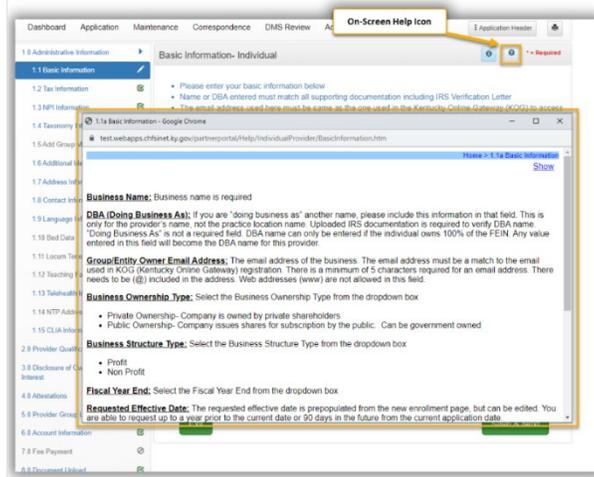
Click the  icon to hide or display informational bullets, which are designed to help users complete items that may require clarification on their current input screen.



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## On-Screen Help Content

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



## Partner Portal Support Center Information

The Partner Portal Support Center is open Monday-Friday from 8:00am- 4:30pm Eastern Time, 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 in the table below.

Description	Contact Number	When to Contact
<b>Technical Support</b>	877-838-5085 Option 1, Option 1	<ul style="list-style-type: none"> <li>Registering and setting up an account</li> <li>On-screen errors and alerts</li> <li>Password resets</li> <li>Multi-Factor Authentication support</li> <li>Linking Providers and Credentialing Agents</li> <li>New Enrollment and Maintenance status</li> </ul>
<b>Policy/Provider Enrollment</b>	877-838-5085 Option 1, Option 2	<ul style="list-style-type: none"> <li>Enrollment requirements</li> <li>Enrollment policy and procedures</li> </ul>

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