

Provider Portal Log In and Navigation

Overview

This Quick Reference Guide shows Providers the steps to successfully log into the Provider Portal and how best to navigate the portal.

Audience

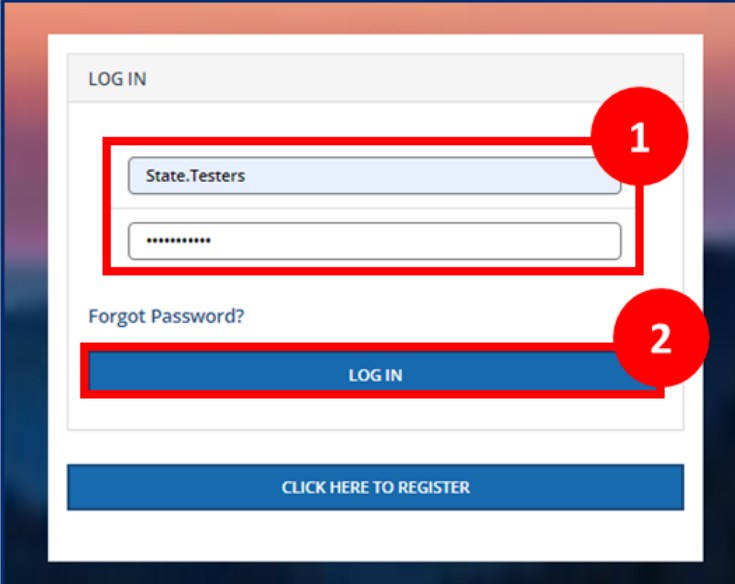
Child Care and Adult Day Services Providers.

Logging into the Provider Portal

Log into the portal by opening your preferred internet browser (Chrome or Microsoft Edge) and entering the Provider Portal's link into the address bar: <https://tdhs.service-now.com/tnc>.

After you reach the Log In page:

1. Enter your **Username** and **Password**.
2. Click **LOGIN**.



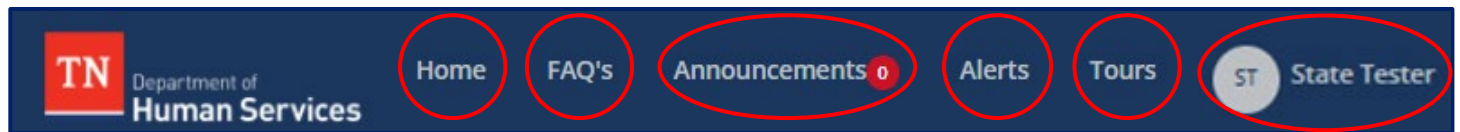
The screenshot shows the 'LOG IN' page of the Provider Portal. It features a white background with a blue header area. The main content area is white and contains the following elements: a 'LOG IN' title, a text input field containing 'State.Testers', a password input field with masked characters, a 'Forgot Password?' link, a blue 'LOG IN' button, and a blue 'CLICK HERE TO REGISTER' button. Two red callout boxes with white numbers are overlaid on the image: callout '1' points to the text input field, and callout '2' points to the 'LOG IN' button.

Main Navigation Bar

The **Main Navigation Bar** remains visible throughout the Provider Portal, at the top of each screen. This bar contains different Portal sections that can easily be directed to by clicking on their hyperlinked title. For example, clicking **Home** will bring you back to the home screen. Plus, you can always use it as a compass to reorient yourself if you get lost while working or navigating in the Portal.

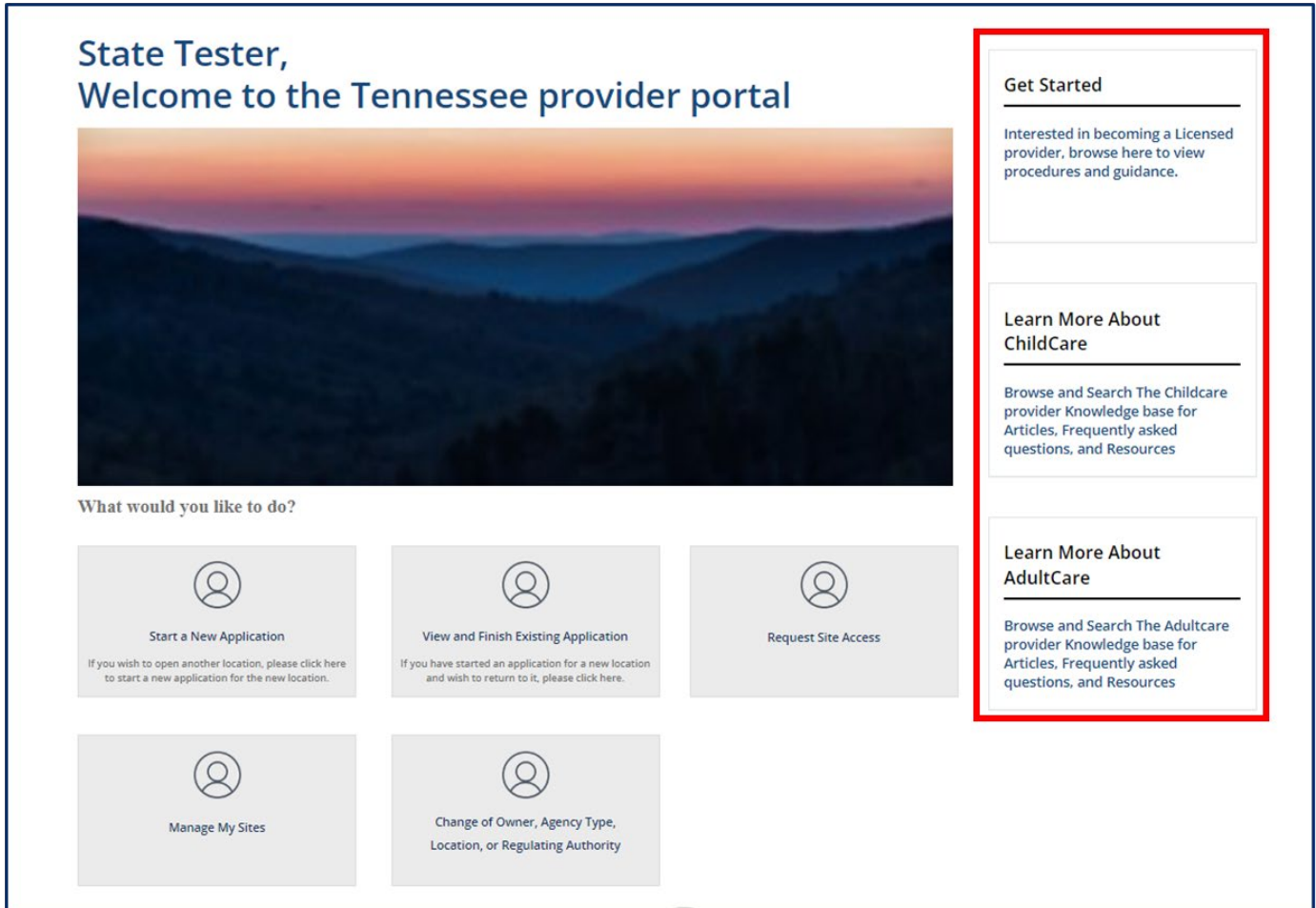
Look to the top of the screen to find the following links or icons found within the **Main Navigation Bar**:

- **Home** navigates you back to the Provider Portal home screen from anywhere in the Portal.
 - Additionally, clicking the **TDHS Logo Icon** also navigates you back home.
- Clicking **FAQ's** will bring you to a list of typical questions other users have asked and their answers.
- The **Announcements** section allows you to view statewide notifications communicated by TDHS.
- **Alerts** brings you to the repository of TDHS notifications sent directly to your Provider location.
- System **Tours** walk through you through page specific help outlines within the Provider Portal.
- The Provider **Profile** is represented by a circle containing your first and last name initials, followed by the Facility's name and can be used to update your profile or logout of the Provider Portal.



Informational Tiles

Informational Tiles are located on the right side of the home screen, below the **Main Navigation Bar**. Each Tile has a *Header*, a **bold underline**, and a *brief Tile description* that will offers useful information for utilizing that Tile.



The screenshot shows the Tennessee provider portal home screen. At the top, it says "State Tester, Welcome to the Tennessee provider portal" above a scenic image of mountains at sunset. Below the image, it asks "What would you like to do?" and lists five options: "Start a New Application", "View and Finish Existing Application", "Request Site Access", "Manage My Sites", and "Change of Owner, Agency Type, Location, or Regulating Authority". On the right side, there are three informational tiles: "Get Started", "Learn More About ChildCare", and "Learn More About AdultCare". The "Get Started" tile is highlighted with a red border.

**State Tester,
Welcome to the Tennessee provider portal**

What would you like to do?

- Start a New Application**
If you wish to open another location, please click here to start a new application for the new location.
- View and Finish Existing Application**
If you have started an application for a new location and wish to return to it, please click here.
- Request Site Access**
- Manage My Sites**
- Change of Owner, Agency Type, Location, or Regulating Authority**

Get Started
Interested in becoming a Licensed provider, browse here to view procedures and guidance.

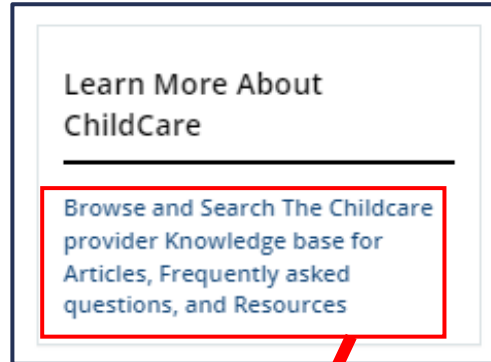
Learn More About ChildCare
Browse and Search The Childcare provider Knowledge base for Articles, Frequently asked questions, and Resources

Learn More About AdultCare
Browse and Search The Adultcare provider Knowledge base for Articles, Frequently asked questions, and Resources

Quick Reference Guide

To access the **Informational Tiles** location, simply click on the tile's *hyperlinked* description and the Portal will automatically route you to that tile's intended location.

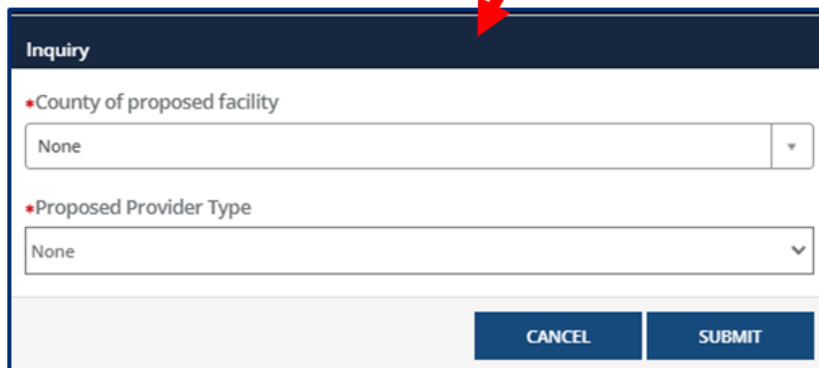
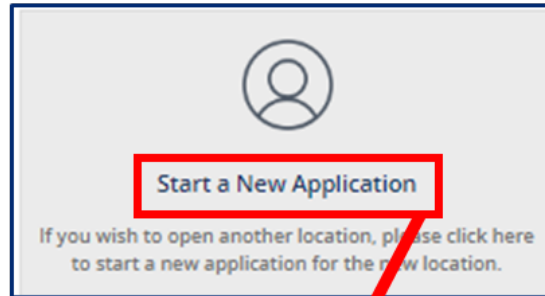
For example, clicking the **Learn More About ChildCare Information Tile** brings you to the *TDHS Types of Regulated Child Care* page.



Action Tiles

Action Tiles are located throughout the Provider Portal and contain a *Tile Icon* and *Tile Title*. Some Tiles also contain additional information below the Tile's Title. To navigate to a Tile's intended location, click the Tile's hyperlink words (tile only or title and description).

For example, clicking the Start a New Application Action Tile the licensure application process is initiated and you may begin the application process.



The image shows a form titled "Inquiry" with a dark blue header. Below the header are two dropdown menus. The first is labeled "County of proposed facility" and has "None" selected. The second is labeled "Proposed Provider Type" and also has "None" selected. At the bottom right of the form are two buttons: "CANCEL" and "SUBMIT".