A delegate is an individual who can perform clerical functions via the portal for legitimate business reasons. Please note that only a registered provider can register a delegate. If you are a provider who wants to register a delegate, but have not registered yourself, please review the Job+Aid PROVIDER PORTAL: Registering on the Portal – Provider and complete provider registration first.

1. Go to the portal landing page.
2. Click Register Now.
3 Register as a Delegate.
4 Enter the delegate’s First Name, Last Name, Birth Date, Last 4 of SSN and Delegate Code (the code that was issued when the provider registered the delegate).

5 Click Continue.
Enter the following:

- **User ID** (this is your log-in name that you will create)
- **Password** (you will create)
- **Confirm Password** (re-enter the password you created)
7 Next, enter:
- Display Name
- Phone Number
- Email* and Confirm Email

*Make sure this is an accurate email address. This email address will be used to send information concerning your registration.
Next, select:

- **Personalized Site Key** and **Passphrase**

*Site Key:* Pick a picture that you will recognize when you verify your identity upon logging into the portal.

**Passphrase:** Enter a word or phrase that you will recognize when you verify your identity upon logging into the portal.
Next, select the **Challenge Question**.

Select from the drop down box a unique challenge question and provide an answer for each of the question groups.
Please read the user agreement. If you choose to accept the terms of the agreement, put the check in the box that is located to the right of “Yes, I accept.”

Note: This acceptance is required.

Click Submit.

You will receive a message stating that your registration has been accepted and that you will receive a verification email that contains a secure link needed to complete registration. If you do not see an email, check your spam or junk mail folder. Click OK.
You will receive a Registration Verification email validating the information that was entered for the portal.

Once opened, click the link provided within the email.

Once you click the link, it will take you back to the portal and you will enter your password.

Click Verify.
You will get a message stating that you have successfully registered for the provider portal.

Click OK.

You will receive a registration confirmation email that should be saved for your records.

Welcome Becky!

This email was sent to confirm that you have successfully registered with the HP USHC Web Portal V5.0. Your login credentials are listed below. Please keep a copy of this email in a safe place for future reference.

User ID: becksy02
Password: P**********234

If you have any questions or concerns regarding this email, feel free to email donotreply.training@hpe.com or call us at +1 (800) 595-HEALTH. Do not attempt reply to this automated email.

Sincerely,

HP USHC Web Portal V5.0
New Accounts Division
Switching providers:

If you are registered as a delegate for several providers, you can log in as a delegate and switch providers without having to log in and out of the portal.

Go to the portal landing page.

Log in as a delegate using your:

- User ID, Challenge Question and Passphrase
Switching providers:

20 Click on Switch Provider.
Either link for Switch Provider will work.

21 Choose the Switch Provider tab and enter Display Name or Email of the provider OR use the Available Providers to select a provider.

22 Click Submit.

NOTE: This listing will only show you the providers for whom you are authorized to be a delegate and work on their behalf. In order for a provider to appear in your list, the provider must first register you as a delegate.
Switching providers:

You will receive a message stating you have successfully switched providers.

Click OK to close the dialog box.

To search or switch to another provider, click the Switch Provider tab and repeat steps 21–23. Otherwise, click Close. This will return you to the portal landing page.