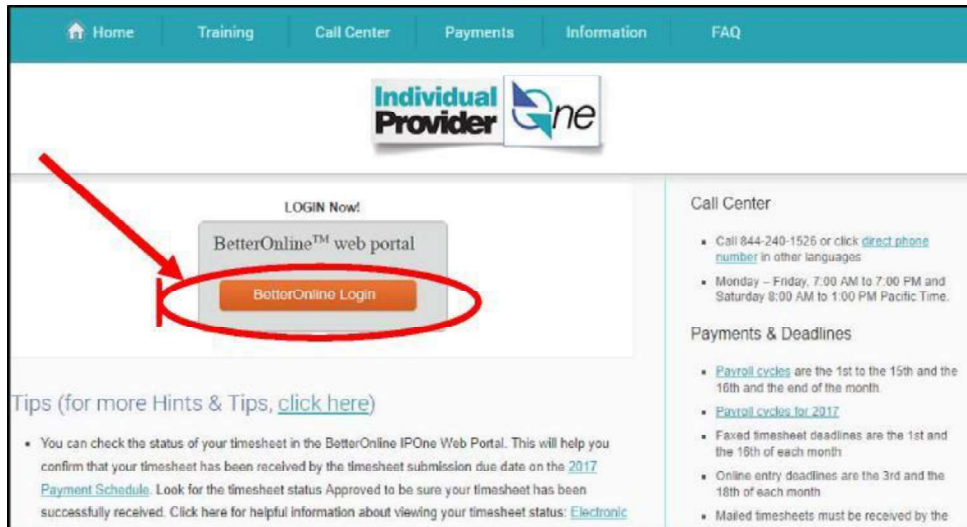


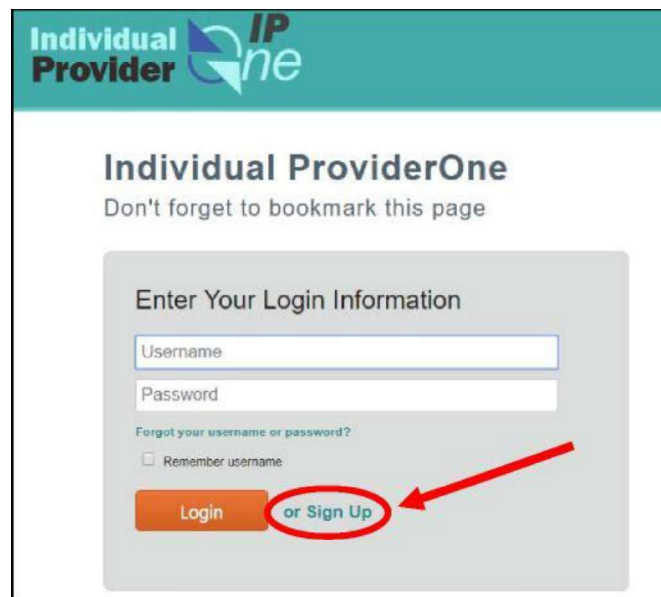
How to Create an IPOne User Account

IPOne is a secure website. Only authorized users are able to view information, and information is limited based on the user's role. All users must have a username and password to log in. The following instructions are for IPs to use in creating an account.

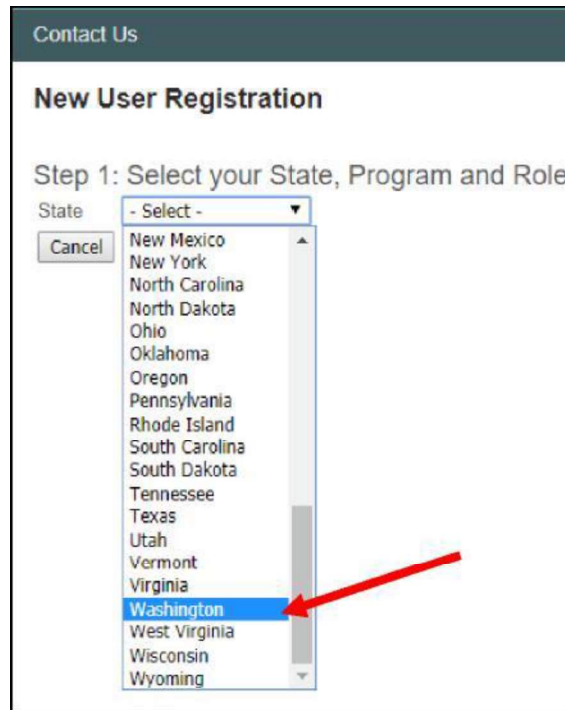
1. Go online to www.IPOne.org and click on the BetterOnline Login link for the IPOne web portal.



2. Select Sign Up.

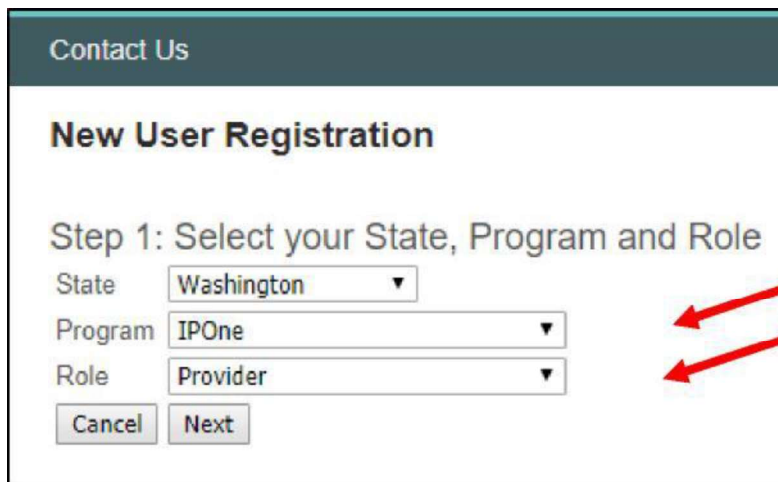


3. This will bring the user to the New User Registration page. Choose **Washington** from the drop down options under the State field.



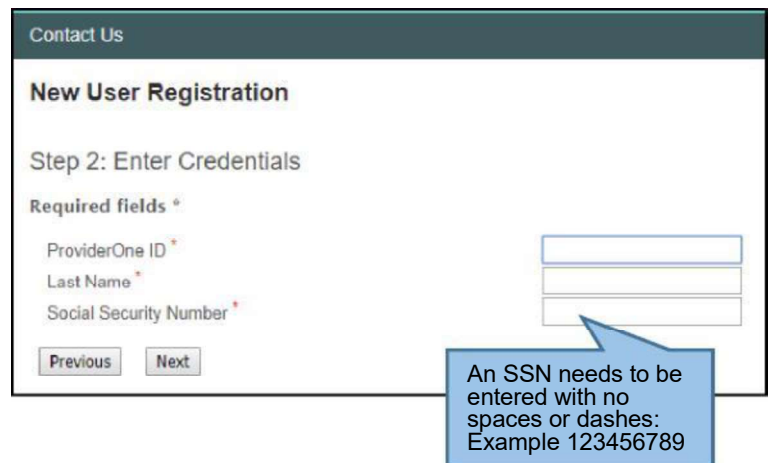
The screenshot shows the 'New User Registration' page with the 'State' dropdown menu open. The menu lists various states, and 'Washington' is highlighted in blue. A red arrow points to the 'Washington' option. The page title is 'Contact Us' and the section is 'New User Registration'. The instruction 'Step 1: Select your State, Program and Role' is visible above the dropdown.

4. Select **IPOne** as the Program.
5. Under the Role drop down list, choose **Provider**.



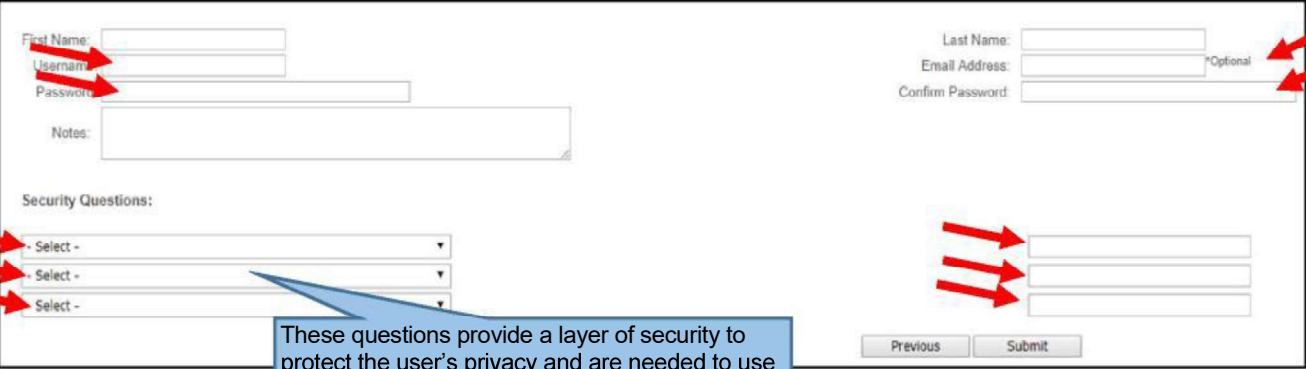
The screenshot shows the 'New User Registration' page with the 'State', 'Program', and 'Role' dropdown menus filled. The 'State' dropdown is set to 'Washington', the 'Program' dropdown is set to 'IPOne', and the 'Role' dropdown is set to 'Provider'. Two red arrows point to the 'Program' and 'Role' dropdowns. The page title is 'Contact Us' and the section is 'New User Registration'. The instruction 'Step 1: Select your State, Program and Role' is visible above the dropdowns. 'Cancel' and 'Next' buttons are visible at the bottom.

6. The IP will enter their credentials.
 - a. The IP's DSHS contract must be signed by DSHS before registering in IPOne. If the IP cannot register using their ProviderOne ID, Last Name, and Social Security Number, then the PPL Customer Service should be contacted. A representative can confirm if the IP is in the Portal as a Provider.



7. The user's First Name and Last Name will be pre-populated.
8. **Username:** The IP will choose a username and type it in the Username field. If a message appears stating the username requested already exists, they should choose a different username.
9. **Email Address:** The IP will enter an email address to receive IPOne notices by email.
10. **Password:** The IP will choose and type a password into the Password and Confirm Password fields.
 - a. Passwords should not be shared with anyone.
 - b. IPs must reset their passwords at least every ninety (90) days.
 - c. Users may not reuse their previous six passwords.
 - d. Passwords must include:
 - i. A minimum of (10) characters;
 - ii. Have one number;
 - iii. Have one upper case letter;
 - iv. Have one lower case letter; and lastly,
 - v. Have at least one of these special characters: # @ \$ % ! + *
11. **Notes:** This is not a required field.

12. **Security Questions:** The user will choose three security questions from the drop-down menus and enter answers into the data fields to the right of each question.



The screenshot shows a registration form with the following fields: First Name, Username, Password, Notes, Last Name, Email Address (marked as optional), and Confirm Password. Below these are three 'Security Questions' represented by drop-down menus. To the right of each question are three text input fields for answers. At the bottom right are 'Previous' and 'Submit' buttons. Red arrows point to the First Name, Username, Password, Last Name, Email Address, Confirm Password, and the three answer fields. A blue callout box points to the Security Questions drop-down menus.

These questions provide a layer of security to protect the user's privacy and are needed to use the "forgot password or username" link. Only the user can change the registration information.

13. Click Submit. The user will review the information for accuracy, then click on the Submit button if all information is correct. The user will receive a notice that registration was done successfully and IPOne can be used.

14. After registration is successfully completed, the user will be prompted to login to the Portal. The user can then log in with the username and password and immediately start using IPOne.