Suffolk County Council

PROVIDER PORTAL REGISTRATION GUIDE

How to register to use the Provider Portal

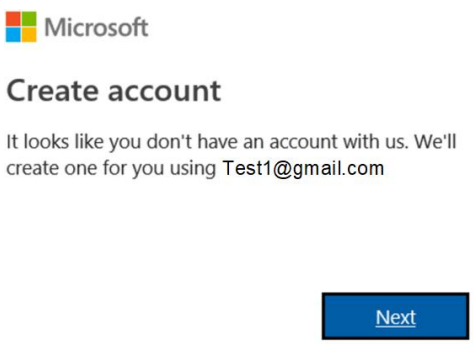
When your access to the Provider Portal has been set up by Suffolk County Council, you will receive an Email. This email will come from a Microsoft email address (invites@microsoft.com):

The first thing you will need to do is:

- read the content of the email
- click on **Get Started**

The type of email address you are signing up with will determine the screen you land on.

Once you've clicked on **Get Started** if you land on this screen:

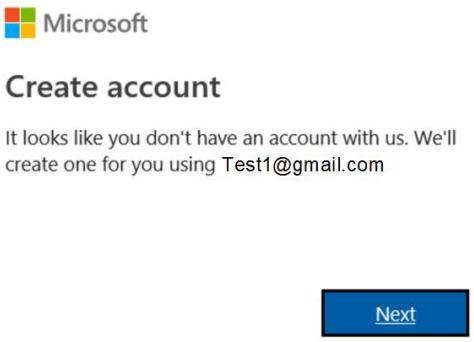


You need to follow the registration process from Step 1. Which starts below.

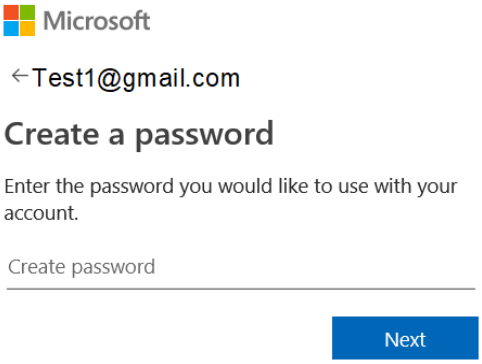
If you land on this screen, you will need to follow from step 8.

Initial Registration

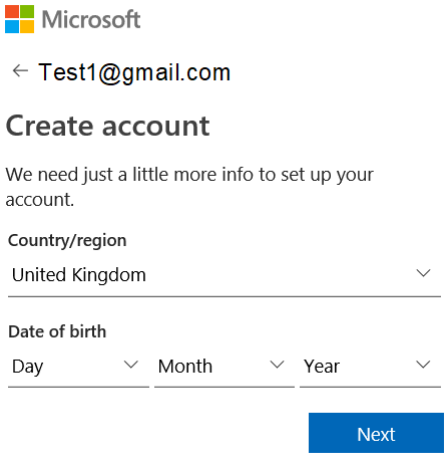
1. If what you can see is the same as the below, click on Next



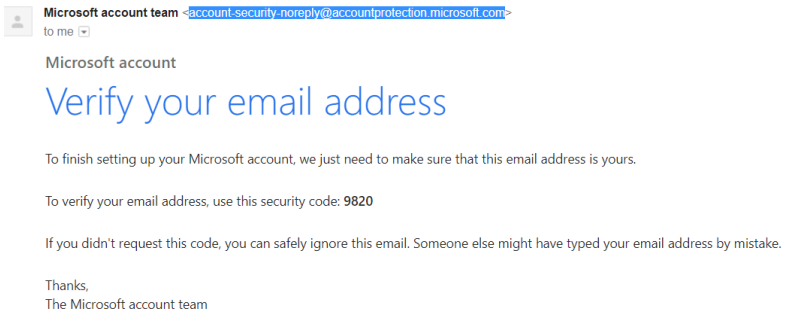
2. Input the password you would like to use, please note; passwords must have at least 8 characters and contain at least two of the following: upper case letters, lower case letters, numbers and symbols. Once you have input your password, click on Next



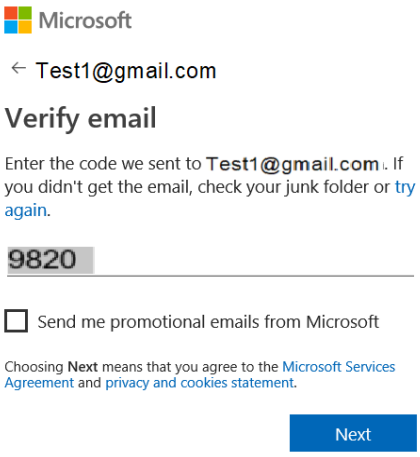
3. You will then be asked for some more information. The Country will default to United Kingdom and you will need to input your date of birth and then click Next



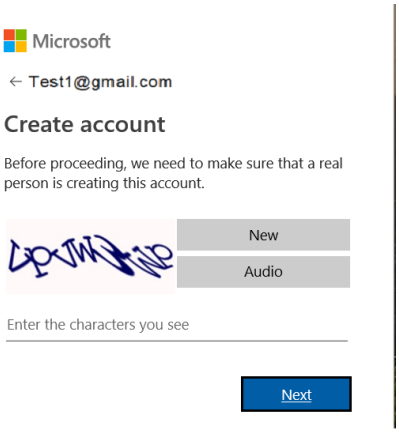
4. A verification code will be sent to your email address, the email will come from Microsoft (account-security-noreply@accountprotection.microsoft.com).



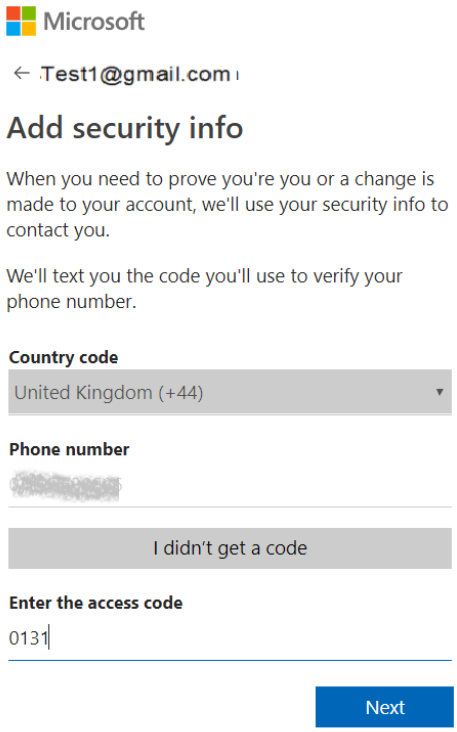
5. Input the code from the email in the screen as prompted and then click on Next



6. To confirm you are not a robot, you will need to input the characters you can see on the image in front of you – if you cannot read the characters select New to show a new set or Audio to listen. When input, click on Next

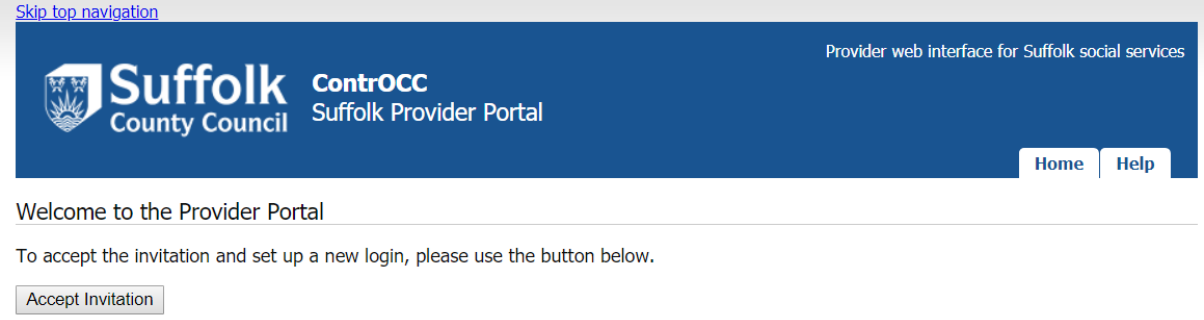


7. The next step is to set up added security, this is required as you will have access to personal customer information within the portal. You will need to input a mobile number into the following screen and a code will be sent to you via text. Input the access code you receive from Microsoft and click on Next

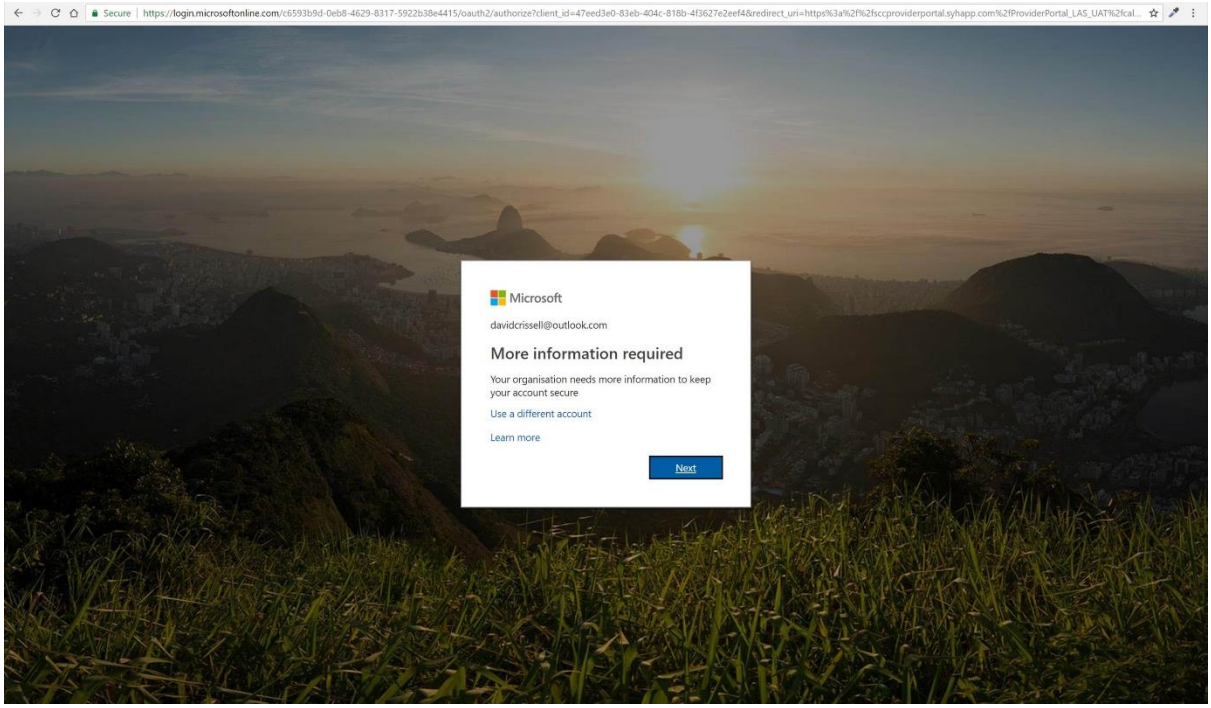


8. You will then need to review the permissions and click on Accept to continue

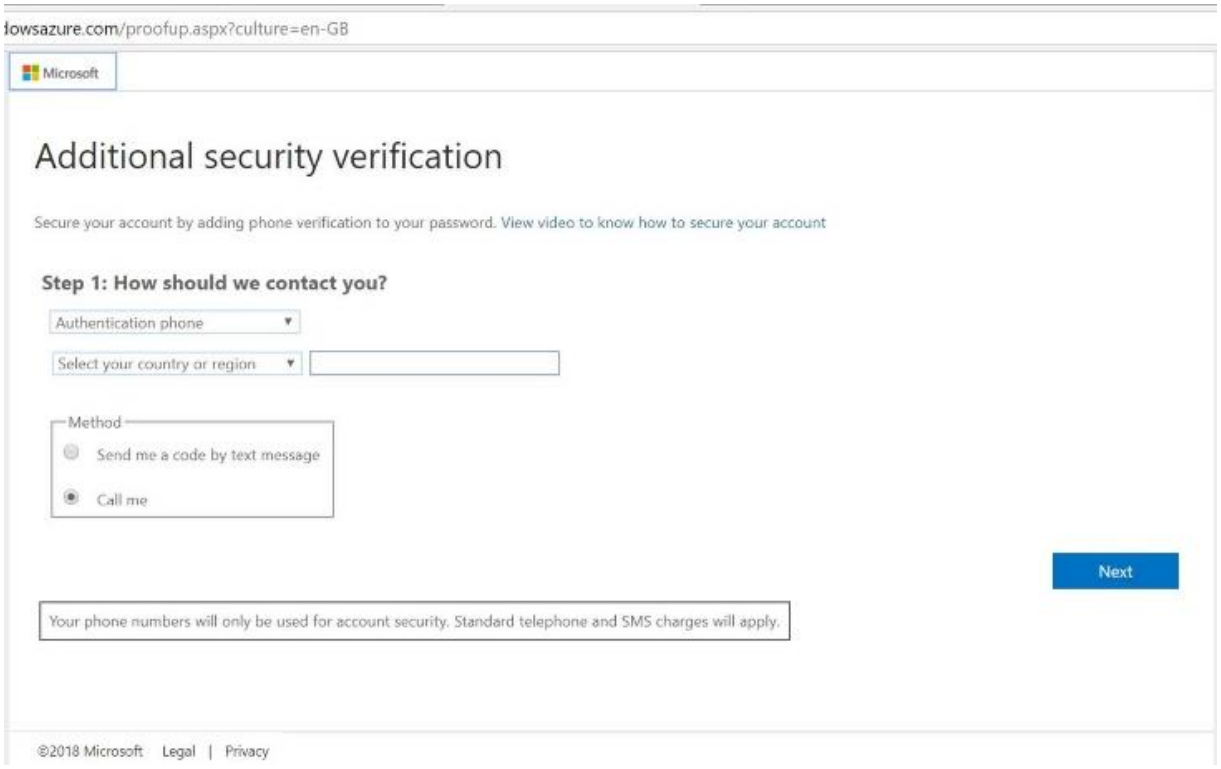
9. Once you have accepted the permissions, you will arrive at the Provider Portal, you will need to click on Accept Invitation in order to automatically login to the portal.



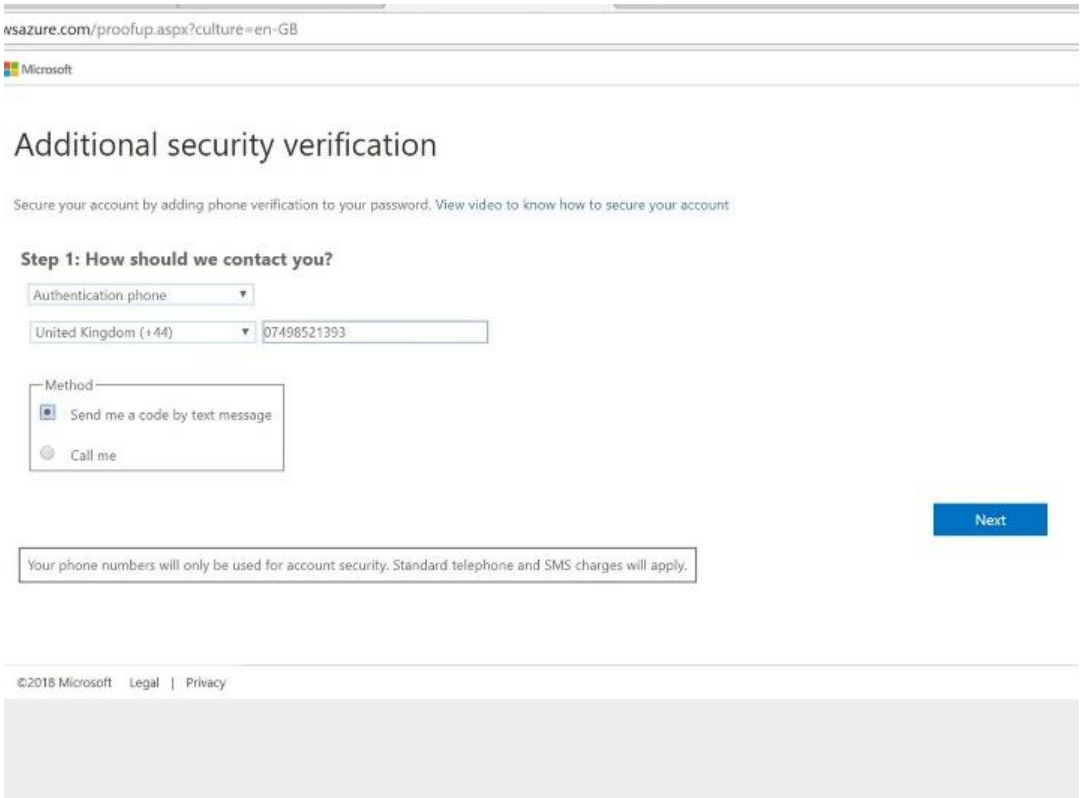
10. Click next to move to the next screen



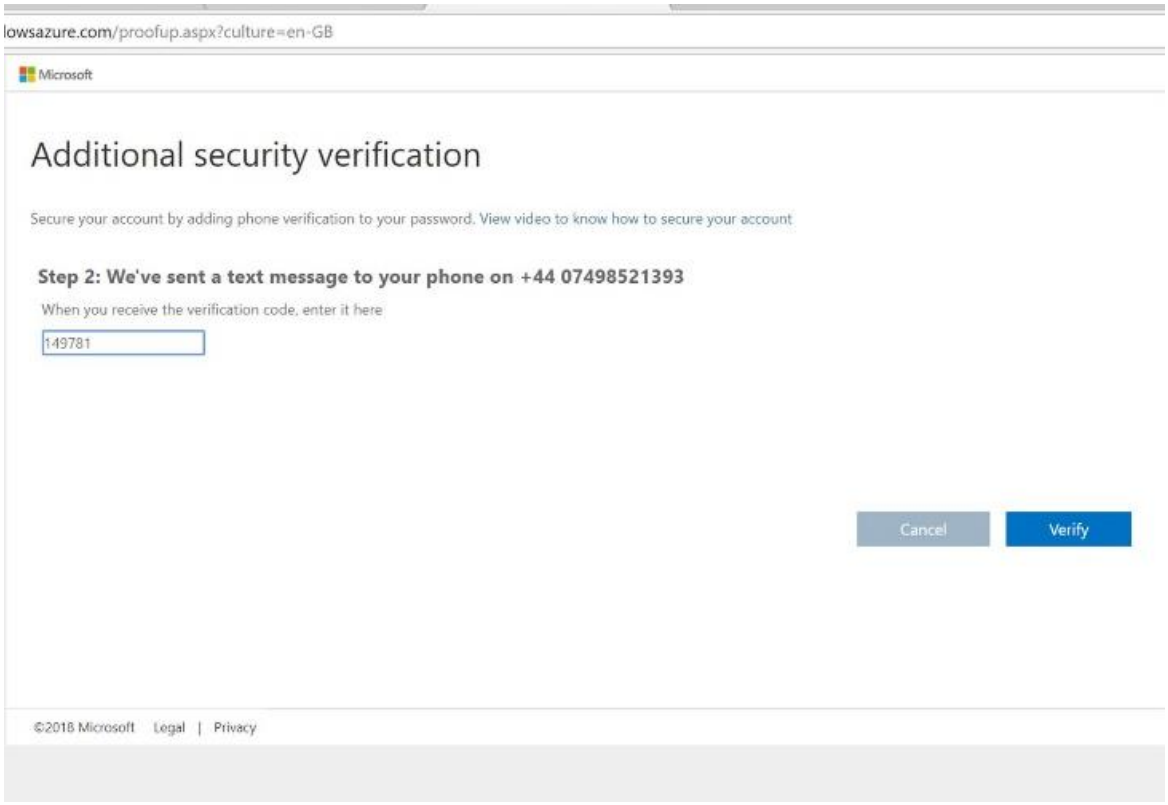
11. Choose an authentication method from the list – authentication phone, office phone or mobile app



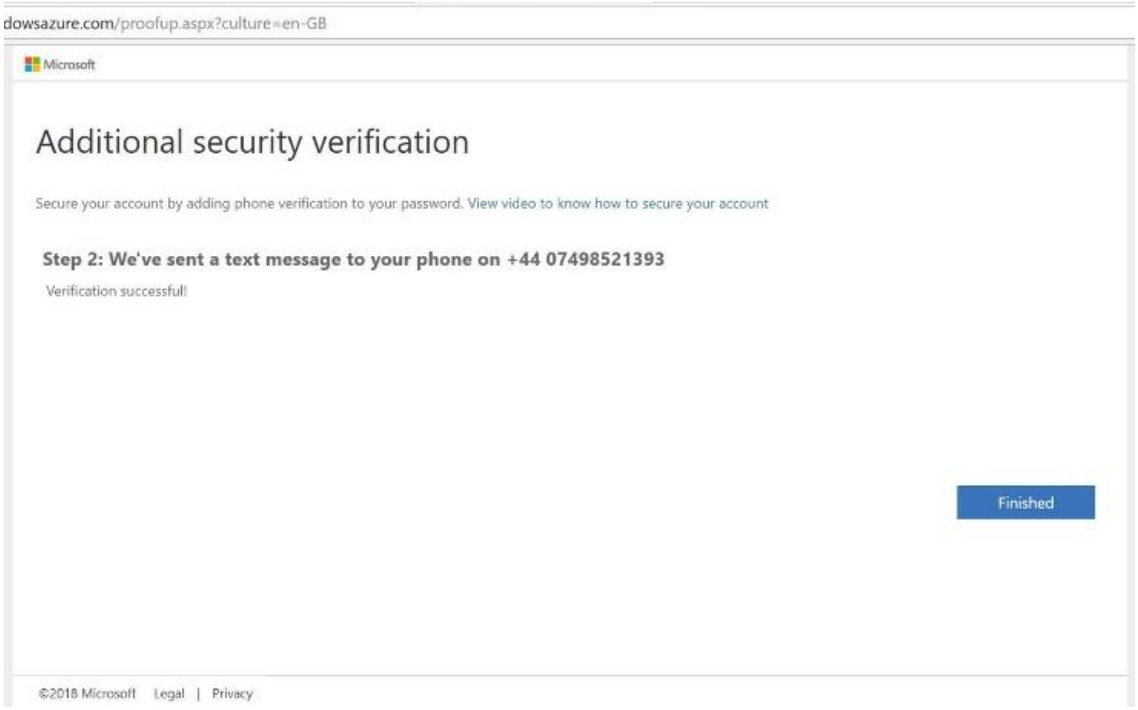
12. If using authentication phone/office phone, select your region then enter your contact telephone number in full, with no spaces. Now select an authentication method of phone call or text message, and click next



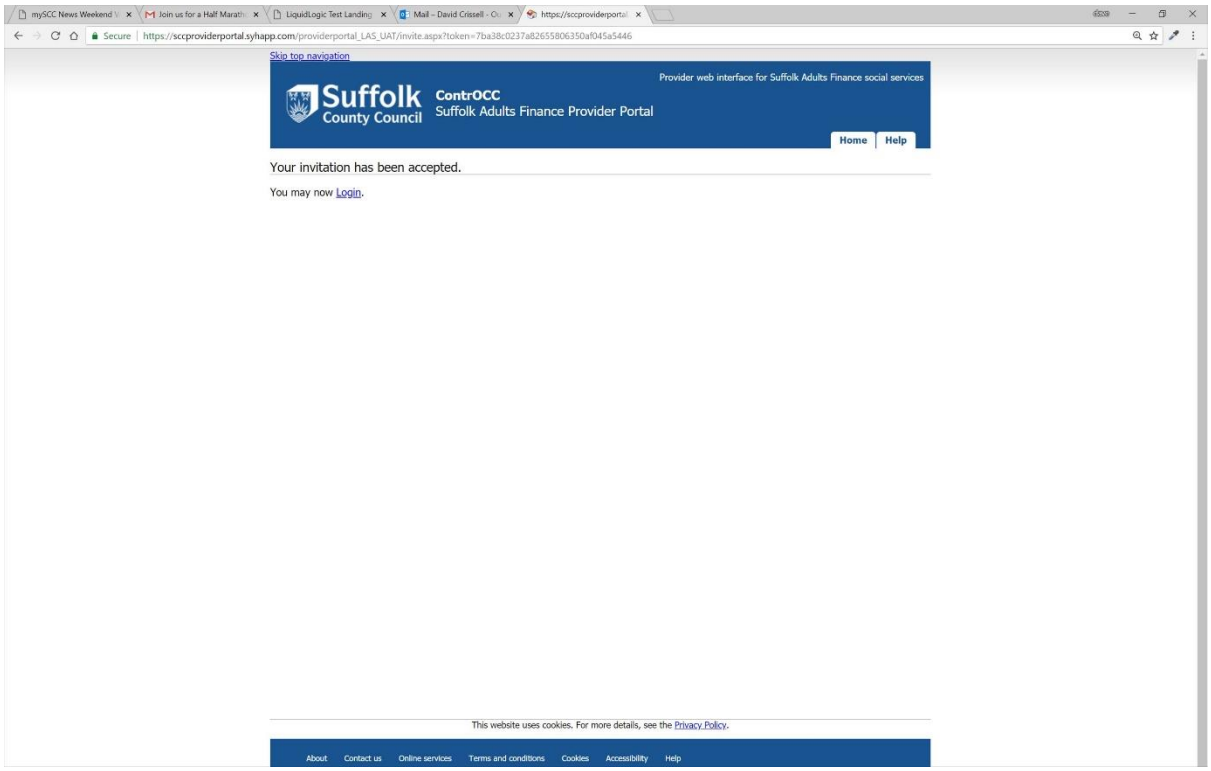
13. Depending on the method selected, you will now receive a text message or phone call. For phone call, answer the phone and follow the instructions. For text, enter the code received in the text in the field on screen, and click verify



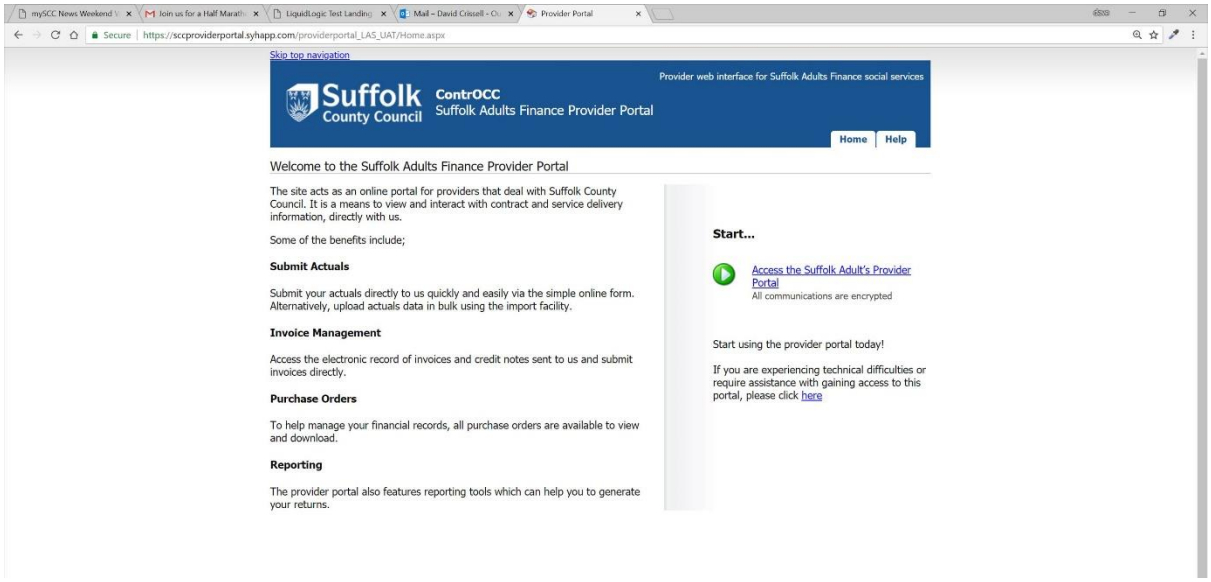
14. Once verification is passed, click finished



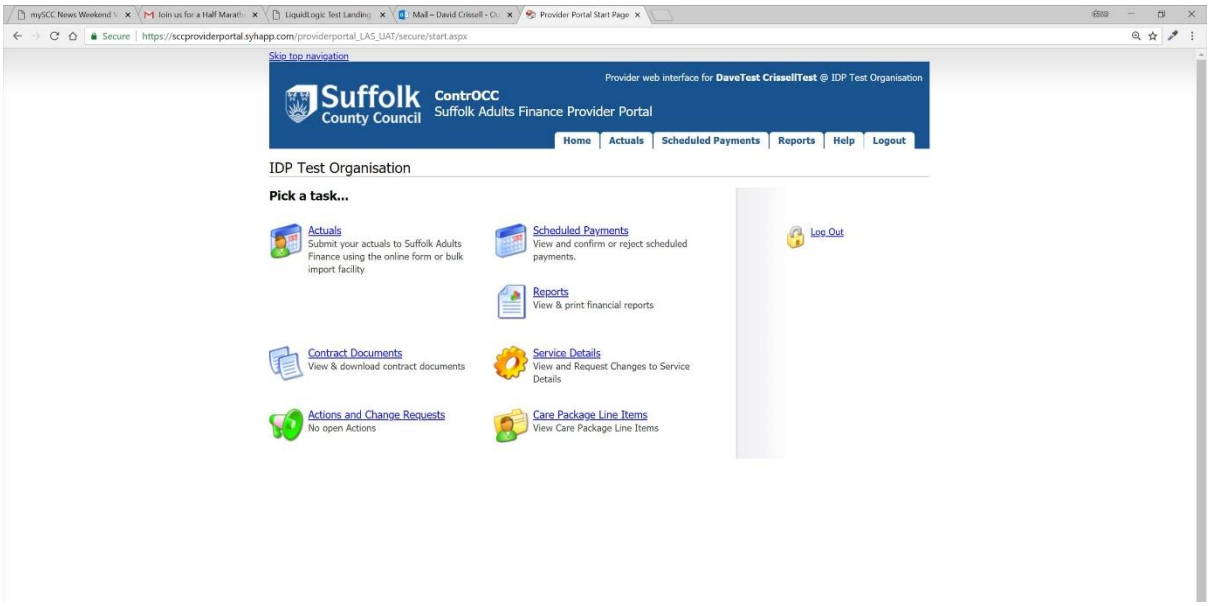
15. Click login



16. Click on the Access the Suffolk Adult's Provider Portal link



17. The home page of the portal will be displayed



Contact details

If you have any questions about the information you are submitting for billing purposes, actuals, you can contact business and finance colleagues as you have always done.

If you have any problems using or accessing the portal itself, please contact the ACS Contracts Helpdesk, using the contact details below.

E: ACSContractsHelpdesk@Suffolk.gov.uk

T: 01473 264025