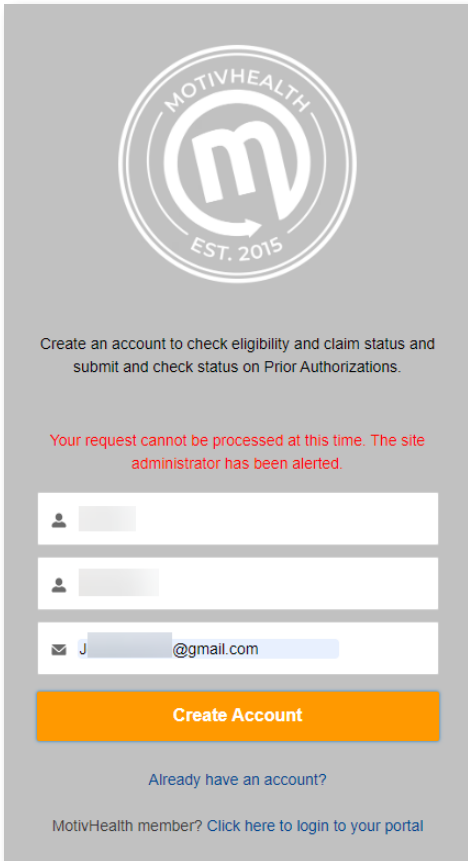


# Troubleshooting Login Issues

## Issues Logging into the MotivHealth Provider Portal?



The screenshot shows the MotivHealth logo at the top, followed by the text: "Create an account to check eligibility and claim status and submit and check status on Prior Authorizations." Below this is a red error message: "Your request cannot be processed at this time. The site administrator has been alerted." There are three input fields for a first name, last name, and email address (partially filled with "J" and "@gmail.com"). A blue "Create Account" button is visible, along with links for "Already have an account?" and "MotivHealth member? Click here to login to your portal".

### I'm getting an error when trying to create my account:

You may get an error when trying to sign up that states: *"Your request cannot be processed at this time. The site administrator has been alerted."*

This error means you are trying to sign up with an email address that is already associated with an account. Please login using your credentials for that existing email address, or select *"Forgot Your Password?"*

### I didn't receive my password reset email after clicking "Forgot Your Password?":

First, check your email spam folder. If you do not see the email there, please call our customer service line at 844-234-4472. Select option 2 for provider, then wait for the option to connect to an agent who can assist you in manually resetting your password.

If you have issues with the Provider Portal that aren't listed, call us Monday-Friday at **844-234-4472**.