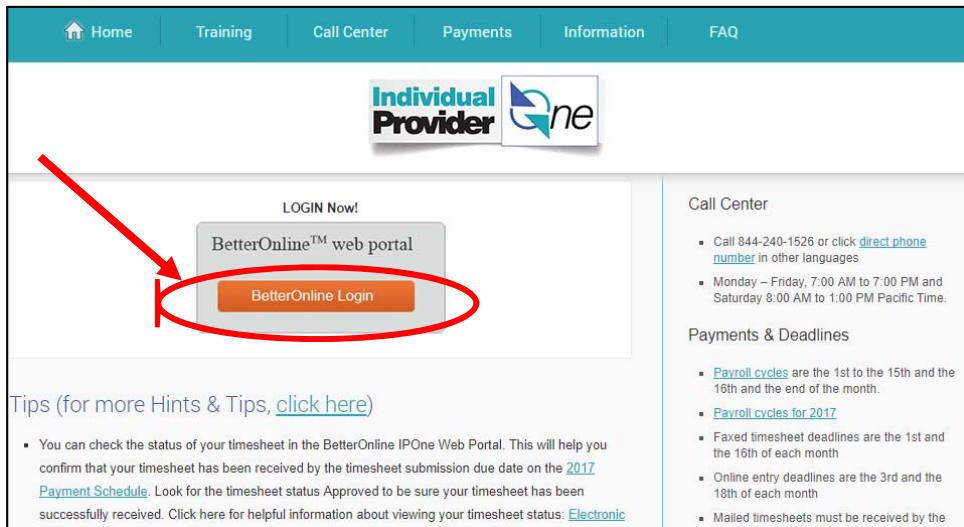


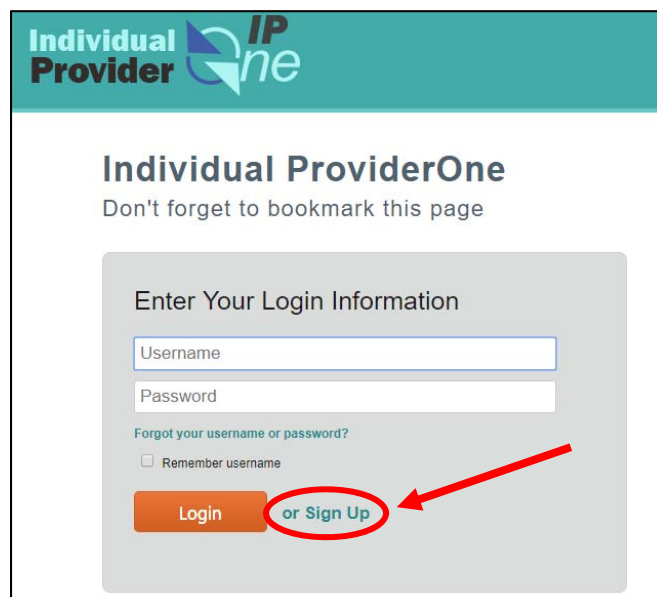
## How to Create an IPOne User Account

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.

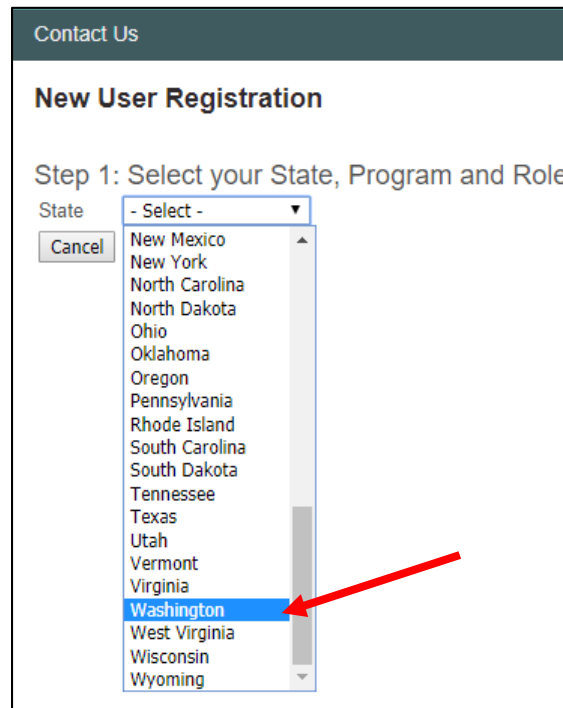
1. Go online to [www.IPOne.org](http://www.IPOne.org) and click on the BetterOnline Login link for the IPOne web portal.



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.



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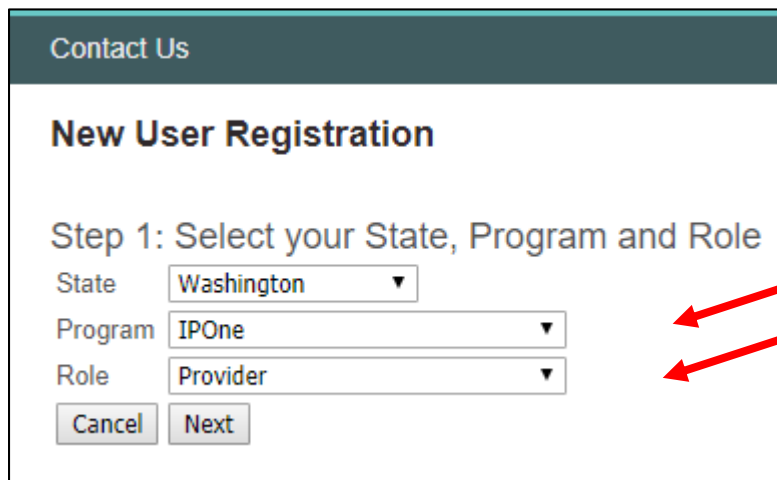
### New User Registration

Step 1: Select your State, Program and Role

State

New Mexico  
New York  
North Carolina  
North Dakota  
Ohio  
Oklahoma  
Oregon  
Pennsylvania  
Rhode Island  
South Carolina  
South Dakota  
Tennessee  
Texas  
Utah  
Vermont  
Virginia  
**Washington**  
West Virginia  
Wisconsin  
Wyoming

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



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### New User Registration

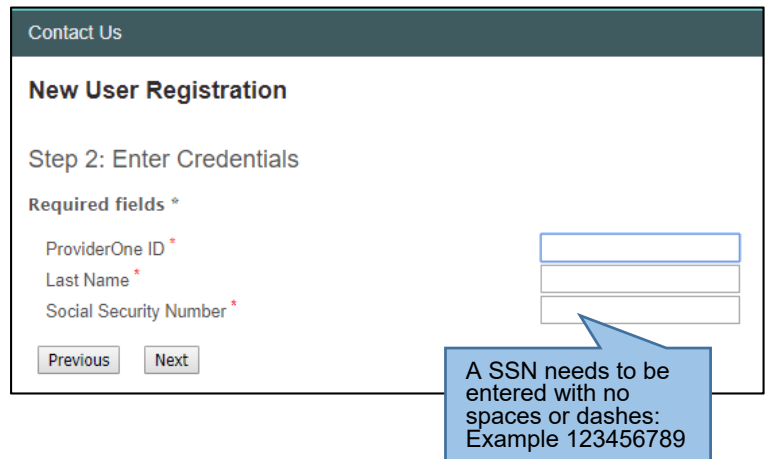
Step 1: Select your State, Program and Role

State

Program

Role

6. The IP will enter their credentials.
  - a. The IP's DSHS contract must be signed by DSHS before registering in IOne. 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.



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**New User Registration**

Step 2: Enter Credentials

Required fields \*

ProviderOne ID \*

Last Name \*

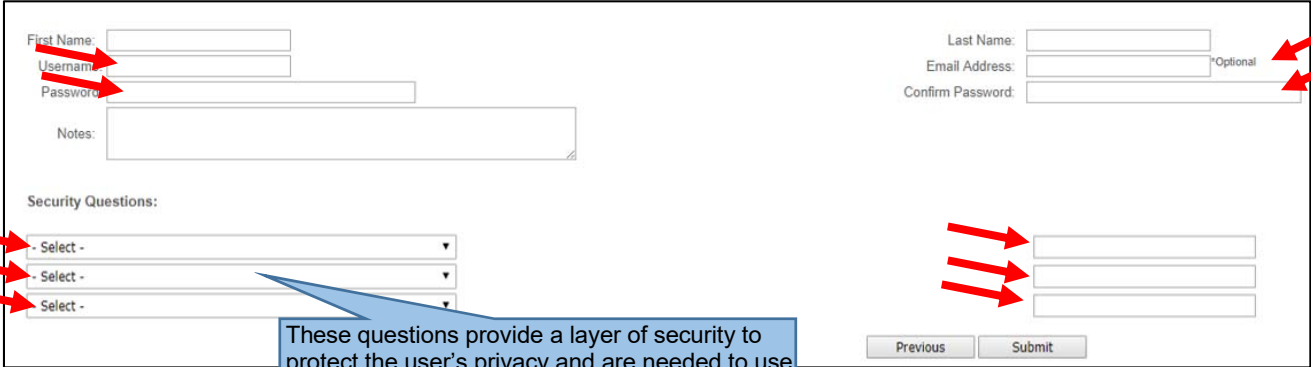
Social Security Number \*

Previous Next

A SSN needs to be entered with no spaces or dashes: Example 123456789

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 IOne notices by email.
10. **Password:** The IP will decide upon and type in a password into the Password and Confirm Password fields.
  - a. Passwords should not be shared with anyone else.
  - b. Users will need to reset their password at least every 90 days.
  - c. Passwords must
    - i. Be a minimum of 10 characters;
    - ii. Have one number;
    - iii. Have one upper case letter; and,
    - iv. Include at least one special character such as # @ \$ % ! + \*
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 dropdown menus for Security Questions, each with a corresponding text input field for the answer. 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 dropdowns.

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.