



New Provider Portal Access

Frequently Asked Questions

- **I had an account on the old provider portal. Do I need to register for a new account on the new provider portal?**
 - If you have an existing account, you do not need to register for a new account on the new provider portal.
 - However, you must update your password to access the new provider portal. Click on the "Forgot Password" link on the new provider portal's welcome page and follow the prompts to reset the password.

- **I am not receiving the email to reset my password.**
 - Be sure to check your spam/junk folders.
 - The email will be coming from donotreply@aultcarecorp.com
 - You may need to check with your IT department to see if the email is being blocked.
 - The password reset email will be sent to the email address registered under your account.

- **I received the email with the password reset link; however, the link is not working.**
 - Try copying the link from the email into the address bar in the web browser.
 - You may also try using a different browser to open the link (Chrome, Edge, or Firefox).

- **My password link has expired.**
 - Request a new password reset email using the "Forgot Password" link on the new provider portal's welcome page.