

PROVIDER PORTAL MFA LOGIN AND TROUBLESHOOTING GUIDE

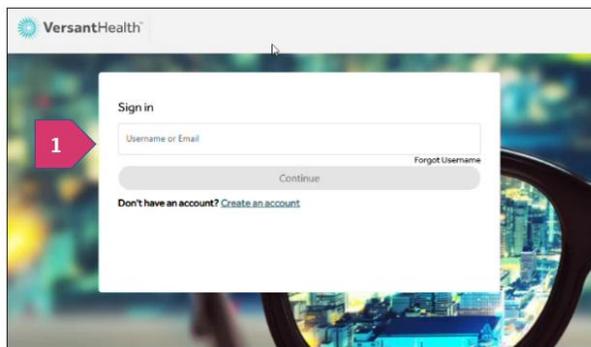
Starting in January 2026, providers and office staff will need to use Multifactor Authentication (MFA), a two-step sign in process to access the ECP Provider Portal. This helps protect and secure the provider and member health information.

Every provider portal user must have their own email address to use as their user ID. You cannot share email addresses with anyone else. When logging in, each user will get a code in their email. They must type in this code to get into the portal. If your office uses multiple Tax ID's or NPI's, each person using the portal will have to have a **unique email address for each Tax ID.**

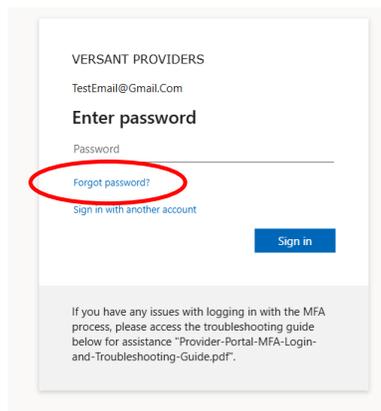
Initial Provider Login with Multifactor

When you click on the 'provider login' link, the following screens are displayed:

1. Type in your email address. Note: If your username was not your email, please be sure to enter your email address rather than your old username.

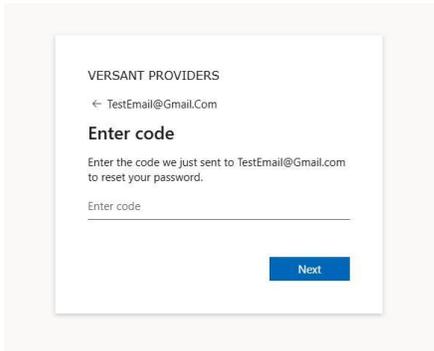


2. Once you've entered your email address on the login screen, the 'Enter password' window will display.
 - a. For the first time access only, you **must reset your password.**
 - b. Click on the 'Forgot password?' link (circled below) and follow the instructions to change your password or assign a new password.

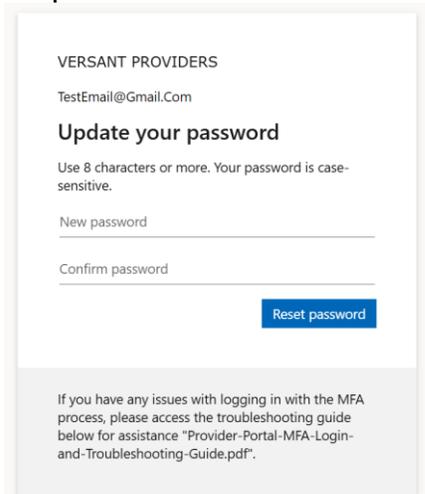


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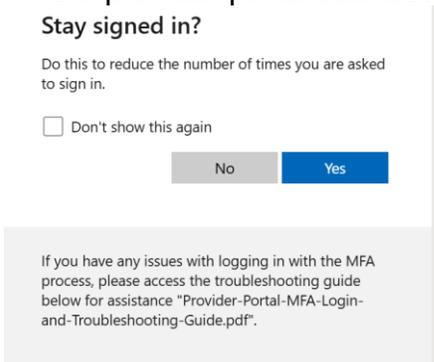
3. After clicking forgot password, Multi-Factor Authentication will be requested. Enter the code sent to the email address on file.



4. Enter a new password and confirm the new password. Proceed by clicking reset password.



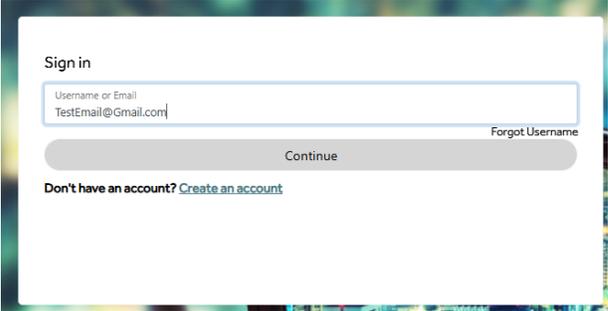
5. Upon resetting the password, Multi-Factor Authentication will be requested again. Enter the code sent to the email address on file.
6. Click 'yes' or 'no' when promoted to stay signed in. You will then be signed in to the provider portal dashboard.



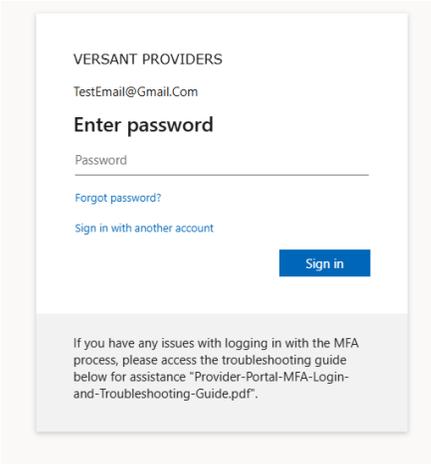
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Login Attempts Post Initial Login with Multifactor Authentication:

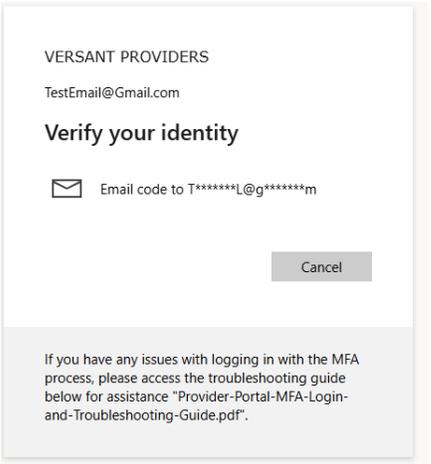
- 1. Enter Email and click continue.



- 2. Enter Password

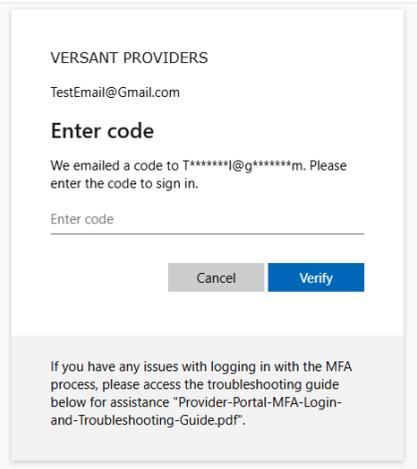


- 3. Select email continue and continue.



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4. Enter the code from the email.



VERSANT PROVIDERS

TestEmail@gmail.com

Enter code

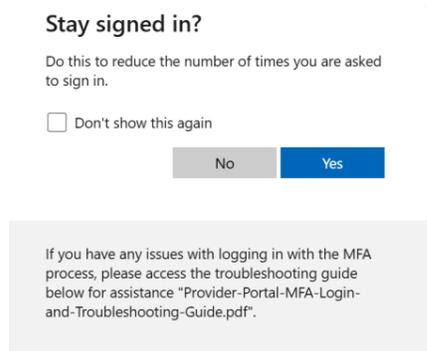
We emailed a code to T*****I@g*****m. Please enter the code to sign in.

Enter code

Cancel Verify

If you have any issues with logging in with the MFA process, please access the troubleshooting guide below for assistance "Provider-Portal-MFA-Login-and-Troubleshooting-Guide.pdf".

5. Click yes or no to stay signed in? You will now be signed in to the provider portal dashboard.



Stay signed in?

Do this to reduce the number of times you are asked to sign in.

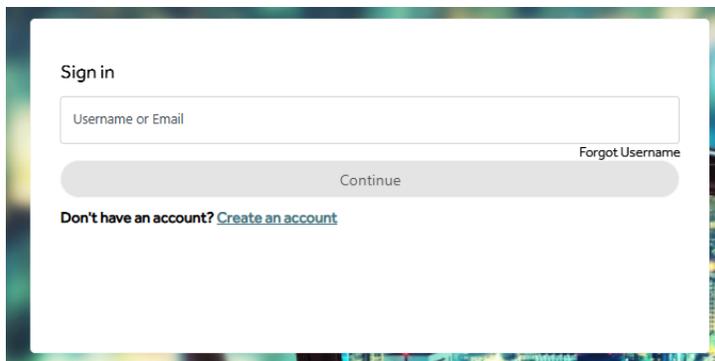
Don't show this again

No Yes

If you have any issues with logging in with the MFA process, please access the troubleshooting guide below for assistance "Provider-Portal-MFA-Login-and-Troubleshooting-Guide.pdf".

Registering a New Account with Multi-Factor Authentication.

1. Click the Create an Account link from the screen below.



Sign in

Username or Email

Forgot Username

Continue

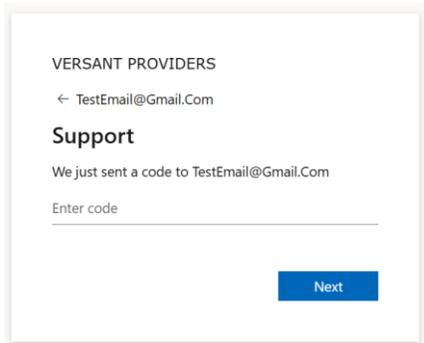
Don't have an account? [Create an account](#)

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2. Type your Tax ID or NPI and Office ID. Click on, I'm not a robot. Click on the 'Verify Office' button



3. You will be sent to the Multifactor Login Screen. Enter the code sent to the email entered.



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4. Upon entering the code, the following screen will request additional registration information:

VERSANT PROVIDERS

TestEmail@Gmail.Com

Add details

We just need a little more information to set up your account.

Password
Password

Re-enter password
Re-enter password

Tax ID (Required)
Tax ID (Required)

Office ID (Required)
Office ID (Required)

First Name (Required)
First Name (Required)

Middle Initial
Middle Initial

Last Name (Required)
Last Name (Required)

Office Admin Token
Office Admin Token

Display Name
Display Name

Cancel Next

1. **Password** – Provider types in their password. Format Passwords must be at least eight characters long and must contain at least one letter, at least one number and at least one special character. Also, passwords must not contain any spaces, your username, your email address or more than two consecutive characters from your full name.
 2. **Re-enter the password.**
 3. **Tax ID (required)**
 4. **Office ID (required)**
 5. **First Name (required)** – First name of the person whose email address was entered
 6. **Middle Initial (not required)**
 7. **Last Name (required)** – Last name of the person whose email address was entered.
 8. **Token – not required**
 9. **Display Name – not required**
 10. Click on the 'Next' button.
5. You are now logged in to the Portal.

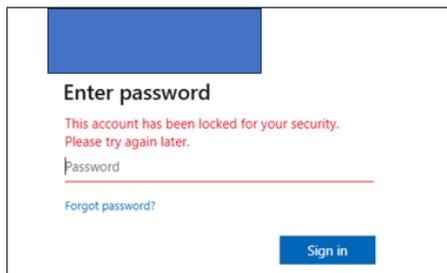
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NOTE: the information on this screen MUST match the information in our system. If it does not match, then you will receive an error message. For example, if the provider's name is Samantha on the system and they are entering Sam, it will not match. The error message will look like this:



Provider Locked Out

You are locked out of your account. This may occur because you forgot your password and tried several times, and received a message like the example below:



Attempts/Timing: 10 failed sign-ins, with the initial lockout lasting **1 minute**, but the duration increases with subsequent attempts (e.g., 2 mins, 4 mins, etc.).

This is an additional safety measure.

If you are locked out and need to obtain eligibility or benefits for a member, you can call Customer Service for assistance.

Davis Vision: 1 (877) 235-5316

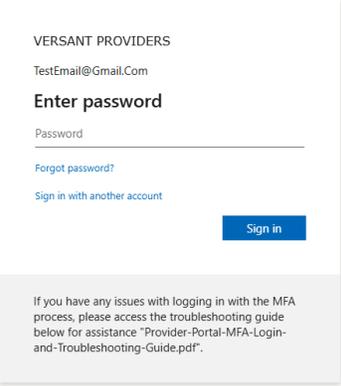
Superior Vision: 1 (877) 235-5317

Provider Forgot Password

If you have forgotten your password or need to change your password, use the following steps:

Once you've entered your email address on the login screen, click continue.

You will be directed to the below pop-up. Click on the 'Forgot password?' and follow the instructions to change your password or assign a new password.



The screenshot shows a login form for 'VERSANT PROVIDERS'. The email field contains 'TestEmail@Gmail.Com'. Below the email field is the heading 'Enter password' followed by a password input field. There are two links: 'Forgot password?' and 'Sign in with another account'. A blue 'Sign in' button is located below the password field. At the bottom of the form, there is a note: 'If you have any issues with logging in with the MFA process, please access the troubleshooting guide below for assistance: "Provider-Portal-MFA-Login-and-Troubleshooting-Guide.pdf".'

You will now be required to enter the Multi-Factor Authentication code sent to your email, create a new password, and confirm the new password.

Login or Registration Issues

If you are still having issues with access to the ECP Portal, please contact our Customer Service Center at:

Davis Vision: 1 (877) 235-5316

Superior Vision: 1 (877) 235-5317