



LOGIN PROCESS

Guidance Manual

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Auth0 Login Process



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Auth0 Login Process



INTRODUCTION

The systems that encompass provider certification have moved their servers to a new location with new authentication. With this move, it has changed how a user logs in and the authentication process.

You will receive an email (if you haven't already) with the new web address. After being provided with the new web address, the new login screen will look like this:

The screenshot shows a login page for the Wyoming Department of Health. At the top is a red shield logo with a white star. Below the logo is the word "Welcome" in a large, dark font. Underneath "Welcome" is the text "Log in to wyhcbs to continue to Wyoming Department of Health - Waivers/IMPROV/Provider Portal." in a smaller font. There are two input fields: "Email address" with an envelope icon and "Password" with a lock icon and a toggle eye icon. Below the password field is a link "Forgot password?". A large blue button labeled "Continue" is centered below the input fields. Below the button is a horizontal line with the word "OR" in the center. Underneath the line are two more buttons: "Continue with Google" with the Google logo and "Continue with Microsoft Account" with the Microsoft logo. At the bottom of the page is a link "Don't have an account? Sign up".

If you did not receive an email with the web address, the link is <https://www.wyopproviderportal.com> . Be sure to bookmark or save this link in your favorites.



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BEFORE SETTING UP A NEW ACCOUNT

Here is some guidance to keep in mind when setting up your new account.

- Your registered email is your user authentication into the system
- Each email is user specific. It cannot be transferred to another user per HIPAA compliance
- One email address can only be linked to one provider name
- Multiple users can be linked to one provider name
- Use the email address you want to view the application. At the present time, Auth0 makes changing an email address authentication a challenge
- The Auth0 login is meant to be very secure and may provide challenges if you monitor and/or need to have access to multiple providers. Here are some tips to help you if you are having difficulties
 - It is recommended that you use a different browser or private window to register each user account
 - Always log off when you finish a session.
 - You may not want to click the 'Remember me for 30 day' if you don't use a different browser and are using the email/password log in

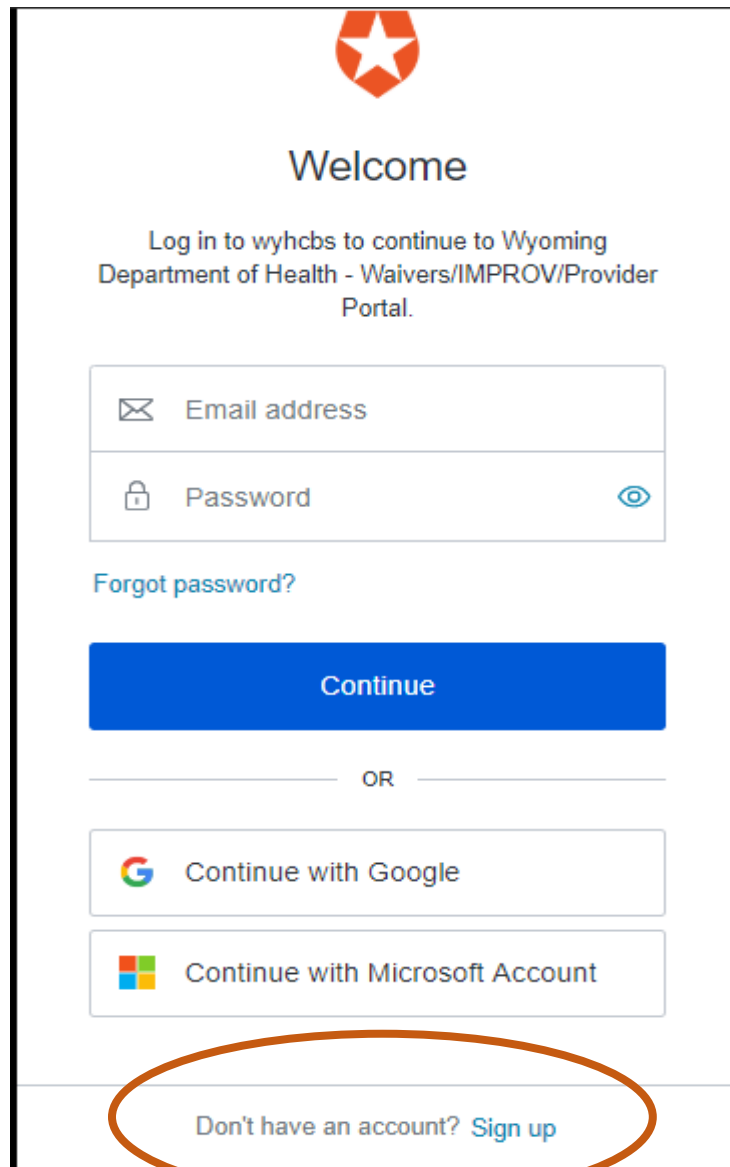
SETTING UP A NEW ACCOUNT

The first time you log into the new system, you will need to re-register your account. Your old username and password will not work in the new environment.

Go to the bottom of the Welcome page and click on the link 'Don't have an account? Sign up'



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A screenshot of the Auth0 login interface for the Wyoming Department of Health. The page has a white background with a red star logo at the top center. Below the logo, the word "Welcome" is displayed in a large, dark font. Underneath, a message reads: "Log in to wyhcbs to continue to Wyoming Department of Health - Waivers/IMPROV/Provider Portal." The login form consists of two input fields: "Email address" with an envelope icon and "Password" with a lock icon and a toggle eye icon. Below these fields is a link for "Forgot password?". A large blue "Continue" button is positioned below the password field. A horizontal line with the word "OR" in the center separates the "Continue" button from the social login options. There are two buttons for social login: "Continue with Google" with the Google logo and "Continue with Microsoft Account" with the Microsoft logo. At the bottom of the form, a link "Don't have an account? Sign up" is displayed, and this entire link area is circled in orange.

Welcome

Log in to wyhcbs to continue to Wyoming Department of Health - Waivers/IMPROV/Provider Portal.

Email address

Password

[Forgot password?](#)

Continue

OR

[Continue with Google](#)

[Continue with Microsoft Account](#)

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

After clicking on the link you will see a similar page, but one that says 'Sign up to wyhcbs to continue to Wyoming Department of Health – Waivers/IMPROV/Provider Portal'.



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Welcome

Sign Up to wychcs to continue to Wyoming Department of Health - Waivers/IMPROV/Provider Portal.

 Email address

 Password



Continue

OR

 Continue with Google

 Continue with Microsoft Account

Already have an account? [Log in](#)



Auth0 Login Process



Google or Microsoft Users

If you already have a Google account (gmail.com or if your company is using the Google platform for their email accounts), you may use the link 'Continue with Google'. If you already have a Microsoft account (@msn.com, @hotmail.com, @live.com) you may use the link 'Continue with Microsoft'.

You do not need to create a Google or Microsoft email account to log into the new system. Just use the email you use to get your state correspondence



Welcome

Sign Up to wyhcbs to continue to Wyoming
Department of Health - Waivers/IMPROV/Provider
Portal.

 Email address

 Password 

Continue

OR

 Continue with Google

 Continue with Microsoft Account

Already have an account? [Log in](#)



Auth0 Login Process



By using this link you will **not** need to create an email user account or new password.

All Other Users

If you do not have a Google account or Microsoft account, you will need to create a new account using the Email address and Password boxes at the top of the box.

The screenshot shows a login interface for the Wyoming Department of Health. At the top is a red shield logo with a white star. Below it, the text 'Welcome' is centered. Underneath, a message reads: 'Sign Up to wyhcbcs to continue to Wyoming Department of Health - Waivers/IMPROV/Provider Portal.' There are two input fields: 'Email address' with an envelope icon and 'Password' with a lock icon and a toggle eye icon. A blue 'Continue' button is below the fields. A horizontal line with 'OR' in the center separates the password fields from the social login options. There are two buttons: 'Continue with Google' with the Google logo and 'Continue with Microsoft Account' with the Microsoft logo. At the bottom, a link says 'Already have an account? Log in'.

Enter in:

1. Email address desired
2. Create a password. Be sure to follow the password requirements listed when entering your newly created password.

When finished click on the 'Continue' button.



Auth0 Login Process



Welcome

Sign Up to wyhcbs to continue to WY - HCBS.

1

✉ black1wolfmate@yahoo.com



2

Your password must contain:

- ✓ At least 8 characters
- ✓ At least 3 of the following:
 - ✓ Lower case letters (a-z)
 - ✓ Upper case letters (A-Z)
 - ✓ Numbers (0-9)
 - ✓ Special characters (ex. !@#)

Continue



Auth0 Login Process



The next page will have fields to enter:

Request Provider Portal Access

If you would like to request access to this system, please fill out and submit the form below. You will be contacted once a determination has been made.

First Name Colleen	Last Name Noon
Email black1wolfmate@gmail.com	Phone 3072147657

Comprehensive and Supports Waiver (DD)

[Click here](#) for more information on becoming a DD provider

☒ I would like to register as a DD provider
☐ I would like to start a new DD Provider application
☒ I would like to join an existing DD Provider

DD Provider Name: test

Community Choice Waiver (CCW)

[Click here](#) for more information on becoming a CCW provider

☒ I would like to register as a CCW provider
☐ I would like to start a new CCW Provider application
☒ I would like to join an existing CCW Provider

CCW Provider Name: test

Notes - Please include relevant identifying information such as any personal or provider WyNumbers.

note for any additional information

[Request Access](#)

- First name – your first name
- Last name – your last name
- Email address – the email address that is being used. Should already be populated
- Phone number - mobile phone number to use for 2 step authentication
- Choose the waiver or waivers
 - If you want to become a comprehensive and supports waiver provider
 - Check 'I would like to register as a DD provider'
 - Check 'I would like to start a new DD Provider application'
 - Check 'I would like to join an existing DD Provider'
 - DD Provider name - the name of the provider you would like to to have your user account linked to
 - If you want to become a Community Choice waiver (CCW) provider
 - Check 'I would like to register as a CCW provider'
 - Check 'I would like to start a new CCW Provider application'
 - Check 'I would like to join an existing CCW Provider'
 - DD Provider name - the name of the provider you would like to to have your user account linked to
- Notes – a place where any additional information can be placed. **It is suggested that you put in the name of the name of the provider you wish to be associated with.** Providing that information will make approving/denying your request easier

Once all the information has been completed click the 'Request Access' Button.



Auth0 Login Process



Request Provider Portal Access

If you would like to request access to this system, please fill out and submit the form below. You will be contacted once a determination has been made.

First Name Colleen	Last Name Noon
Email black1wolffmate@gmail.com	Phone 3072147657

Comprehensive and Supports Waiver (DD)
[Click here](#) for more information on becoming a DD provider
☒ I would like to register as a DD provider
☐ I would like to start a new DD Provider application
☒ I would like to join an existing DD Provider
DD Provider Name: test

Community Choice Waiver (CCW)
[Click here](#) for more information on becoming a CCW provider
☒ I would like to register as a CCW provider
☐ I would like to start a new CCW Provider application
☒ I would like to join an existing CCW Provider
CCW Provider Name: test

Notes - Please include relevant identifying information such as any personal or provider WyNumbers.
note for any additional information

Request Access

After the 'Request Access', you will be required to verify your email account, so check the email you provided as your user name. You will see an email similar to the one shown below.

WY - HCBS <no-reply@auth0user.net>
To: black1wolffmate@gmail.com

Dec 2 at 9:03 AM

Verify Your Account

Your account information

Account	black1wolffmate@gmail.com
Verify Link	https://wyhcbcs.auth0.com/u/email-verification?ticket=Onf7sdMdWLyxL2BuUdLz5IV4bw02dF62#

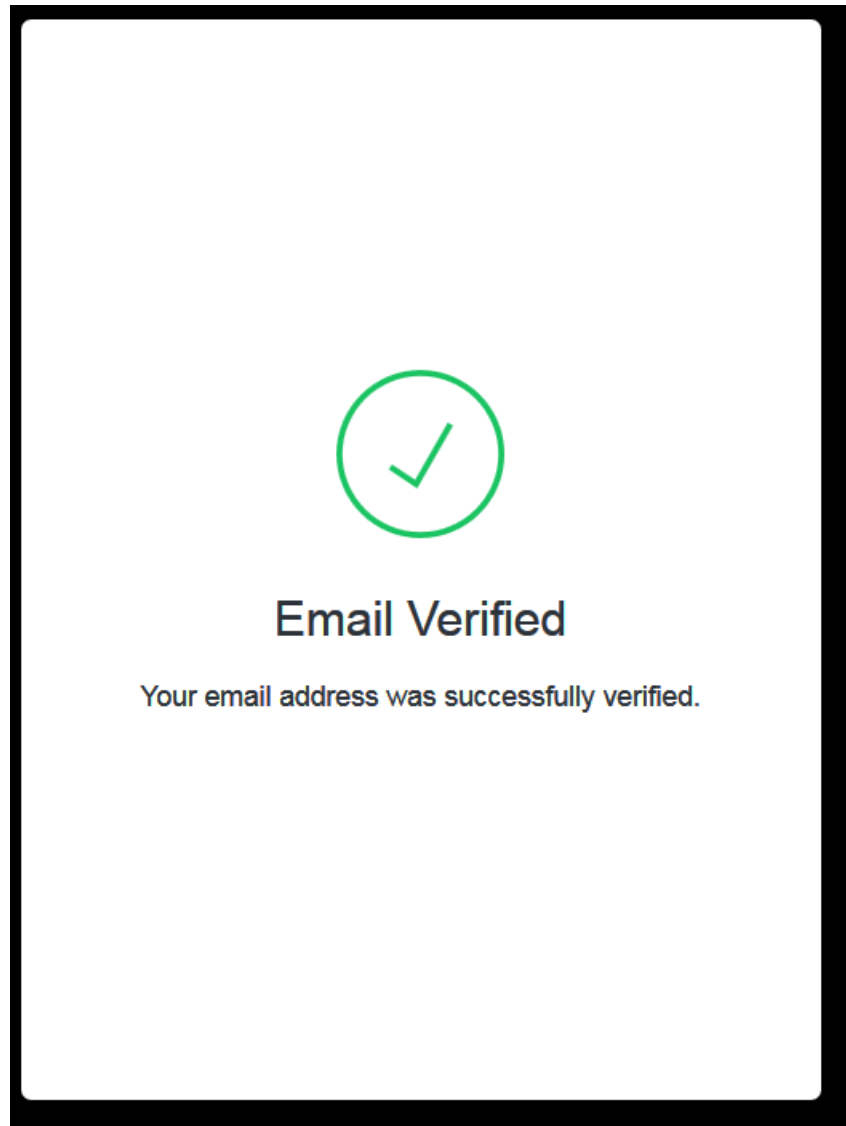
VERIFY YOUR ACCOUNT

If you are having any issues with your account, please don't hesitate to contact us by replying to this mail.
Thanks!

All that needs to be done is click on 'Verify Your Account'. Once that button is clicked you will see an 'Email Verified' screen.



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Once your email has been verified, you will need to login again



Auth0 Login Process





Welcome

Log in to wyhcbs to continue to Wyoming
Department of Health - Waivers/IMPROV/Provider
Portal.

 Email address

 Password 

[Forgot password?](#)

[Continue](#)

OR

 Continue with Google

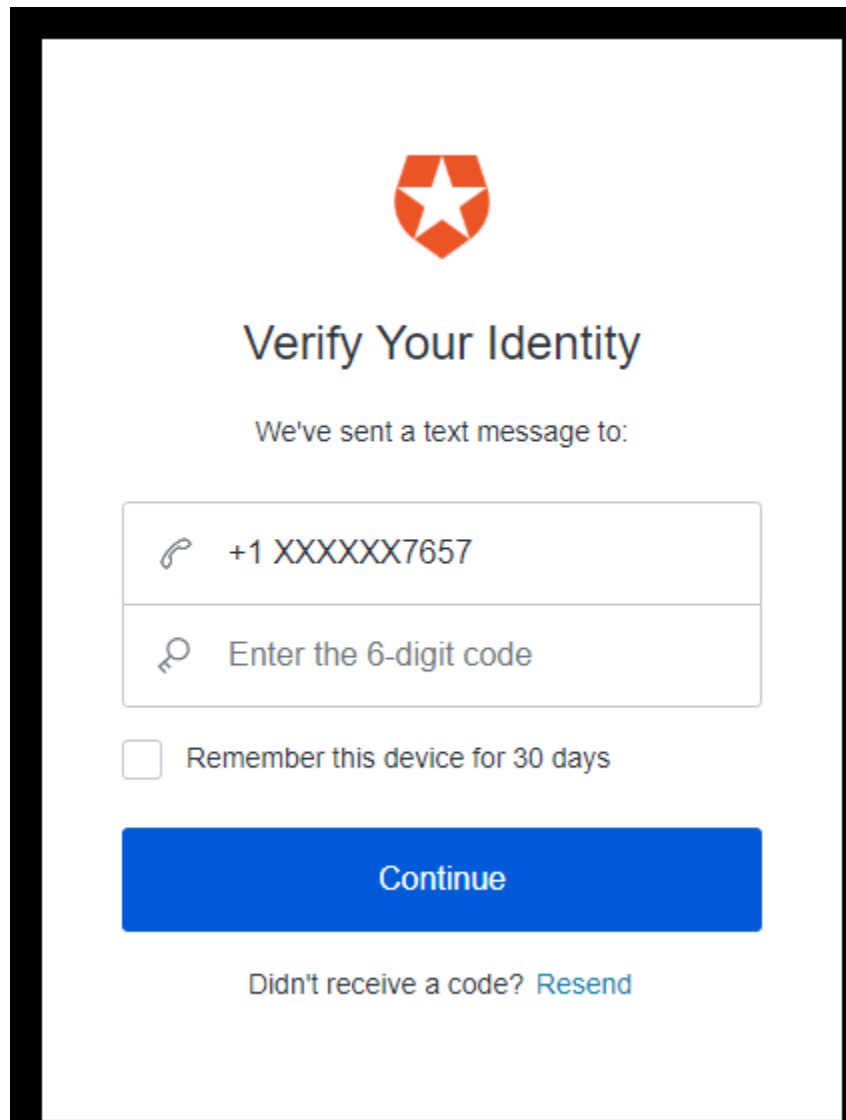
 Continue with Microsoft Account

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

Once you enter your login credentials, you will get another verify your Identity screen. Enter in the 6 digit code from your phone . **Be sure to check 'Remember this device for the next 30 days'** or you will have to verify your account every time you log in.



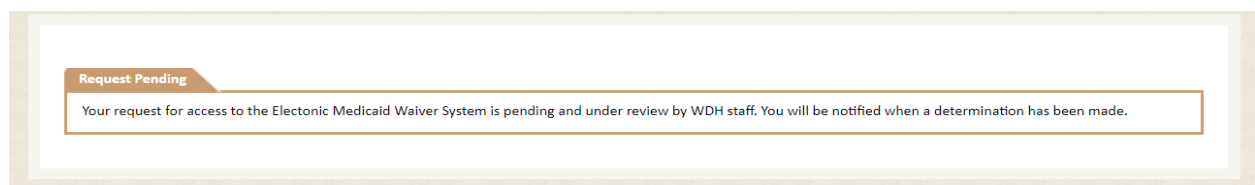
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The image shows a mobile app screen for verifying identity. At the top is a red shield logo with a white star. Below it is the title "Verify Your Identity". A message states "We've sent a text message to:" followed by a phone icon and the number "+1 XXXXXX7657". Below this is a text input field with a key icon and the placeholder text "Enter the 6-digit code". There is a checkbox labeled "Remember this device for 30 days". A large blue button labeled "Continue" is centered below the checkbox. At the bottom, it says "Didn't receive a code? Resend" with "Resend" as a link.

That's it for you!

At this point, the state will validate your request. Until your account has been approved the message below will appear.



The image shows a message box with a light beige border. At the top left is a small orange tab with the text "Request Pending". Below it is a white box with a thin orange border containing the text: "Your request for access to the Electronic Medicaid Waiver System is pending and under review by WDH staff. You will be notified when a determination has been made."



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If you don't see this message for more than 1-2 business days, please contact the help desk at <https://happyjacksoftware.atlassian.net/servicedesk/customer/portal/35>. The help desk will assist in troubleshooting the issue.

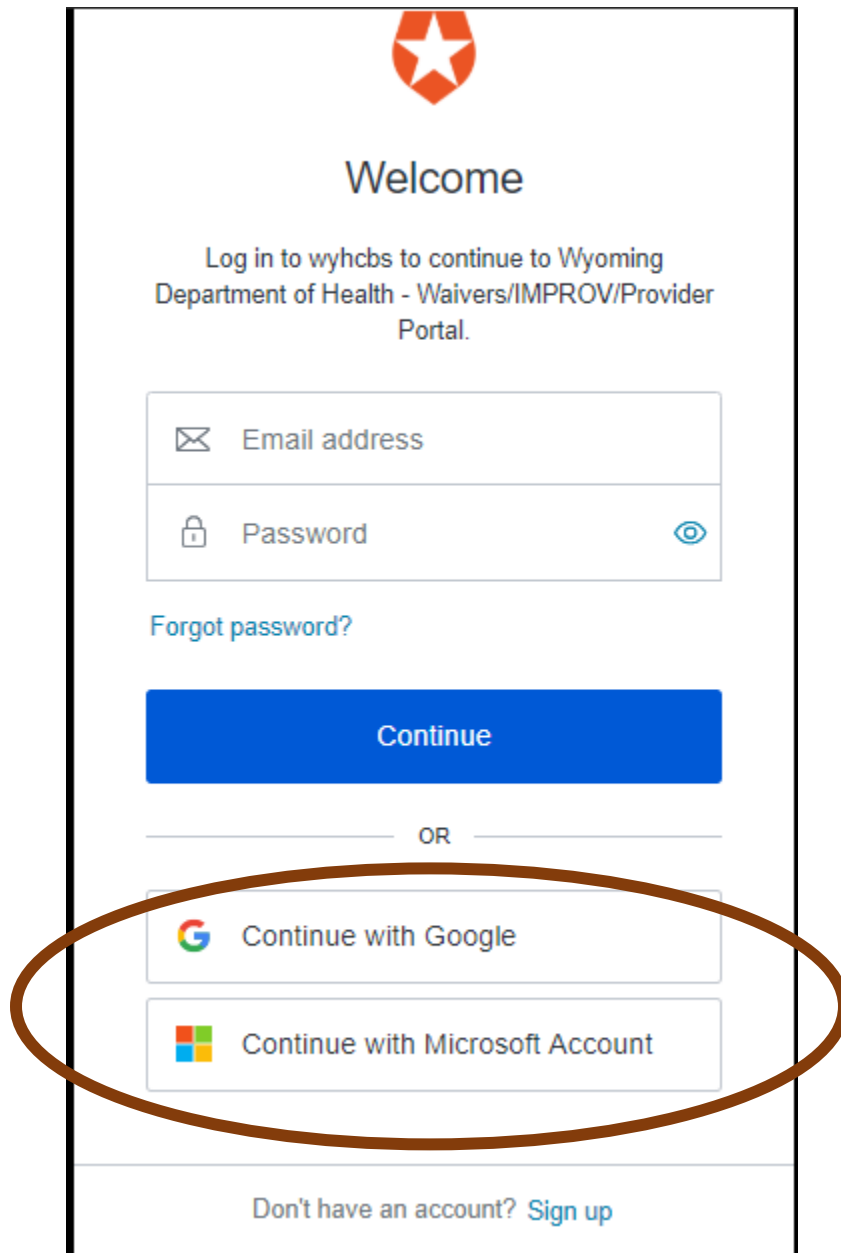
LOGGING AFTER ACCOUNT HAS BEEN CREATED

Google or Microsoft Users

If you already have a Google account (gmail.com or if your company is using the Google platform for their email accounts), you may use the link 'Continue with Google'. If you already have a Microsoft account (@msn.com, @hotmail.com, @live.com) you may use the link 'Continue with Microsoft'.



Auth0 Login Process



A screenshot of the Auth0 login interface for the Wyoming Department of Health. The interface is enclosed in a black rectangular border. At the top center is a red shield icon with a white star. Below it, the word "Welcome" is displayed in a large, black, sans-serif font. Underneath "Welcome" is the text "Log in to wyhcbs to continue to Wyoming Department of Health - Waivers/IMPROV/Provider Portal." in a smaller, black, sans-serif font. Below this text are two input fields: "Email address" with an envelope icon and "Password" with a lock icon and a toggle eye icon. Below the password field is a link that says "Forgot password?". A large blue button with the text "Continue" is positioned below the "Forgot password?" link. Below the "Continue" button is a horizontal line with the word "OR" in the center. Below the "OR" line are two buttons: "Continue with Google" with the Google logo and "Continue with Microsoft Account" with the Microsoft logo. These two buttons are circled with a thick brown oval. At the bottom of the form is a link that says "Don't have an account? Sign up".

By using this link you will be using your google authentication credentials.

All Other Users

If you do not have a Google or Microsoft account, you will need to enter the email address and password created with the initial Auth0 authentication.



Auth0 Login Process



The image shows the Auth0 login interface. At the top is a red shield logo with a white star. Below it is the word "Welcome". A line of text reads "Log in to your HCBS to continue to visit HCBS." Below this is a login form with two fields: "Email address" (with an envelope icon) and "Password" (with a lock icon and a toggle eye icon). A link "Forgot password?" is below the password field. A blue "Continue" button is below the form. Below the button is a horizontal line with "OR" in the center. Below that is a "Continue with Google" button with the Google logo. At the bottom is a horizontal line with the text "Don't have an account? Sign up". A brown oval is drawn around the "Email address" and "Password" fields.

Once logged in you will go to your system assigned page.

RESETTING PASSWORD

If you don't remember your password, you can reset it. The first thing to remember is how you initially logged in; the Continue with Google/Microsoft login or the email/password login

Google or Microsoft Users

If you registered using 'Continue with Google' or 'Continue with Microsoft Account', you must continue with that option. If you forget your password:



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This example is Google's version. Microsoft will be similar

Enter the password you remember. If you don't remember the password, click on the forget password option

Sign in with Google

Welcome

 colleen.noongp@gmail.com

Enter your password

☐ Show password

To continue, Google will share your name, email address, language preference, and profile picture with auth0.com. Before using this app, you can review auth0.com's [privacy policy](#) and terms of service.

[Forgot password?](#) [Next](#)

You will have to enter the code sent to the email you provided for account recovery. We do not have access to that email account and cannot provide any assistance with this process. If you don't remember your recovery email, click on the 'try another way' link to choose a different option. This will take you through all of the emails or phone numbers you included when setting up your gmail account. Without one of these options this isn't a way to change your password.



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Account recovery

To help keep your account safe, Google wants to make sure it's really you trying to sign in

 colleen.noongp@gmail.com

An email with a verification code was just sent to col.....@wy....

[Try another way](#)

Next

Once that code is provided and you hit next, you should get this screen, click continue

 [Sign in with Google](#)

Welcome back

 colleen.noongp@gmail.com

You can update your password now if you forgot it.

[Update password](#)

Continue

You will get the screen to change your password. Click the 'save password' button



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It will then provide a window telling you you have completed the password update.

This is all done through gmail/microsoft and not the portal.

All Other Users

If you registered with the email/password option and you forget your password:

Click on the 'Forget Password' link



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Welcome

Log in to wyhcbs to continue to Wyoming
Department of Health - Waivers/IMPROV/Provider
Portal.

Email address

Password



[Forgot password?](#)

Continue

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

OR



Continue with Google



Continue with Microsoft Account

Enter the email address you registered with and click the 'Continue' button



Auth0 Login Process



Forgot Your Password?

Enter your email address and we will send you instructions to reset your password.

Continue

[Back to Wyoming Department of Health -
Waivers/IMPROV/Provider Portal](#)

An email will be sent to that address with a verification code.

Follow the instructions to enter in any verification codes to change your email password.