How to Create your ProviderDNA Account

This Document Covers

- ✓ How to create an account for the ProviderDNA Portal
- ✓ How to log in for the first time

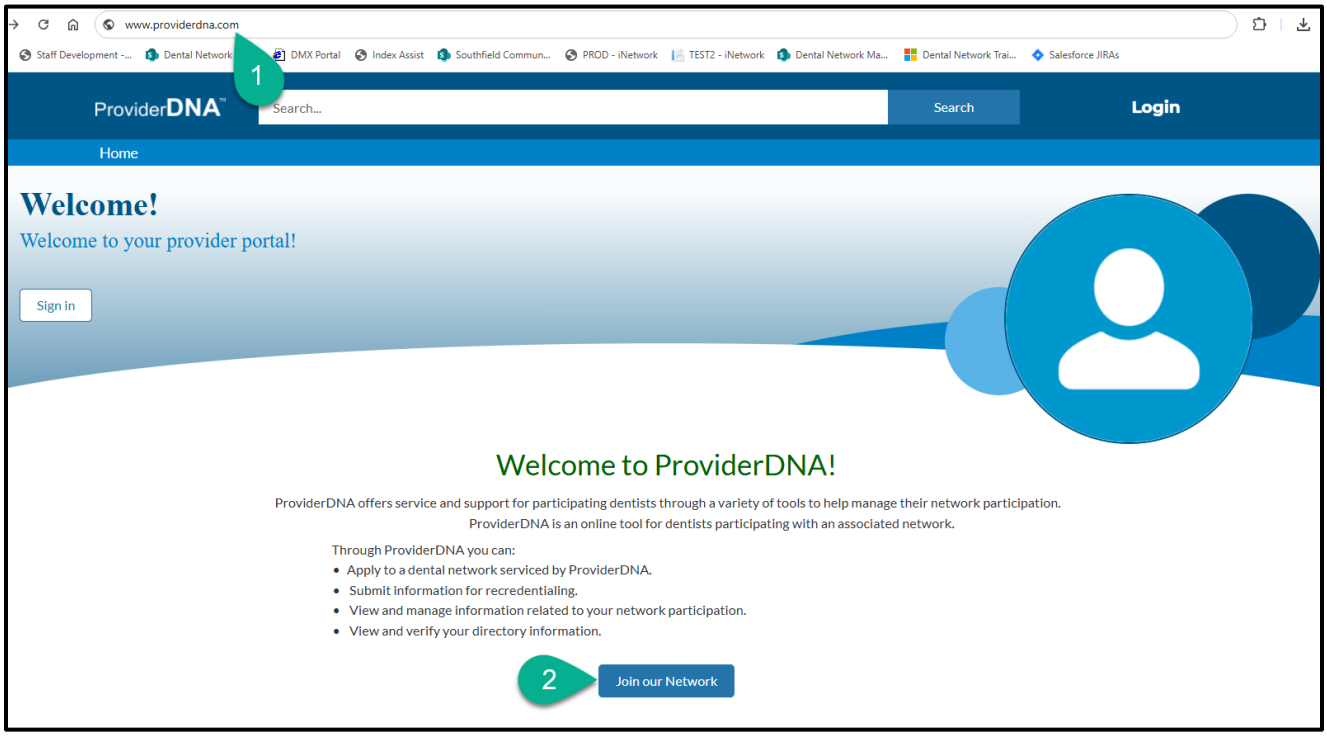
Overview

This document is intended for providers who are already participating of one of the networks associated with ProviderDNA and their office administrative staff.

To access the ProviderDNA Portal, you need to create an account by registering at www.providerdna.com. This process takes only a few minutes. You'll need either your National Provider Identifier (NPI) and/or the tax Information Number (TIN) of the practice you work with to register. Once you have submitted your application, ProviderDNA staff will confirm your information, link it to your account, and send you an activation email. This guide walks you through each of these steps.

How to Create Your ProviderDNA Account

1. In your web browser, navigate to www.providerdna.com.
2. Click on the "**Join Our Network**" button.



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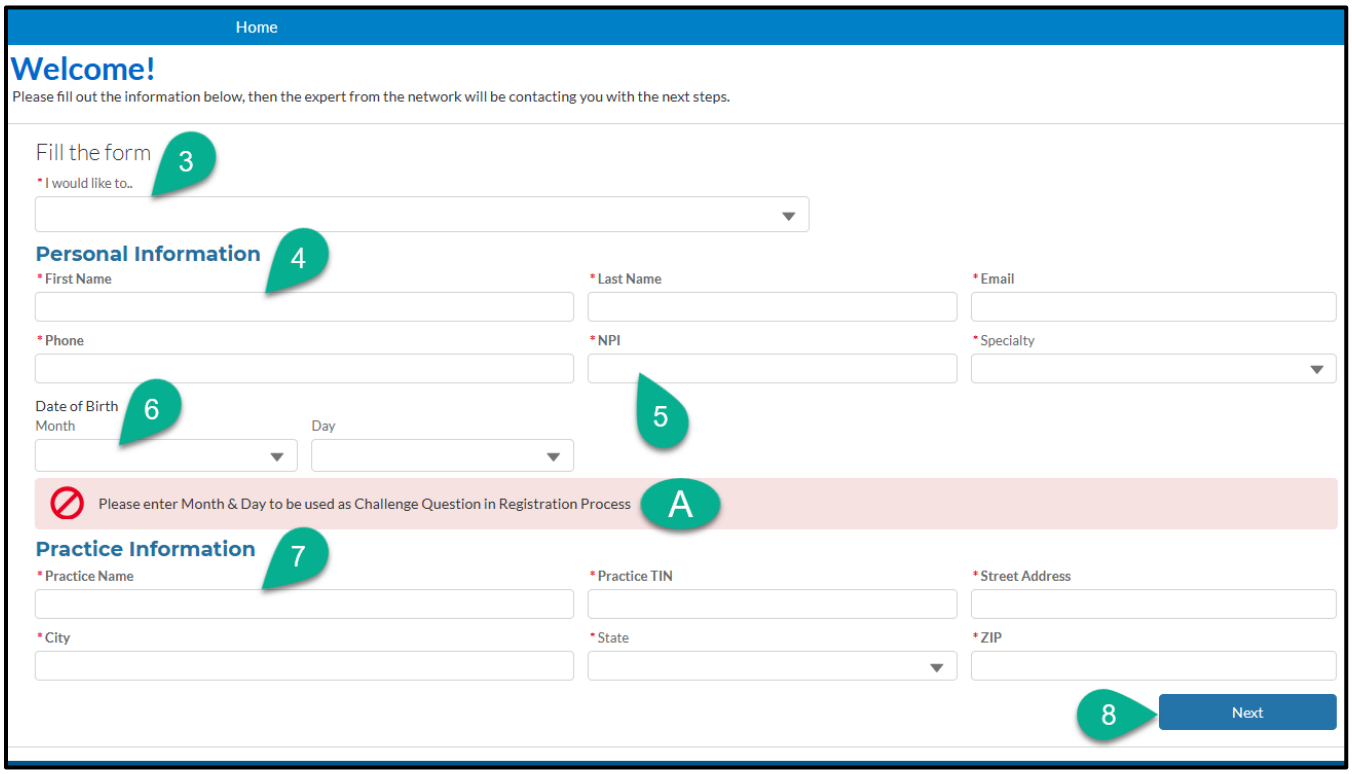
How to Create Your ProviderDNA Account *(continued)*

Next, fill out the form provided. Note that a red asterisk * indicates a required field. You will also need to fill out at least one of the NPI and/or Practice TIN fields.

3. In the "**I would like to…**" field, select "**Access Provider DNA.**"
4. Fill in your name, email, and phone number associated with your practice.
5. If appropriate, enter your NPI and Specialty. If you are not a dental care provider, you can leave these fields blank.
6. Enter the month and day of your birth. This is used to verify your registration later in the process.
7. Enter the details of the practice you work with, including the name, TIN, and address.
8. Once you have filled in all of your information, click "**Next**."

   If there are any errors, you will see a red error message identifying what you are missing. Otherwise, you will proceed to the next step.



Next, you'll upload supporting documents. This will be used to confirm your identity when your registration is reviewed.

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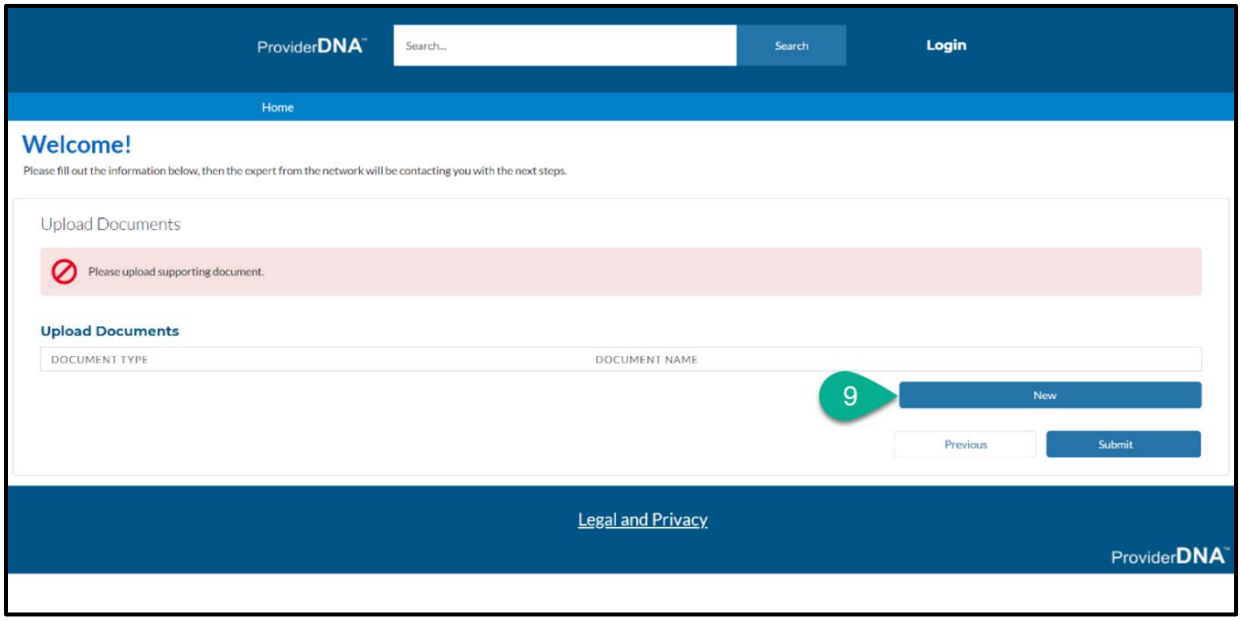
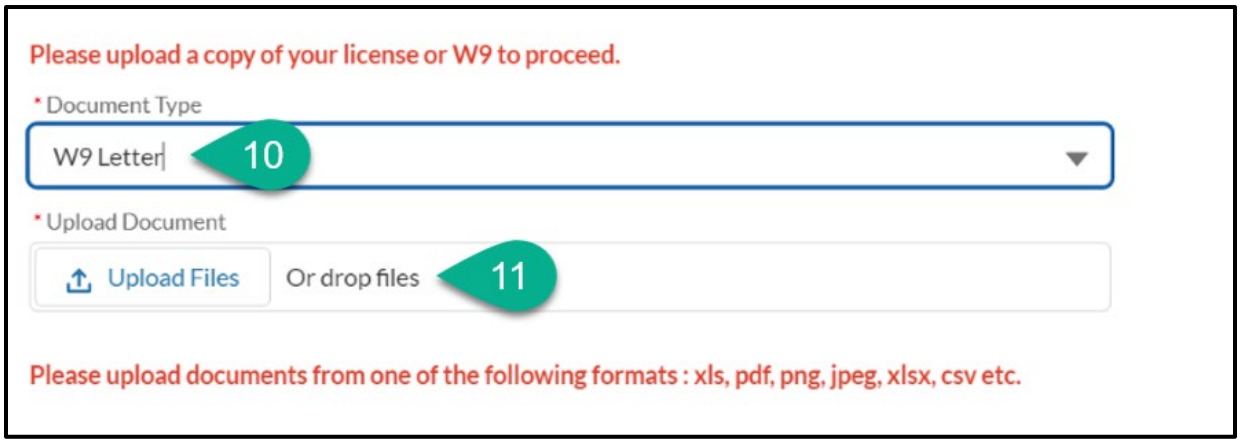
How to Create Your ProviderDNA Account *(continued)*

9. Click on the "**New**" button to add a supporting document.



10. Click the "**Document Type**" field and select the document type you wish to upload, either a Provider License or W9 Letter.
11. Click the "**Upload Files**" button.



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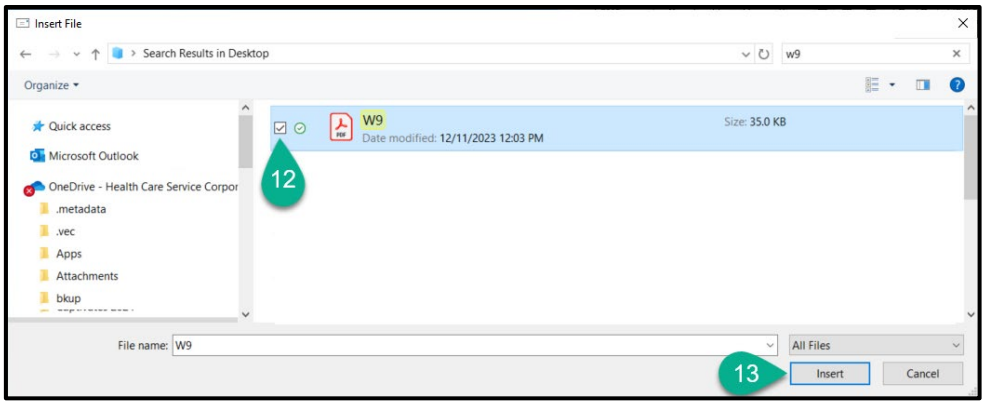
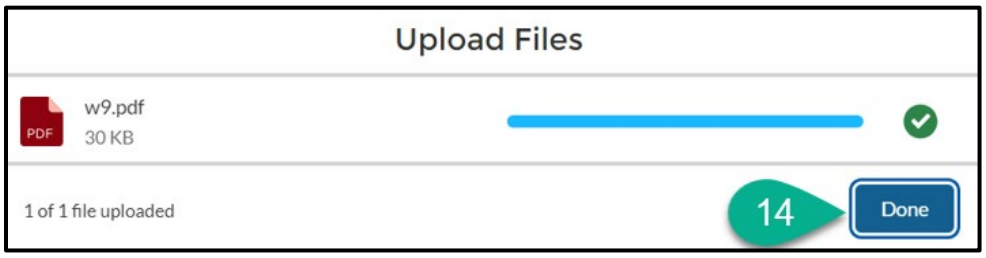
12. Select the appropriate document from your computer. Supported file formats include .xls, .pdf, .png, .jpeg, .xlsx, and .csv.
13. Click **"Open."** Depending on the operating system you use, this step may look slightly different.

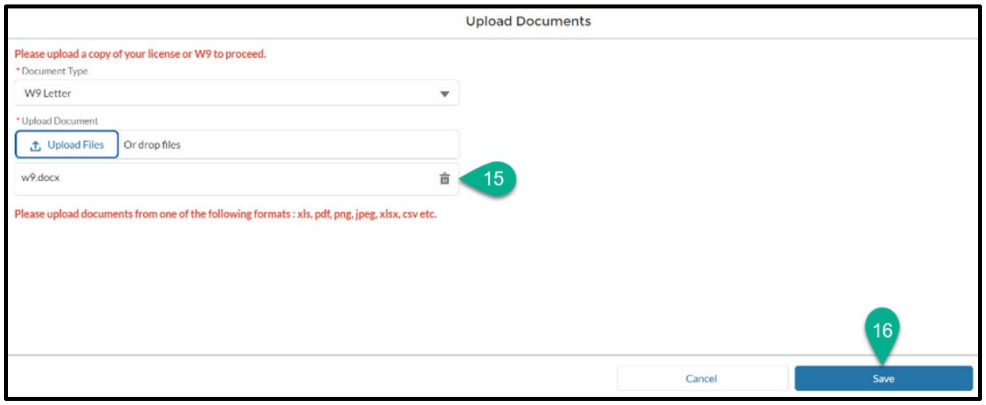


14. Wait for the file to finish uploading, then click "**Done**."



You will now see your file uploaded.

15. If you have chosen an improper file format, you will see a warning message. Use the trash can icon to delete the file and repeat steps #12-16.
16. When you are finished with this upload, click "**Save**" to proceed.



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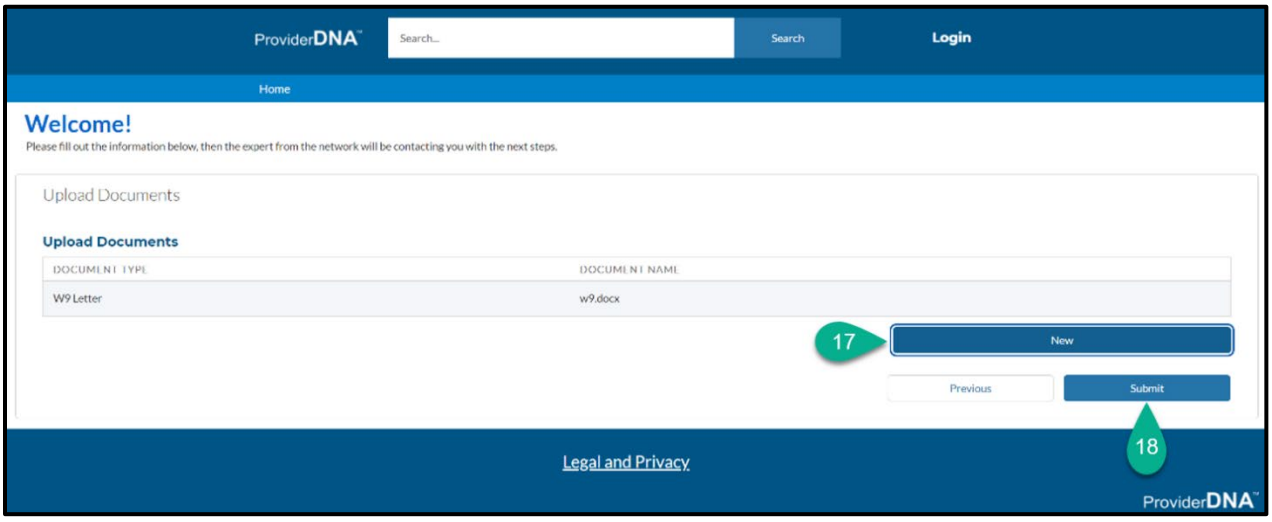
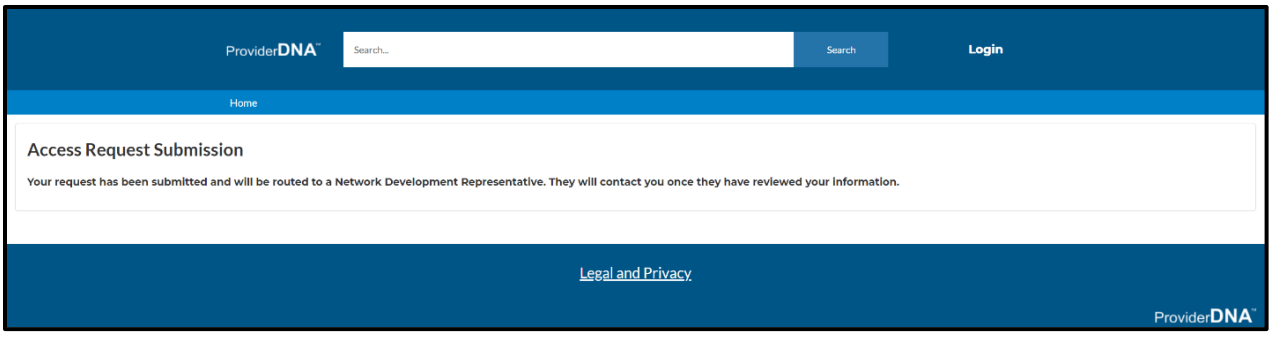
How to Create Your ProviderDNA Account *(continued)*

17. If you wish to upload any additional documents, click "**New**," then repeat steps #12-18.
18. When you are finished uploading documents, click "**Submit**" to submit your application.



Next, you will see a screen confirming your submission, but your registration is not complete yet. The support team will review your information and reach out by email once the review is complete.



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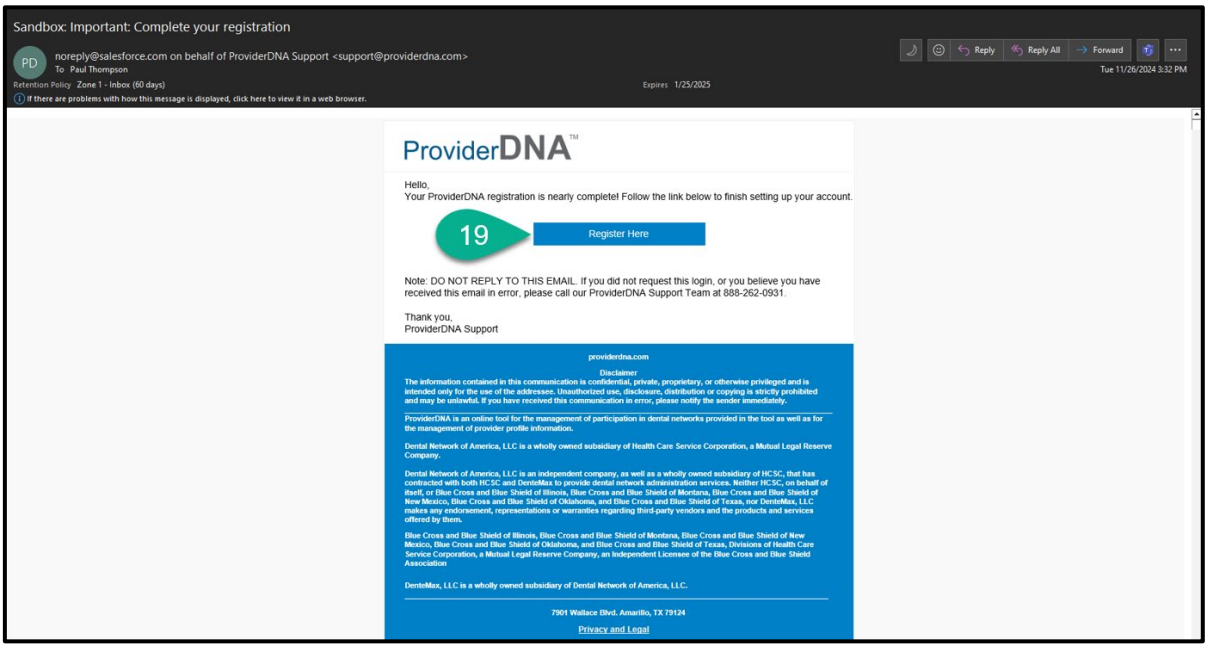
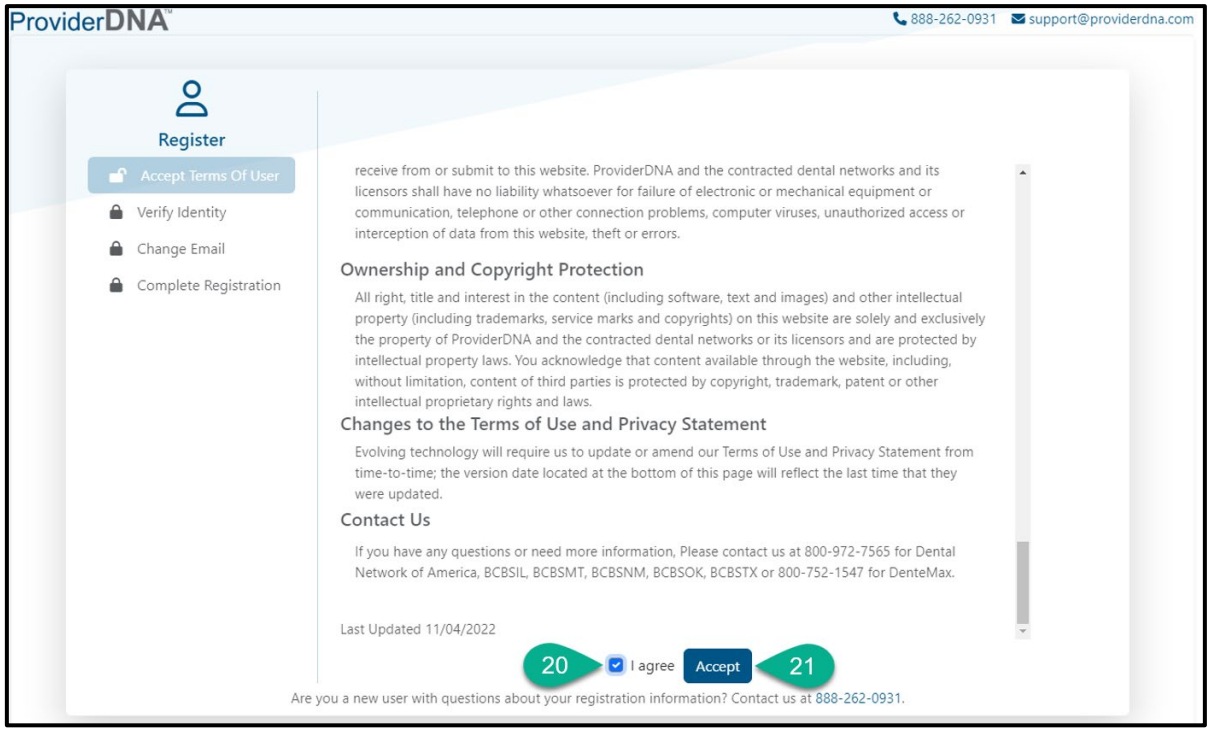
19. Once your application has been reviewed and approved, you will receive an email inviting you to finish setting up your account. Click the "**Register Here**" button to begin.



20. This will take you to the ProviderDNA registration portal. Read the Terms of Use to the end, and, if you agree, check the "**I agree**" box.

21. Click "**Accept**" to accept the terms and proceed.



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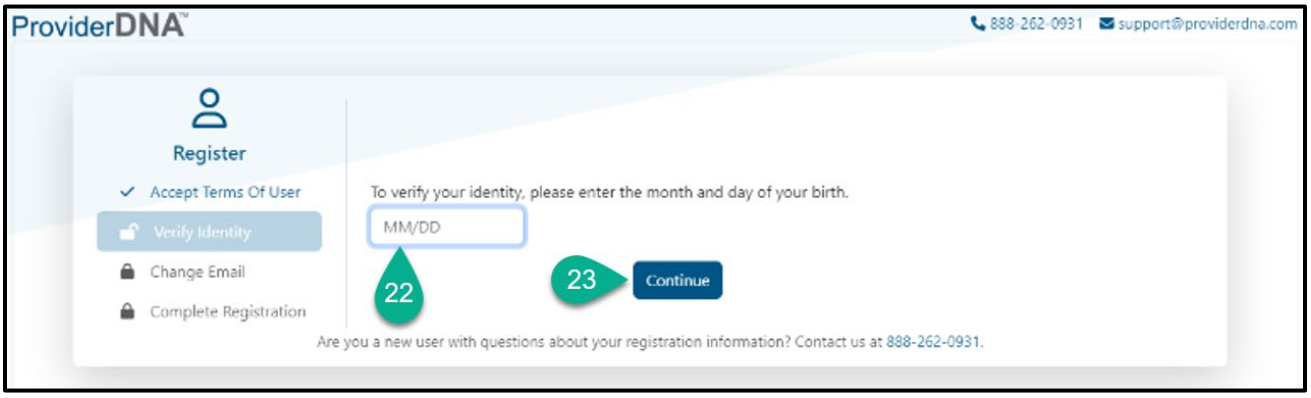
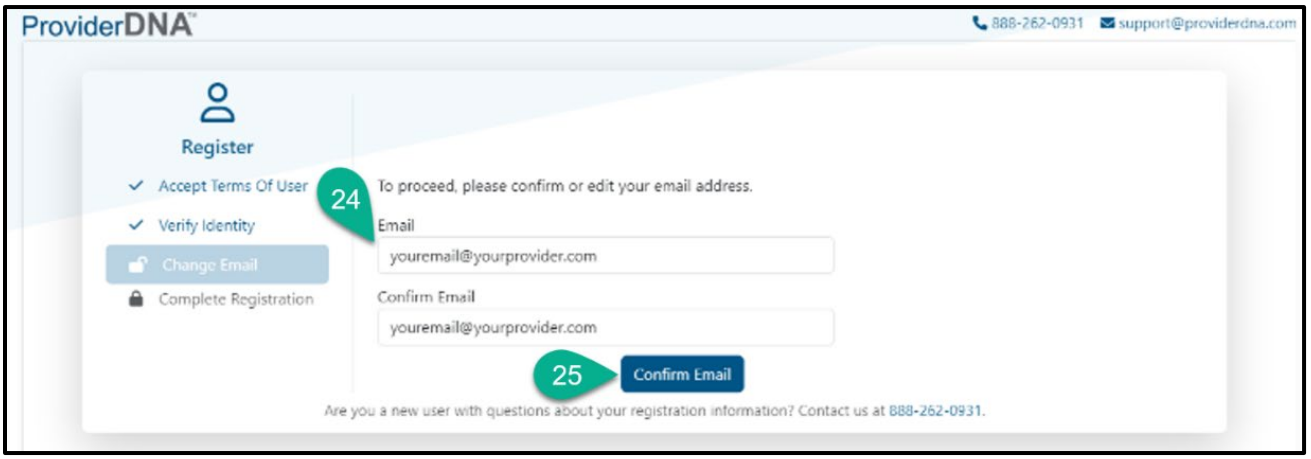
22. Verify your identity by entering your birthday. This must match the birthday you entered in step #6.
23. Click "**Continue**."



24. Next, confirm the email address you will use for this account. You can use the default email address, or change it at this stage.
25. Click "**Confirm Email**" to confirm your email selection and proceed.



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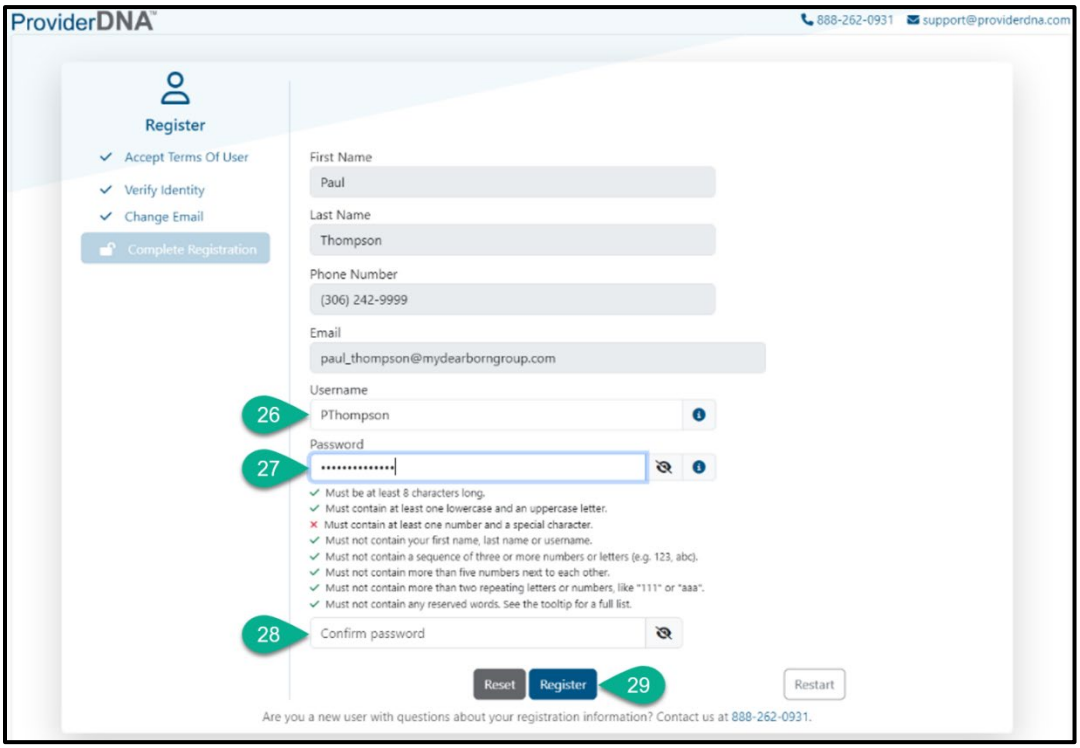
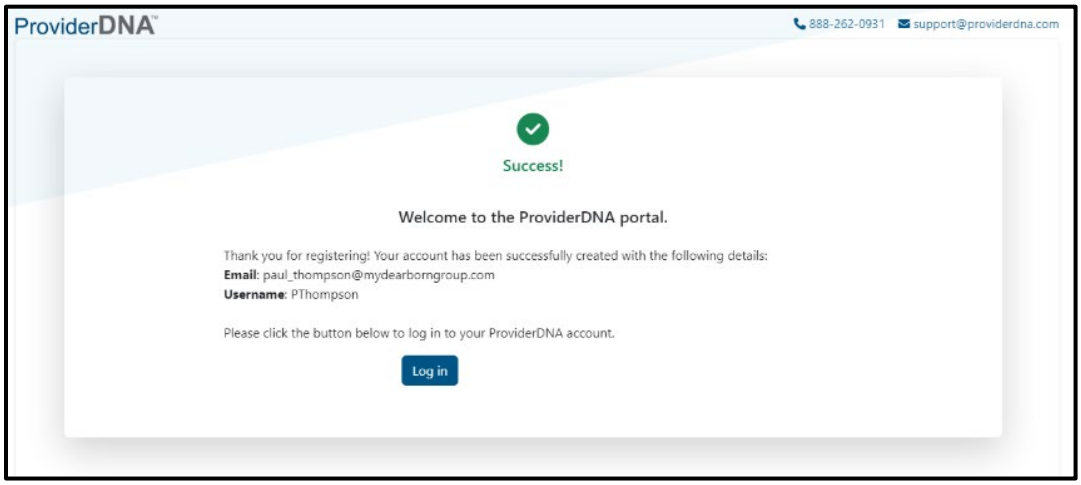
26. For the final step, you will need to choose a username. The username must be at least seven characters.
27. Next, set your password. Make sure your password checks all the requirements listed.
28. Confirm your password.
29. Once your username and password are set according to the requirements, click "**Register**" to complete the registration process.



You are now registered for the ProviderDNA Portal.



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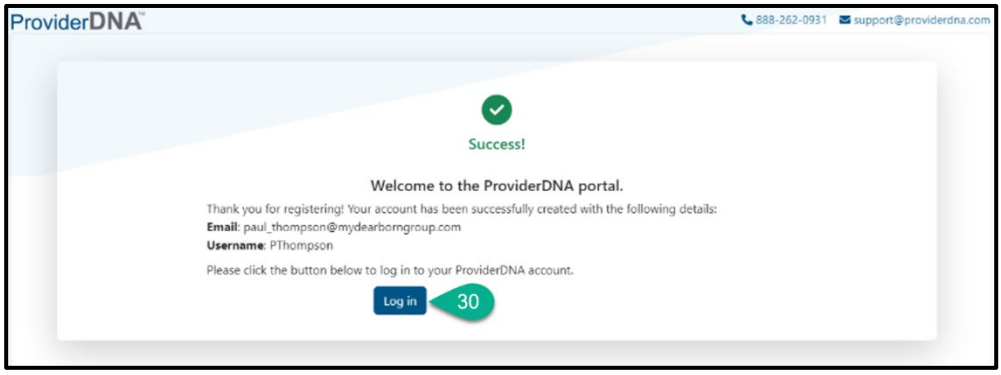
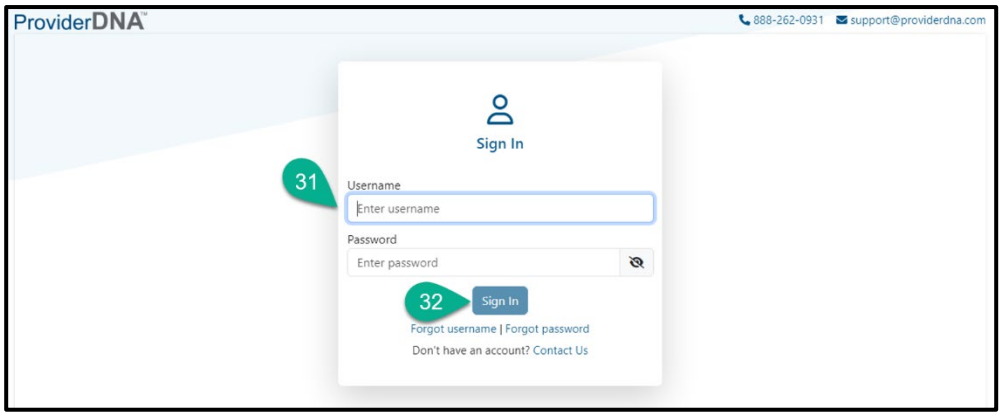
How to Log in for the First Time

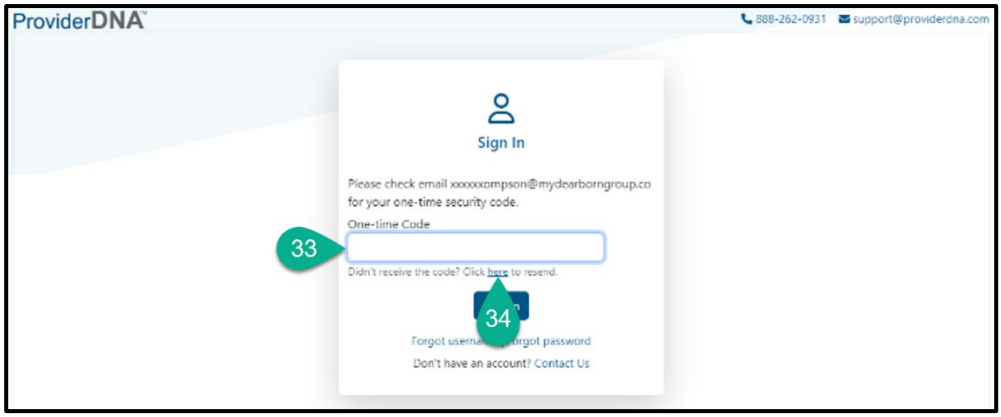
30. To log in for the first time, you can click "**Log In**" from the success screen. To log in the future, navigate to www.providerdna.com and click on the "**Log In**" button.



31. Enter the username and password you created in steps #27-28.
32. Click "**Sign In**."



33. Next, you're prompted to enter a one-time passcode that was sent to your email address.
34. If you do not see the one-time passcode in your email, ensure that you are checking the email you confirmed in step #25. You can resend the code by clicking the "**here**" link below the code field.



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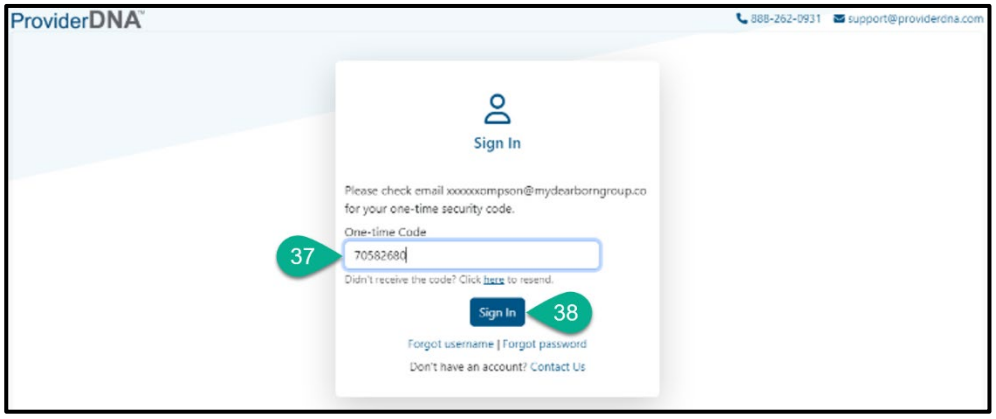
35. Check your email for the one-time code email. It will look like the email shown below.

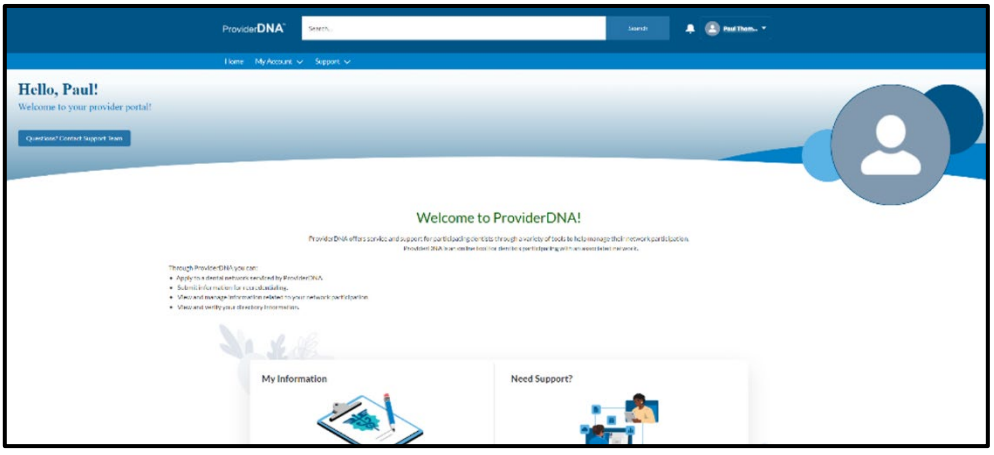
36. Make note of code from the email.

37. Return to the sign in screen and enter the code.

38. Click **"Sign In"** to complete the sign-in process.



You have now successfully signed into your Provider DNA account.



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