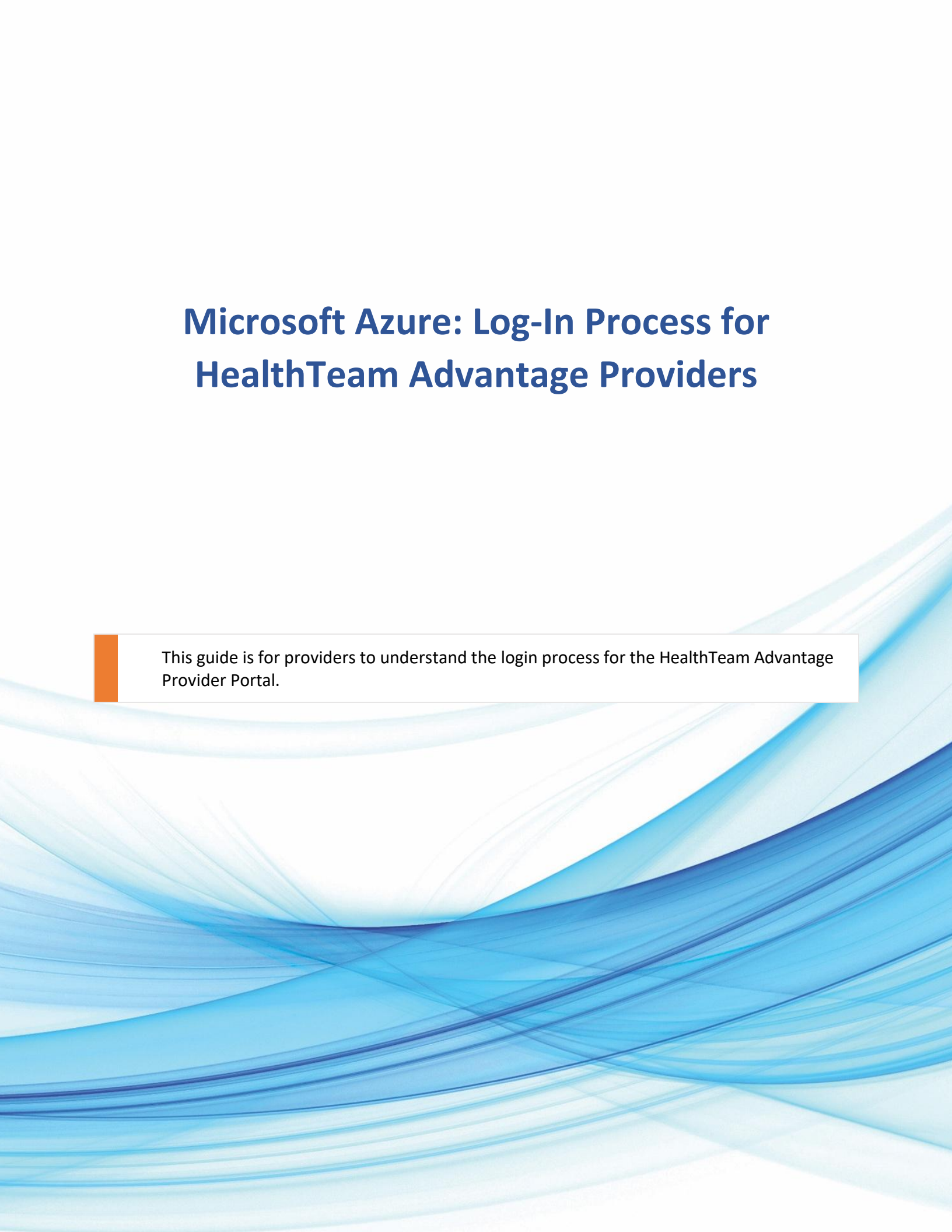


Microsoft Azure: Log-In Process for HealthTeam Advantage Providers



This guide is for providers to understand the login process for the HealthTeam Advantage Provider Portal.

Activating Your Provider Portal Account

Providers must first activate their Provider Portal account before they can access the Provider Portal.

1. You will receive two emails about the Provider Portal. The first email (example below) contains information about the Provider Portal login process.

Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.

From:

donotreply@nirvanahealth.com

Subject: HealthTeam Advantage

Provider Portal Access

Hi <Provider Name>,

This e-mail includes important information you will need to access HealthTeam Advantage Provider Portal.

You will be receiving a separate email from nirvanahca.microsoft.com with an invitation link, once you accept the invitation on that email you will be able to access your Provider Portal.

Please use <provider email> as the sign in email once you have accepted the invitation.

If you have any concerns or problems accessing your account, please contact provider support at 1-800- 680-9255.

Thank you!


HealthTeam Advantage

-
2. The next email will be an invitation from Microsoft on behalf of Nirvana HCA.

Note: Emails might go to the Spam or Junk folders based on the settings – It is suggested that providers check their spam and junk folders.


-
-
3. Click the '**Accept invitation**' button to activate your Provider Portal account.

NirvanaHCA invited you to access applications within their organization

**Microsoft Invitations on behalf of NirvanaHCA**

To: You

Fri 11/18/2022 7:42 AM

 Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Organization: NirvanaHCA
Domain: [nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com


If you accept this invitation, you'll be sent to <https://htaprd-provider.nirvanahealth.com>


[Accept invitation](#)


[Block future invitations](#) from this organization.

This invitation email is from NirvanaHCA ([nirvanaHCA.onmicrosoft.com]nirvanaHCA.onmicrosoft.com) and may include advertising content. NirvanaHCA has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the [Microsoft Privacy Statement](#).
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



 Reply

 Forward

-
-
-
4. You may now log into the Provider Portal.

Logging Into the Provider Portal

- The Provider Portal uses Microsoft to give providers a simple and secure way to log in.
- All providers will be able to log into their Provider Portal account using a One Time Password (OTP) that is sent to their registered email. A new OTP will be sent each time a provider logs in. They will need to enter that new OTP to access their Provider Portal account.
- If the provider's registered email is a Microsoft account (office365.com, outlook.com, live.com, or hotmail.com) or is connected to a Microsoft Azure account, they will also be able to log in using their email credentials.

Login Instructions

1. Your username will be your registered email you activated the Provider Portal with.
2. **If the registered email is not a Microsoft account or is not connected to a Microsoft Azure account**, a One Time Password (OTP) will be automatically sent to your registered email. A new OTP will be sent each time you log in. Follow the instructions to [log in with OTP](#) on pages 3-5.
3. **If the registered email is a Microsoft Account or is connected to a Microsoft Azure account**, you will have the option to log in using OTP or log in using your email password.
 - a. To log in using an OTP, click the "Send Code" button, and follow the instructions to [log in with OTP](#) on pages 3-5.
 - b. To log in using the email password instead, click "Use your password instead" and follow the instructions to [log in with password](#) on pages 6-7.



providersample@outlook.com

Sign in

We'll send a code providersample@outlook.com
to sign you in.

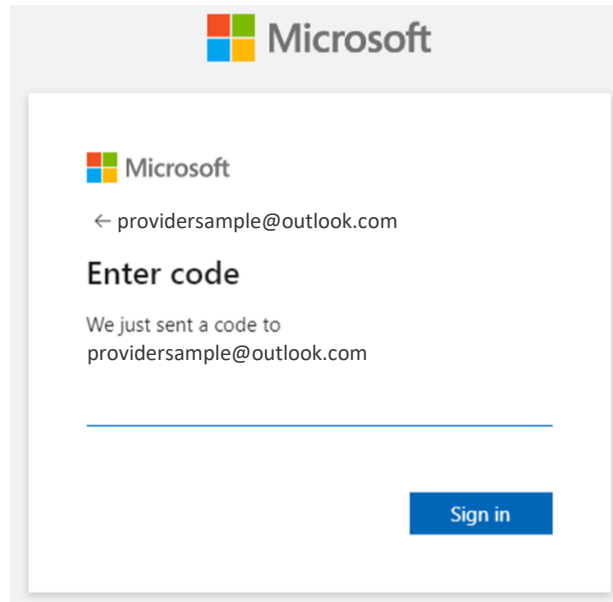
Click for Option B → [Use your password instead](#)

Click for Option A → [Send code](#)

Logging in with OTP

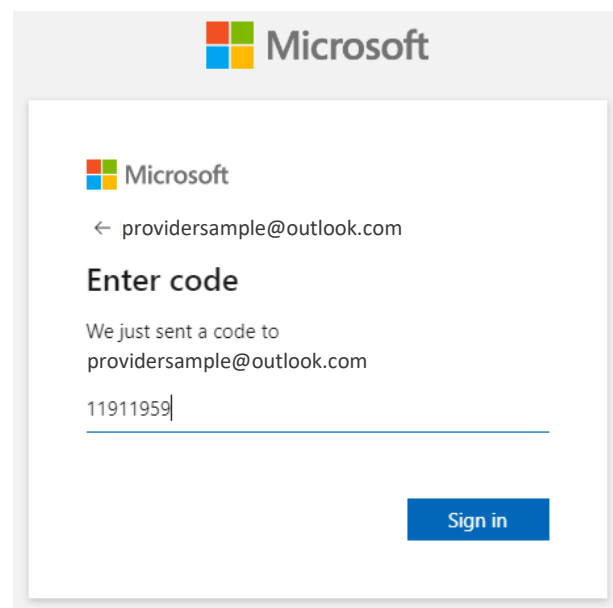
All providers will be able to log in using a One Time Password (OTP). A new OTP will be sent every time a provider logs in.

1. A new OTP will be sent to your email.



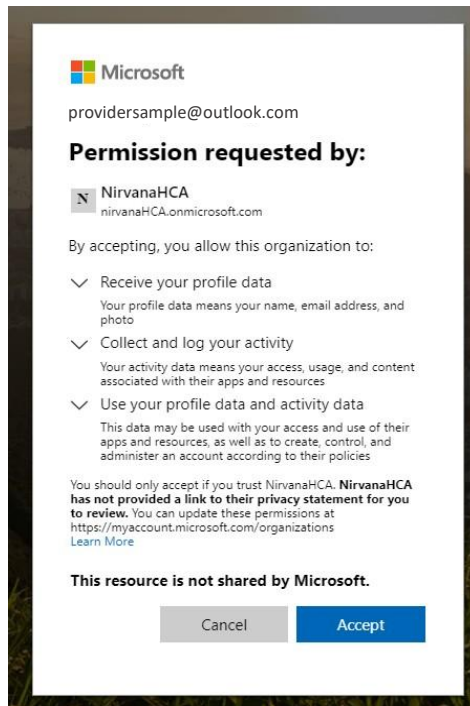
The image shows a Microsoft login interface. At the top, there is a Microsoft logo. Below it, the text "Microsoft" is displayed. Underneath, there is a back arrow and the email address "providersample@outlook.com". The main heading is "Enter code". Below this, it says "We just sent a code to providersample@outlook.com". There is a horizontal line for entering the code. At the bottom right, there is a blue "Sign in" button.

2. In a different window, open your email to get your OTP code.
3. Once you have received your OTP code, return to the login window, and enter the code that was sent to you.



The image shows the same Microsoft login interface as before, but with the OTP code "11911959" entered into the horizontal line. The "Sign in" button remains at the bottom right.

4. Click the “Sign in” button.
5. If it is your first-time logging in, a Permissions screen will pop up.



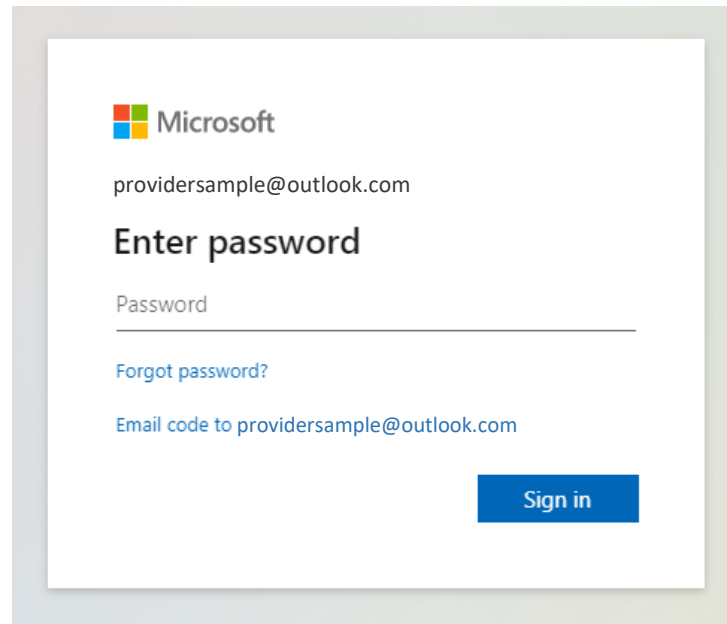
6. Click the “Accept” button to access the Provider Portal.
7. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.
8. To log in again, you will have to complete the login process again.

Logging in with Email Password

If your registered email is a Microsoft (office365.com, outlook.com, live.com or hotmail.com) email and/or is connected to a Microsoft Azure account, you can choose to log in using your email password.

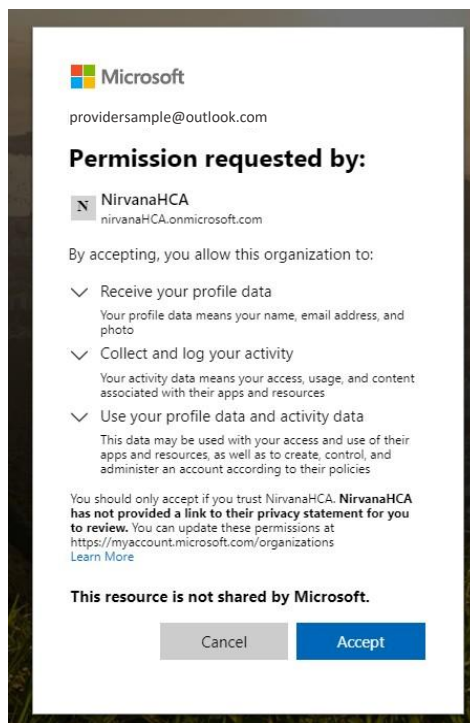
1. After clicking “Use your password instead”, you will be able to enter your password. This should be the same password you use to log into your registered email account.

2. Enter your registered email account's password.



The image shows a Microsoft login interface. At the top is the Microsoft logo. Below it, the email address 'providersample@outlook.com' is displayed. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field are two links: 'Forgot password?' and 'Email code to providersample@outlook.com'. At the bottom right is a blue 'Sign in' button.

3. Click the "Sign in" button.
4. If it is your first-time logging in, a Permissions screen will pop up.



The image shows a Microsoft permission screen. At the top is the Microsoft logo. Below it, the email address 'providersample@outlook.com' is displayed. The main heading is 'Permission requested by:'. Below this is the NirvanaHCA logo and the text 'nirvanaHCA.onmicrosoft.com'. The text 'By accepting, you allow this organization to:' is followed by three expandable sections: 'Receive your profile data' (Your profile data means your name, email address, and photo), 'Collect and log your activity' (Your activity data means your access, usage, and content associated with their apps and resources), and 'Use your profile data and activity data' (This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies). Below these sections is a warning: 'You should only accept if you trust NirvanaHCA. NirvanaHCA has not provided a link to their privacy statement for you to review. You can update these permissions at https://myaccount.microsoft.com/organizations'. A 'Learn More' link is provided. At the bottom, it states 'This resource is not shared by Microsoft.' and has 'Cancel' and 'Accept' buttons.

5. Click the “Accept” button to access the Provider Portal.
6. You have successfully logged in and will be taken to the Provider Portal homepage. You will remain logged in for 7 days, or until you sign out.
7. To log in again, you will have to complete the login process again and select whether you want to log in with OTP or with your password instead.