Onpoint Member-Level Detail Portal
Quick-Start Guide: First-Time Log In

1. When the Onpoint Member-Level Detail Portal opens, you will receive a secure message to your authorized email address with the first-time login URL and a temporary, system-generated password to access the portal.

   ![Secure Message]

   Instructions: Please use the password below and your email address to log in to the Onpoint Member-Level Detail Portal at the following URL: [https://iha-prp.onpointhealthdata.org/](https://iha-prp.onpointhealthdata.org/)

   Temporary password: `Mar129M2q5`

   Note: This temporary password is only valid for the next 48 hours. If your password expires, or if you have any questions, please contact the Portal Administrator (iha-support@onpointhealthdata.org | 207-623-2555).

2. Visit the login URL ([https://iha-prp.onpointhealthdata.org/](https://iha-prp.onpointhealthdata.org/)) and enter your authorized email address and the temporary, system-generated password.

   ![Login Page]

3. If your email address and password combination is validated by the portal, you will next be required to select an option for receiving an authentication code via the portal’s integrated multi-factor authentication mechanism. You can request the code via an SMS (text) message, an automated phone call to your authorized phone number, or the smart phone application (available to download on the login screen).
Upon selecting your preferred method, enter the authentication code into the Multi-Factor Authentication screen and click the “Submit” button.

4. Once you have submitted the authentication code, and the code has been validated by the portal, you will be required to reset the temporary, system-generated password to one of your own choosing.

Note: Passwords must be at least eight characters and contain at least three of the following categories: (1) upper case alpha characters, (2) lower case alpha characters, (3) numeric values, and/or (4) special characters. Remember to store your newly created password for future logins.
5. After resetting your password, you will be redirected back to the main login page where you must re-enter your email address and newly created password.

6. If your email address and new password combination is validated by the portal, you will again be required to pass the multi-factor authentication requirement.
7. Upon successful multi-factor authentication, you must finally accept the portal’s Access Agreement by clicking the “I Agree” button located at the bottom of the page before being granted access to the portal on behalf of your credentialed organization(s).


**Tips**

*Having trouble logging in? Try these quick tips.*

- Check your email’s spam/junk/clutter folders if you did not receive a secure message.
- Remember to use the URL and temporary password provided in the secure email for your initial login attempt.
- Is the portal unable to recognize your temporary password?
  - If it’s been more than 48 hours since you received it, contact our support team.
  - If it hasn’t yet been 48 hours since you received it, try clearing your browser’s cookies or accessing the portal via your browser’s incognito window.
- When in doubt, use the SMS or direct phone call option when attempting multi-factor authentication.

**Support**

*Still need some help? Contact our support team.*

- **Telephone:** 207-623-2555
- **Email:** iha-support@onpointhealthdata.org