

STEP 1

To self-register the initial **super user** for a practice, you will need the provider's **first and last name, NPI and license number**, as well as the **tax ID** for the practice.

You may have received a letter or fax with the registration information for your practice. Please refer to that letter when registering.

Go to <https://provider.dentaquest.com> and click on the **Register** button under "Provider Register" Complete the registration fields as shown below in red:

First Name / Last Name: *This should be the name of the Super User for this Tax ID*

Tax ID: **012345678**

State: **NY**

Email Address: *Must be a valid email address that you have access to in order to validate and complete your registration. Note that this will be your username and must be unique for each TIN that you register with.*

Provider Name: **John Smith** *Note that it is very important that this field be entered exactly as shown here. This field is case sensitive. Extra spaces will result in an error*

Provider License: **12345**

Provider NPI: **1234567890**

STEP 2

Go to the provider portal at <https://provider.dentaquest.com> and click the **REGISTER** button. You will see a **User Registration** screen with fields as shown. Refer to the letter or fax, and enter the information required.

Notes:

- Always use a **business email address**, not a personal email, when registering on the portal

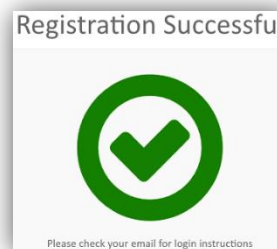
When complete, click **REGISTER**.

The screenshot shows a 'User Registration' form with the following fields: First Name, Last Name, Tax ID, State, Email Address, Provider Name, Provider License, Provider NPI, and a blue 'REGISTER' button at the bottom.

STEP 3

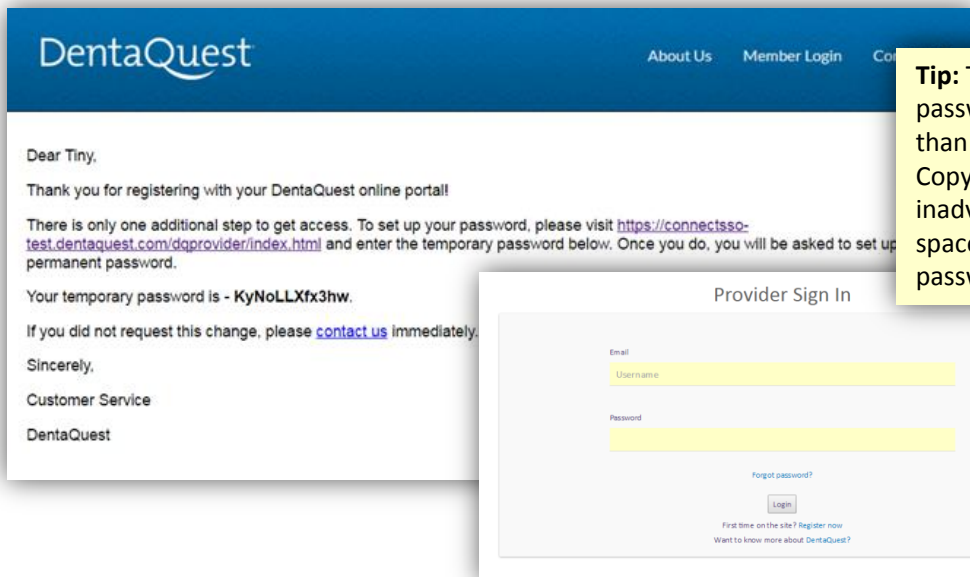
If your registration is successful, a confirmation message will be displayed. If your registration is not successful, try the following:

- **Adjust the Provider Name:** The provider name must be an exact match. Check for any typos
- **IDs must match exactly:** The License, NPI and Tax ID entries must match what is on file. Enter the information exactly as is, **without hyphens or spaces**. If your License # is DN12345, enter 'DN12345' not '12345'



STEP 4

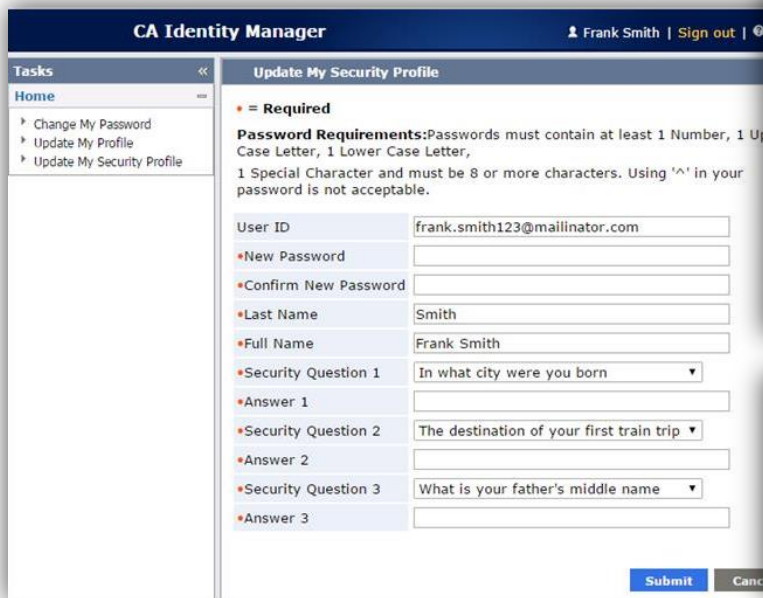
You will receive an email with directions for logging into the portal. Click the link, and log in using the email address that you used to register, plus the temporary password from the email. If you cannot find the email in your Inbox, try looking in your spam folder.



Tip: Type the temporary password in directly rather than copying and pasting. Copying the password may inadvertently add extra spaces, causing the password to be rejected.

STEP 5

You will go to a password reset page. Follow the directions to reset your password, then enter three security questions and answers. When done, click **SUBMIT**.



Tip: Your password must be a minimum of 8 characters, and must contain at least 1 each of the following:

- Number
- Upper case letter
- Lower case letter
- Special character (!@#%&*)

Do not include '^' as special character, and do not start your password with '!'.

Tip: For the security questions, use unique questions and answers for each one. You may want to write down your password and security questions and answers, and file the information in a safe place.

STEP 6

If you complete the password reset step successfully, you will be redirected to the Emblem Provider Portal homepage. From here, you can begin adding your colleagues to the account, as well as other information as needed.

You will only need to go through the registration process once.

The screenshot shows the DentaQuest Emblem Provider Portal homepage. The top navigation bar includes the DentaQuest logo, Home, My Account, an email icon, a notification bell with a red '5', and Logout. A left sidebar menu lists: Provider Administration, Dental Information, Patient Management, Claims/Pre-Authorizations, Explanation of Benefits, Document List, Find a Dentist, Event Calendar, Health News, and FAQ. The main content area features a 'Welcome, EmblemP' heading, three large action buttons: 'Dental Information' (with an orange 'i' icon), 'Manage Users' (with a purple group icon), and 'Claims/Pre-Authorizations' (with a green document icon). Below these is a 'Message Center' section with a 'Go to Message Center' link. A table with columns 'Priority', 'Message', and 'Received' shows a message: 'You currently have no messages to view.'

Still having trouble? For faster assistance, please email NYProviderEngagement@dentaquest.com. Please be sure to include your name, phone number, Tax ID and the nature of your inquiry, such as question, technical problem, etc.