

Medical Services Claims Update

Troubleshooting Customer Portal Login Issues

Several factors can cause issues when logging into the Customer Portal, such as incorrect credentials, forgotten passwords, or multi-factor authentication (MFA) errors. If you're having trouble logging in, follow these steps:

User Credentials

When logging into the Customer Portal, you'll need two credentials:

- Username
- Password

Ensure both are entered correctly. If you experience problems, consider the following:

Username

Did you enter the email address used when you set up your Customer Portal account?

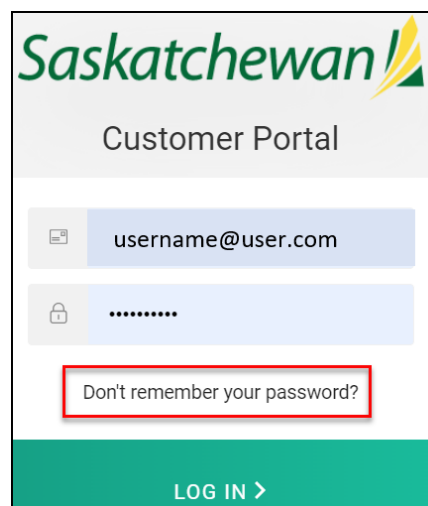
- **Yes:** Contact the Business Support Desk (BSD) at 1-800-605-2965 to log a ticket.
- **No:** Re-enter the correct email address used during the initial setup.
- **Unsure:** Contact BSD at 1-800-605-2965 to log a ticket for user verification.
- **Note:** Your Customer Portal and Physician Registry & Support (PRSS) email addresses can differ. If you'd like to use the same email for both, inform PRSS when updating your information.

Password

Have you forgotten or entered an incorrect password?

You can reset your password using the self-service option:

- Click "Don't remember my password?" on the login screen.
- Follow the prompts to receive a password reset link via email.



The screenshot shows the Saskatchewan Customer Portal login interface. At the top is the Saskatchewan logo. Below it is the text "Customer Portal". There are two input fields: the first is for the username, containing "username@user.com", and the second is for the password, containing ".....". Below the password field is a link that says "Don't remember your password?". At the bottom is a green button with the text "LOG IN >".

Multifactor Authentication Errors

MFA is required to verify your identity after entering your username and password. It is typically triggered only when logging in from a new device (e.g., a different laptop/desktop).

When MFA is triggered, a One-Time Passcode (OTP) is sent to the app or mobile phone number chosen during setup:

- Authentication app, or
- SMS (text message)

If you don't receive the OTP, try the following:

- **Have you uninstalled the authenticator app?**
 - Reinstall the app on your mobile device and request another OTP. Follow the screen prompts to continue logging in.
- **Have you changed your mobile device?**
 - Contact BSD at 1-800-605-2965 to request an MFA reset.
- **Are you using someone else's credentials?**
 - The OTP was sent to their mobile device. Try obtaining the OTP from them and complete the login process.
 - If they are unavailable, contact BSD at 1-800-605-2965 to request an MFA reset.

Black Screen or Freezing

If you encounter a black screen or the portal freezes, try the following steps:

1. Restart your computer and try logging in again.
2. If the problem persists, wait a few minutes, then refresh your browser.
3. If you're still unable to log in, check with your IT support to see if the issue is on your end.
4. If it's not an internal issue, contact BSD at 1-800-605-2965 to log a ticket.