Troubleshooting the Provider Web Portal

Here are some troubleshooting tips to help you connect to the Provider Web Portal at https://www.or-medicaid.gov.

Error 404 “Page not found…”

- Completely close your browser, open it again, and log in to the Provider Web Portal for a new session.
- If this does not work, consult your technical support to clear out your browser history, cache files and temporary files.

You may get this error if you are using a browser that the Provider Web Portal doesn’t support, and need to install a supported browser (Microsoft Internet Explorer 6, 7 Service Pack 2, 8, 9 or 10; Mozilla Firefox 2.0).

Time-outs – “Your session has expired….”

Your Provider Web Portal session will expire after 20 minutes of inactivity.

- Activity is clicking any of the blue buttons such as search, clear, add, submit, save.
- Data entry (i.e., filling out claim or search fields) does not count as activity.

If you have more than one browser window open during your session, and one of them experiences 20 minutes of inactivity, all windows will time-out, even if you are currently active in another window.

Clicking on a tab in the Provider Web Portal – “You are not authorized…”

Close your browser, open it again, and log in to the Provider Web Portal for a new session.

Passwords

Provider Web Portal passwords must be at least 8 characters, with one uppercase letter, one lowercase letter, and one number or special character.

If you enter the wrong password three times, you will be locked out.

To avoid lock-outs, do the following when you enter the wrong password:

- Try just one more time to enter the correct password.
- If the second try does not work, do not try again. Instead, click reset password, then:
  - Enter your username and click security questions.
  - Type the answer to your security question and click on reset password. Security questions are case-sensitive.
  - Enter and confirm your new password, then click submit.

Need help?

- For lock-outs, call Provider Services during regular business hours at 1-800-336-6016 to have your password reset.
- For other questions, email Provider Services at Team.Provider-Access@state.or.us.