



Hello ##FIRSTNAME##

This email is to provide you your Username for your Commonwealth business partner account to access the **DHS CARES Act Funding Tracking Tool**.

Your Business Partner username is: ##Username##

This is the name you enter into the "Username" box to sign into Commonwealth systems and is set up for use with the **DHS CARES Act Funding Tracking Tool**.

Since this is your first time using this account, click here to [Set Up Your User Account](#). This is a one-time activity.

1. Enter your Username and Password (sent in a separate email from [donotreply@pa.gov](mailto:donotreply@pa.gov) )
2. Once you are logged in, review the Management Directive.
3. Select "I have read, fully understand, and agree to the Management Directive" radio button.
4. Enter your Full Name in the Full Name Box to E-Sign.
5. Click [Next].
6. On the next page, validate your account information.
7. Please set a new password in the **Password** field per the requirements and **Confirm Password**.
8. Provide your response to the **Security Questions**.
9. Click [Submit].
10. A **Task Completed** message displays. This completes the initial login process for setting up your account.
11. Navigate to the [DHS CARES Act Funding Tracking Tool](#) to login now that your account is set-up.
12. Please refer to the **DHS CARES Act Funding Tracking Tool User Guide** sent by your Program Office for additional steps and support for completing the reporting form for the first time.

**Troubleshooting access issues:**

Issue	Contact
<b>Need to change/update/ remove a user for a Facility:</b>	Please contact your Program Office <b>OCDEL</b> via email at <a href="mailto:RA-ocdchildcarecert@pa.gov">RA-ocdchildcarecert@pa.gov</a>
<b>Issue with Username or Password for a new account:</b>	Please contact the PW, Unified Security inbox at <a href="mailto:ra-unifiedsecurity@pa.gov">ra-unifiedsecurity@pa.gov</a> .
<b>Forgot Username or Password for existing account:</b>	Please navigate to the <a href="#">DHS CARES Act Funding Tracking Tool</a> and follow the links under the <b>Self-service for Business Partner</b> section- <i>Forgot User ID</i> or <i>Forgot Password</i> based on the issue.
<b>Need support with Risk-based Authentication (RBA):</b>	Please contact the RBA Help desk at <a href="mailto:RA-PWDHSMFAHELPDESK@pa.gov">RA-PWDHSMFAHELPDESK@pa.gov</a> .
<b>Unable to Reset Password for Existing Account due to Forgotten Security Questions:</b>	Please contact Account Administration (800-281-5340) for assistance.

Thank you.



Hello **##FIRSTNAME##**

This e-mail is to confirm the password for your Commonwealth business partner account to access the **DHS CARES Act Funding Tracking Tool**.

Your temporary password is **##PASSWORD##**.

Please use this temporary password to sign in. When you sign in, you will be required to create a personal password for future use.

**Troubleshooting access issues:**

Issue	Contact
<b>Issue with Username or Password for a new account:</b>	Please contact the PW, Unified Security inbox at <a href="mailto:ra-unifiedsecurity@pa.gov">ra-unifiedsecurity@pa.gov</a> .
<b>Need support with Risk-based Authentication (RBA):</b>	Please contact the RBA Help desk at <a href="mailto:RA-PWDHSMFAHELPDESK@pa.gov">RA-PWDHSMFAHELPDESK@pa.gov</a> .
<b>Unable to Reset Password for Existing Account due to Forgotten Security Questions:</b>	Please contact Account Administration (800-281-5340) for assistance.

Thank you.