

## Care Provider Portal – Reset PIN for Soft Token / Credential I.D.

If you find that your PIN does not work when trying to access the Care Provider Portal (shown below), you can reset this yourself using the **Reset PIN** button in the iSupplier Portal.

any law	Care Services Portal	Logout
	Symantec VIP Authentication	
	PIN	
	Token Code Login	

To do this, first login to the Oracle Self Service with your registered username and password.

BT Lancashire Services	
Oracle Self Service	*User Name *Password Login Cancel Forgot or Request Username or Password, Click Here Accessibility None
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Now select the LCC iSupplier Portal from the Oracle Self Service Home Page.

BT Lancashire Services	E-Business Suite	🚱 Favorites 🕆	1	.ogout Prefi	erences	Help
Enterprise Search All		G	o	Search Re	sults Disp	lay Preferen
		Logge	d In As <b>BE</b>	N.PETTIT@L	ANCASH	IRE.GOV.UK
Oracle Applications Home	e Page	575 D				
Hain Menu	Personalize	Worklist Note: For all your notifications, including the click on the Full List button then choose All drop-down list	ie Saved Notifica	For Later tions from	transac the Vie	tions, ew ull List
		From	Туре	Subject	Sent	Due
		There are no notifications in this view.				
		✓TIP <u>Vacation Rules</u> - Redirect or auto-respond to n ✓TIP <u>Worklist Access</u> - Specify which users can view	otifications / and act u	s. Ipon your no	tifications	s.

Now select the	Admin tab	from the LCC	iSupplier H	ome Page.
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County iSu Council	ıpplier Portal			
		🏦 Navigator 🔻	🚱 Favorites 🔻	Home Logout Preferences Help
e Orders Shipments	Finance Admin			
Search PO Number		Go		
Notifications				Orders
			Full List	Purchase Orders
Subject		Date		Purchase History
No results found.				Shipments
				Delivery Schedules
£				Overdue Receipts
Orders At A Glance				Receipts
			Full List	<u>Receipts</u>
PO Number	Description	Order Date		On-Time Performance
No results found.				Invoices
				<u>Invoices</u>
				Payments
				<u>Payments</u>

Now select the **Contact Directory** link from the Admin screen.

Lancashire County Council	iSupplier Po	rtal						
Home Orders Ship Profile Management	ments Finance	Admin	🏦 Navi <u>c</u>	jator 🔻 👒 Favorit	ies 🔻 Ho	ome Logou	ut Preferer	nces
Cananal	General							
Company Profile Organization Address Book Contact Directory Business Classifications Banking Details	Orga Su VAT Regist Attachments Search Note that the search Title	nization Name pplier Number Alias DUNS Number ration Number is case insensitive	Go	Country	Taxpayer ID of Tax Registration			
	Title	Type Description	Category	Last Updated By	Last Updated	Usage	Update	Delet
	No results found.	e Orders Shipments	Finance Admir	Home Logout Pr	references	right (c) 2008	Oracla All-ri	obte room

Now select the relevant user account you wish to reset by clicking the Pencil Icon.

Lancashire County Council	iSupplie	r Portal							
				🏦 Navigator 🔝	G Favorites	~	Hor	ne Logou	t Preferences
Home Orders Ship	ments Finan	ce Admin							
Profile Management									
General	Contact Dire	ctory : Active	Contacts						
Company Profile	Create						I Previ	ous 15 16	-30 🔽 <u>Next 15</u> 📎
<ul> <li>Organization</li> <li>Address Book</li> </ul>	First Name	Last Name	Phone Number	Email		Status	User Account	Remove	Addresses Update
<ul> <li>Contact</li> <li>Directory</li> </ul>	BEN	PETTIT		Ben.Pettit@lancashire.gov.uk		Current	*	Î	
o Business	Create						I Previ	ous 15 16	-30 🔽 <u>Next 15</u> 📎
Banking Details	+ Contact	Directory : In	nactive (	ontacts					
		Home Ord	ers Ship	ments Finance Admin Home	Logout Prefe	rences			

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Now select the **Reset PIN** button located in the top right of the Contact Details screen.

Lancashir Council	e iSupplier Portal n Navigator 🔻 🎯 Favorites 💌	Home Logout Preferences
Admin: Profile Manag	ement: Contact Directory >	
Update Contact		
* Indicates required t	ield [	Cance! Save Reset PIN
		Û
Contact Title	* Phone Area Code	
* First Name	BEN * Phone Number	Please include country dialling code.
Middle Name	Phone Extension	
* Last Name	PETTIT Alternate Phone Area Code	
Alternate Name	Alternate Phone Number	
JOD THE	Department	
	Care Portal Users Only * Contact Email	Ben.Pettit@lancashire.gov.uk
Credential ID 1		This email address will become your user account name. Please do not use generic email addresses.
Credential ID 2	If you have more than one credential ID for different devices please enter each credential ID into	
liser Type	either Credential ID 1 or Credential ID 2.	
User Type	Type "Finance" if you will be processing actuals on the care portal.	
	Type "Care" if you will be viewing service user documents on the care portal.	
	Type "Both" if you require the Finance and Care options,	
	[	Cancel Save Reset PIN
	Home Logout Preferences	
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Your new PIN will be emailed to you shortly via the Secure Webmail service.