

How To Activate Your Health Partner Order Portal (HPoP) Account

This guidance document outlines how to:

1. [Activate your HPoP account](#)
2. [Sign in to your HPoP account](#)
3. [Verify/Update your facility's address](#)

How to activate your HPoP account:

After the Central Partner (NC DHHS) creates an account for you that allows you to access Health Partner Order Portal (HPoP), you will receive a registration email with instructions for setting your password and activating your account, which requires a multi-factor authentication (MFA) code. You only need to activate your account once.

After you receive your HPOP Welcome Email, you will activate your account by setting a password and receiving the MFA code either in an [email](#) or through an [authentication app](#) on your mobile device. After activating your account, you will be able to [sign in](#).

To activate your account with Email Verification:

1. Locate the Welcome email message sent to you from Oracle (no-reply@mailers.us-langley-1.identity.idcs.oci.oraclegovcloud.com)
2. In the email message, select **Activate Your Account**.
3. In the **Reset Your Password** dialog box, enter the password you want to use for your account, confirm it, and select **Reset Password**.
 - a. Your password must be between 8 and 25 characters and must include:
 - i. 1 uppercase letter
 - ii. 1 lowercase letter
 - iii. 1 number
 - iv. 1 special character
 - b. Your password cannot
 - i. Contain the first name of the user
 - ii. Contain the last name of the user
 - iii. Contain the username
 - iv. Repeat the last four passwords
 - c. *Note: your password expires after 120 days*
4. In the **Congratulations** dialog box, select **Continue to Sign In**.
5. In the **Login** dialog box, enter your username and password, and select **Sign In**.
6. In the **Enable Secure Verification** dialog box, select **Enable Secure Verification**.
7. In the **Select Your Default Secure Verification Method** dialog box, select **Email**.
8. An email is sent to you with a one-time verification passcode.
9. Locate the message from Oracle in your email and open it. It contains your six-digit MFA code.
 - a. *Note: For security, the MFA code expires in 10 minutes*

10. In the refreshed **Select Your Default Secure Verification Method** dialog box, in the **Code** field, enter the six-digit MFA code you see in your email, and then select **Verify Email Address**.
11. In the **Successfully Enrolled** dialog box, select **Done**.
12. [Sign in to Health Partner Order Portal \(HPoP\)](#).

To activate your account with mobile app QR code verification:

1. Locate the Welcome email message sent to you from Oracle (no-reply@mailers.us-langley-1.identity.idcs.oci.oraclegovcloud.com)
2. In the email message, select **Activate Your Account**.
3. In the **Reset Your Password** dialog box, enter the password you want to use for your account, confirm it, and select **Reset Password**.
 - a. Your password must be between 8 and 25 characters and must include:
 - i. 1 uppercase letter
 - ii. 1 lowercase letter
 - iii. 1 number
 - iv. 1 special character
 - b. Your password cannot
 - i. Contain the first name of the user
 - ii. Contain the last name of the user
 - iii. Contain the username
 - iv. Repeat the last four passwords
 - c. *Note: your password expires after 120 days*
4. In the **Congratulations** dialog box, select **Continue to Sign In**.
5. In the **Login** dialog box, enter your username and password, and select **Sign In**.
6. In the **Enable Secure Verification** dialog box, select **Enable Secure Verification**.
7. In the **Select Your Default Secure Verification Method** dialog box, select **Mobile App**.
8. On your mobile device, open Oracle Mobile Authenticator, Google Authenticator, or
9. Microsoft Authenticator.
 - a. *If you need to download the application, open the store used to download applications on your phone or tablet. Search for the application and download it. For example, open the App Store for an iPhone or Google Play Store for an Android phone. After you download the application, keep it on your device to access an MFA code each time you sign in.*
10. In Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator, tap **Scan a QR Code**. When prompted, allow access to your camera.
11. Hold your device up to the QR code on your screen in the **Download and Configure the Mobile App** dialog box so the camera can focus and automatically scan the code. (You do not take a picture.) You should see the QR code come up on your camera screen as it focuses.
12. After the authentication app scans the QR code, in the **Successfully Enrolled** dialog box, select **Done**. In Oracle Mobile Authenticator, Google Authenticator, or Microsoft Authenticator you see an identifier, your username, and a six-digit code.
13. [Sign in to Health Partner Order Portal \(HPoP\)](#).

How to sign in to Health Partner Order Portal (HPoP):

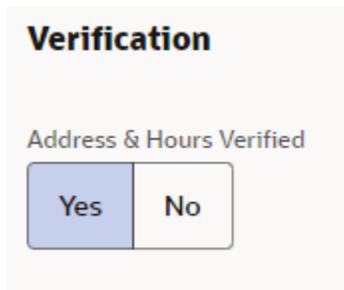
1. After activating your account, open HPoP in a browser to access the Sign In page at <https://hpop.hhs.gov>. Bookmark this page for future access.
 - a. *Note: HPoP supports Google Chrome, Firefox, Microsoft Edge, and Apple Safari. An error appears if you use Internet Explorer.*
2. On the **Sign In** page, enter your username or email address and password, and select **Sign In**.
 - a. If you use **email** to get your MFA code, do the following:
 - i. Locate the email sent to you from Oracle with your six-digit MFA code. The code expires in 15 minutes.
 - ii. On the **Email Verification** page, enter the six-digit MFA code in the **Passcode** field, and select **Verify**.
 - b. If you use your mobile device to get your MFA code, do the following:
 - i. Open the authentication app to see the six-digit MFA code.
 - ii. On the **Mobile App Verification** page, enter the six-digit MFA code in the **Passcode** field, and select **Verify**.

How to verify or update your facility's address in HPoP:

1. Sign in to HPoP at <https://hpop.hhs.gov>
2. Navigate to **Site Information**
3. Go to the **Addresses** tab
4. Click **Edit** beside the address listed



5. Review the address, Receiving Email and Phone, and Business Hours to ensure they are listed correctly. Make any necessary changes.
 - a. *Note: Do not edit the Response Product Types*
6. Under **Verification**, ensure **Address & Hours Verified = Yes**



7. Click **Save**