



# NPDB Data Bank Administrator Training

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**Division of Practitioner Data Bank, Bureau of Health Workforce (BHW)**

**Vision: Healthy Communities, Healthy People**



# Welcome – Housekeeping



- ▶ [Data Bank Administrator Training Webinar](#)
  - Slide Presentation
  - NAMSS Continuing Education
- ▶ Zoom
  - Use Q&A Pod to submit your questions
  - Live Q&A
    - Administrator and account administration only
- ▶ Post Webinar
  - CE certificates sent within 2 weeks

# Agenda

**1** General Overview

**2** User Account Creation

**3** User Account Administration

**4** Becoming the New Administrator

**5** Passwords & Self Service

**6** Using Account Credentials with  
Credentialing Software

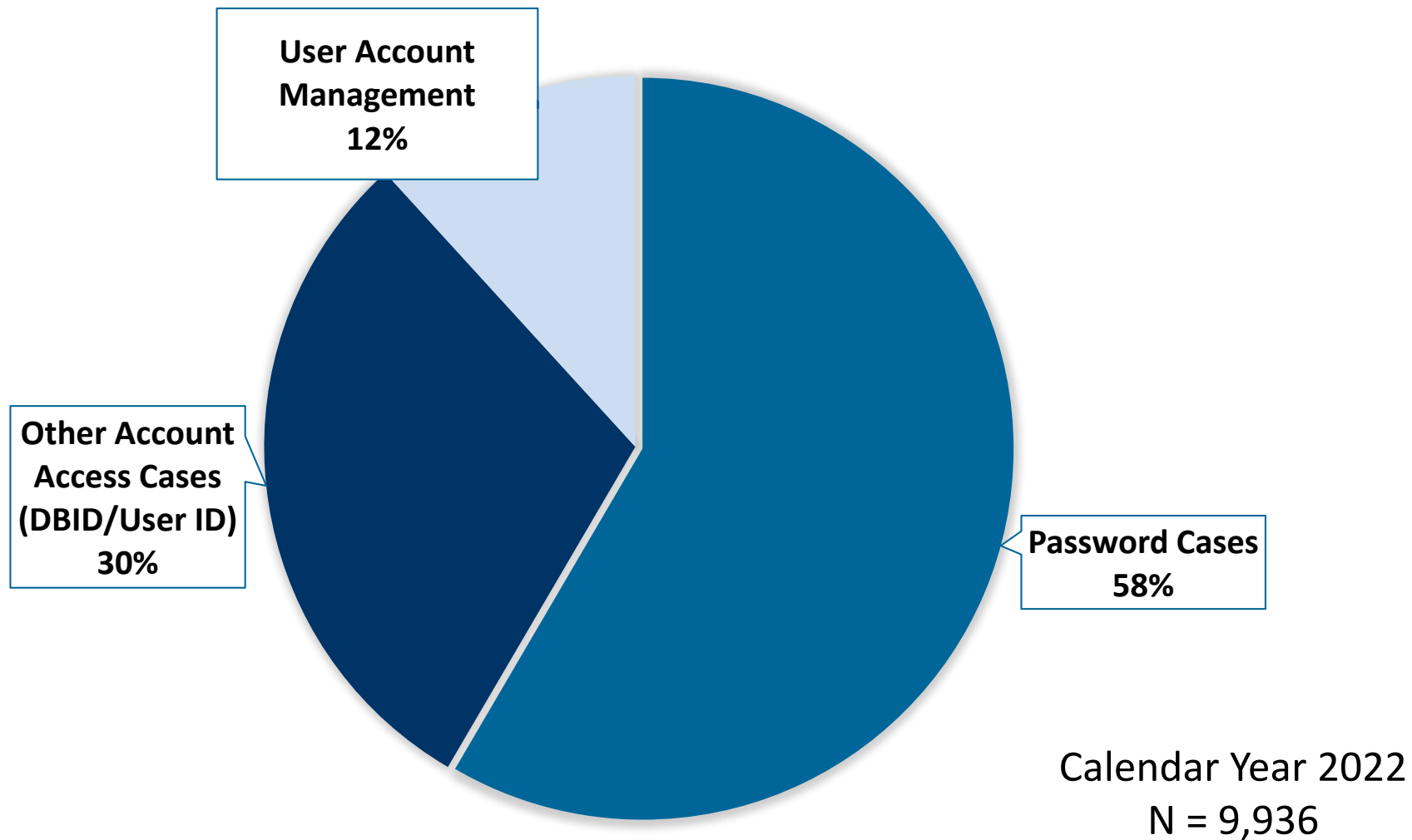
**7** Wrap Up & Open Q&A



# General Overview



# General Overview – Entity Account Access Cases



# General Overview – Certifying Official

- **Certifying Official** is the individual selected and empowered by an entity to certify the legitimacy of registration for participation in the NPDB. The Certifying Official is responsible for:
  - Signing the Entity Registration Form
  - Deactivating the organization's registration by notifying NPDB
- If the Certifying Official is different from the **Data Bank Administrator**, the Certifying Official will not automatically have a user account, unless given one by the Data Bank Administrator.



# General Overview – Data Bank Administrator Key Functions

- Key Functions of the Data Bank Administrator(s)
  - Maintain and Renew Organization's Registration
  - Complete attestation
  - Maintain Electronic Funds Transfer (EFT) Authorization and Credit Cards
  - Designate Agents on behalf of the entity
  - Designate a backup Data Bank Administrator and train on key functions



# General Overview – NPDB User Account Roles

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## ■ User Account Roles

- **Query** (query, renew, and search for subjects, and view query responses and report updates)
- **Report** (submit reports and view report certification)
- **Billing Lookup** (search for and view billing transactions)
- **Administrator** (manage user accounts, payment methods, and agent relationships)





# General Overview – System Overview Demo

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## Online Administrator Overview



# General Overview – Administrator Agreement

## ADMINISTRATOR AGREEMENT



### ADMINISTRATOR AGREEMENT

Congratulations! You are successfully authorized and trained to register and maintain user accounts for the NPDB.

**Acknowledgement of Responsibilities:** I acknowledge that I have completed training for the following functions and that I accept responsibility for and will comply with the following obligations:

- I will accurately represent myself in all communications with the NPDB.
- I will use reasonable means to confirm the information submitted by the user and user's organization prior to approving an NPDB User Account in accordance with NPDB procedures.
- I understand that I must operate in accordance with the *Privacy Act of 1974* and the *Paperwork Reduction Act of 1980*, and the privacy policies of the U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA), Bureau of Health Professions (BHP), Division of Practitioner Data Banks (DPDB), the NPDB, and the user's affiliated organization. I also understand that I must treat as Confidential any information I receive from a user in order to process a registration, and that I must maintain that information in a secure manner. This includes working in an area in which the data provided to me by a user cannot be observed in any way by unauthorized means.
- I represent and warrant to the user, HRSA, the NPDB, and the affiliated organization or organization's authorized agent, that all of the information I submit on behalf of a user during the account request process will be accurate, current, and complete.
- I agree that I will immediately inform the NPDB of any changes that may prevent me from performing my duties as a Data Bank administrator.
- Upon the termination of my relationship with the organization or authorized agent with which I am affiliated, or upon demand of an appropriate authority, I will surrender my NPDB privileges.

I Agree

Once you click the "I Agree" button, you are electronically signing this acknowledgement statement, which is legally binding, in lieu of a written signature.



# General Overview – Key Takeaways

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- An organization should have more than one Data Bank Administrator
- Access administrator functions through the Administrator Options page
- Complete the formal Administrator Training module to create user accounts



# General Overview - Quiz #1

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**True or False?**

**The Certifying Official and the Data Bank Administrator are two distinct roles and therefore must be two distinct individuals.**



# General Overview - Quiz #1 Answers

**False - The Certifying Official and the Data Bank Administrator are two distinct roles for two individuals. However, one person can serve as both the Certifying Official and the Data Bank Administrator.**



# User Account Creation



# User Account Creation – 1. User Account Request

## USER ACCOUNT REQUEST

NATIONAL PRACTITIONER DATA BANK  
**NPDB**

### User Information

User IDs must contain at least 8 alphanumeric characters and are case sensitive.

User ID:

E-mail Address:

Confirm E-mail Address:

### Roles

Select the role(s) the user can perform. Selections may be modified in the future by going to the *Administrator Options* screen and clicking **Maintain User Accounts**.

- Query (query, renew, and search for subjects, and view query responses and report updates)
- Report (submit reports and view report certification)
- Billing Lookup (search for and view billing transactions)
- Administrator (manage user accounts, payment methods, and agent relationships)


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# User Account Creation – User ID Requirements

- 8 or more characters
- Alpha – numeric only,  no symbols
- Case sensitive
- Unique User ID's





# User Account Creation – User Account Request Email

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You are receiving this e-mail because your administrator has requested a Data Bank user account for you. Use the link below to complete the registration process:

<https://iqrs.npdb.hrsa.gov/servlet/UserRegistrationServlet?token=5298459898123467816617841>

If your email program cannot open the link, copy the link to the address bar of your web browser. This link expires on Wednesday, February 01 at 12:40 PM.

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**Please do not reply to this e-mail address.** If you have questions or comments, please e-mail the [Customer Service Center](#) or call 1-800-767-6732 weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The Customer Service Center is closed on all Federal holidays.

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# User Account Creation – Establish User Account

## ESTABLISH USER ACCOUNT

NATIONAL PRACTITIONER DATA BANK  
**NPDB**

**Establish User Account** > [Print Registration](#) > [Final Steps](#)

### User Information

[Help ?](#)

The name entered below must match the name on your work badge or government-issued photo identification.

Name:	First Name	Middle Initial	Last Name
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title:	<input type="text"/>		
Telephone:	<input type="text"/>	Ext.	<input type="text"/>
Employee ID:	<input type="text"/>		
Employer/Organization:	<input type="text"/>		
Business Street Address:	<input type="text"/>		
Address Line 2:	<input type="text"/>		
City:	<input type="text"/>		
State:	CHOOSE ONE FROM LIST <input type="button" value="v"/>		
ZIP Code:	<input type="text"/>	-	<input type="text"/> <input checked="" type="checkbox"/>
Country (if U.S., leave blank):	<input type="text"/>		
E-mail Address:	<input type="text" value="Not specified - enter e-mail address here"/>		
Confirm E-mail Address:	<input type="text" value="Not specified - enter e-mail address here"/>		

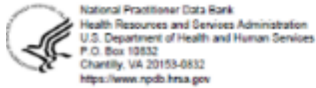


# User Account Creation – 2. Identity-Proofing

- Provide either:
  1. **Work Badge** containing photo, serial number, and name of registered organization
  2. **Government-Issued Photo ID** if work badge is not available or does not have the required information



# User Account Creation – User Registration Administrator



## NPDB User Registration

**Section 1 - Registrant Instructions:** The User (Registrant) must read the terms below, provide proof of identity, and then sign and date the document in the presence of a designated NPDB Data Bank Administrator. A second, government-issued ID is only required if the work badge does not have a photo, serial number, and organization name.

**Summary of Terms:** I (the "Registrant") am applying to be a registered user of the NPDB system. If I am given administrative privileges, as a Data Bank Administrator I will also be responsible for overseeing the use of the NPDB online services at my organization, identify proofing applicants who request a user account, establishing and revoking individual user accounts, and maintaining my organization's registration with the NPDB. By signing below, I acknowledge my acceptance of the Summary of Terms in which I agree to provide complete and accurate responses to requests for information during the registration process. I further certify that I am authorized to submit this registration information to the NPDB and that the information provided is true, correct, and complete. I become aware that any information on this document is not true, correct, or complete, I agree to notify the NPDB of this fact immediately. I understand that any omission, misrepresentation, or falsification of any information contained in this document or contained in any communication supplying information to the NPDB to complete or clarify this document may be punishable by criminal, civil, or other administrative actions including fines, penalties, and/or imprisonment under Federal law.

**Registrant use only**

Name (First Name, Middle Initial, Last Name): JULIE WISHART Employee ID: \_\_\_\_\_  
 Email: help@npdb.hrsa.gov Telephone: (800) 767-6732  
 Employer/Organization: NPDB  
 Business Address: 123 NPDB WAY  
 DOMENGERIE, DC 11111-2222  
 Registrant's Signature and Date: \_\_\_\_\_ (Date)

Note: Use an ink pen to cross out any mistakes, write in the correct information and initial.

**Section 2 - NPDB Data Bank Administrator Instructions:** You must record the information below for the Registrant's work badge for the purpose of identity proofing. If the work badge does not have a photo or any of the required fields below, you must record the information from a government-issued photo ID. After witnessing the user's signature, you must log in to the IQRS to approve the user.

**NPDB Data Bank Administrator use only**

Work Badge (Photo ID)	If the work badge supplied by the Registrant is not available or is not sufficient, complete the column to the right.	Government Issued Photo ID
Exact Name Listed on ID		Exact Name Listed on ID
Date of Birth		Date of Birth
Serial Number		Serial Number
Name of Organization Listed on ID		Expiration Date
Date of Issuance		Identification Type
		Date of Issuance
		Issuing Authority

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, the Registrant listed above personally appeared before me and signed this registration document in my presence, at which time I reviewed the above-referenced identification credentials, including those containing photographs, and confirmed that: (a) the identification credentials do not appear to have been altered, forged or modified; (b) the picture(s) and name on the Photo ID(s) matched the appearance and name of the individual identified as the Registrant; and (c) the Registrant is the holder of the identification credentials presented.

NPDB Administrator's Printed Name \_\_\_\_\_ NPDB Administrator's Signature \_\_\_\_\_

**Section 2 - NPDB Data Bank Administrator Instructions:** You must record the information below for the Registrant's work badge for the purpose of identity proofing. If the work badge does not have a photo or any of the required fields below, you must record the information from a government-issued photo ID. After witnessing the user's signature, you must log in to the IQRS to approve the user.

**NPDB Data Bank Administrator use only**

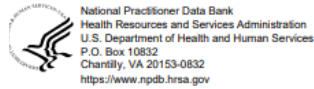
Work Badge (Photo ID)	If the work badge supplied by the Registrant is not available or is not sufficient, complete the column to the right.	Government Issued Photo ID
Exact Name Listed on ID		Exact Name Listed on ID
Date of Birth		Date of Birth
Serial Number		Serial Number
Name of Organization Listed on ID		Expiration Date
Date of Issuance		Identification Type
		Date of Issuance
		Issuing Authority

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, the Registrant listed above personally appeared before me and signed this registration document in my presence, at which time I reviewed the above-referenced identification credentials, including those containing photographs, and confirmed that: (a) the identification credentials do not appear to have been altered, forged or modified; (b) the picture(s) and name on the Photo ID(s) matched the appearance and name of the individual identified as the Registrant; and (c) the Registrant is the holder of the identification credentials presented.

NPDB Administrator's Printed Name \_\_\_\_\_ NPDB Administrator's Signature \_\_\_\_\_



# User Account Creation – User Registration – Notary



## NPDB User Registration (Notarization Required)

**Section 1 - Registrant Instructions:** The Authorized User (Registrant) must read the terms below, complete the appropriate fields and provide a government-issued ID before signing and dating the document in front of the Notary Public.

**Summary of Terms:** I (the "Registrant") am applying to be a registered user of the NPDB system. If I am given administrative privileges, as a Data Bank Administrator I will also be responsible for overseeing the use of the NPDB online services at my organization, identity proofing applicants who request a user account, establishing and revoking individual user accounts, and maintaining my organization's registration with the NPDB. By signing below, I acknowledge my acceptance of the Summary of Terms in which I agree to provide complete and accurate responses to requests for information during the registration process. I further certify that I am authorized to submit this registration information to the NPDB and that the information provided is true, correct, and complete. If I become aware that any information in this document is not true, correct, or complete, I agree to notify the NPDB of this fact immediately. I understand that any omission, misrepresentation, or falsification of any information contained in this document or contained in any communication supplying information to the NPDB to complete or clarify this document may be punishable by criminal, civil, or other administrative actions including fines, penalties, and/or imprisonment under Federal law.

Name (First Name, Middle Initial, Last Name):	Employee ID:
Email:	Telephone:
Employer/Organization:	
Business Address:	
Registrant's Signature and Date*:	
( *Sign and date in the presence of the Notary Public )	(Date)

Note: Use an ink pen to cross out any mistake, write in the correct information and initial it.

**Section 2 - Notary Public Instructions:** The Notary Public must record the information below for the Applicant's government-issued photo ID for the purpose of identity proofing.

**Government-issued ID (Photo, Name, Serial Number, Expiration Date, Address, and Date of Birth Required)**

Exact Name Listed on ID	
Serial Number	Date of Birth
Identification Type	Issuing Authority
Date of Issuance	Expiration Date

Notary Public: \_\_\_\_\_

I hereby certify that on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, in the city of \_\_\_\_\_ and in the county of \_\_\_\_\_, \_\_\_\_\_ personally appeared before me the signer and subject of the above document, who signed or attested the same in my presence, and presented one government-issued form of photo ID as proof of his or her identity.

My Commission Expires In: \_\_\_\_\_

Street Address of Branch or Office: \_\_\_\_\_

Name of Organization Employing Notary: \_\_\_\_\_

Notary Public seal here

**Section 2 - Notary Public Instructions:** The Notary Public must record the information below for the Applicant's government-issued photo ID for the purpose of identity proofing.

**Government-issued ID (Photo, Name, Serial Number, Expiration Date, Address, and Date of Birth Required)**

Exact Name Listed on ID	
Serial Number	Date of Birth
Identification Type	Issuing Authority
Date of Issuance	Expiration Date

Notary Public: \_\_\_\_\_

I hereby certify that on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, in the city of \_\_\_\_\_ and in the county of \_\_\_\_\_, \_\_\_\_\_ personally appeared before me the signer and subject of the above document, who signed or attested the same in my presence, and presented one government-issued form of photo ID as proof of his or her identity.

My Commission Expires In: \_\_\_\_\_

Street Address of Branch or Office: \_\_\_\_\_

Name of Organization Employing Notary: \_\_\_\_\_

Notary Public seal here



# User Account Creation – Administrator Notification

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One of your requested users has completed their online registration. The user must now appear before you or a notary public to have their signature on the Registration Document witnessed and their identity verified.

After you have received and verified the information on their User Registration document, log into the Data Bank at <https://iqrs.npdb.hrsa.gov> to approve the user. After approval, you must provide your DBID to the user.

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**Please do not reply to this e-mail address.** If you have questions or comments, please e-mail the [Customer Service Center](#) or call 1-800-767-6732 weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The Customer Service Center is closed on all Federal holidays.



# User Account Creation – 3. Pending Account Approval

## ENTITY REGISTRATION CONFIRMATION



### You are signed in as:

NPDB TEST ENTITY  
PO BOX 10832, CHANTILLY, VA 20153-0832  
Telephone: (800) 767-6732

### New NPDB Correspondence

Date	Sender	Message
02/16/2023	NPDB	You have a user pending approval. After witnessing the user's signature you may <a href="#">approve the account</a> .

[Continue](#)

Only specific entities authorized by law may request the disclosure of information from (i.e., query) or submit reports to the National Practitioner Data Bank (NPDB). Authorized entities must be registered with the NPDB and have received a confidential Data Bank Identification Number (DBID) and password prior to using this querying and reporting service. Any unauthorized individual or organization that attempts to query or file reports with the NPDB is subject to fine and imprisonment under Federal statute. If you are not authorized by law and registered to query or report to the NPDB, **please log off now**.

**SECURITY NOTICE:** Please read this important information regarding your role in [protecting critical NPDB information](#).

Last sign in: FEB 16, 2023 04:58PM  
Next renewal: JAN 03, 2025

[Privacy Policy](#)



# User Account Creation - Approval Options

## Approval Options

To approve the registrant you must certify that you have examined credentials to prove their identity. The registrant must present an [acceptable work-issued photo ID](#) or [government-issued photo ID](#) to you **in person** or submit a notarized copy of the NPDB User Registration using a government-issued photo ID as proof of identity for the notary.

Approve  Reject

## CERTIFICATION

I certify that I have examined the credentials for the registrant. I confirm that they do not appear to have been altered, forged or modified and the photo(s) and name match the appearance and name of the individual who presented them to me, or I have received and retained a copy of the notarized NPDB User Registration.

Authorized Submitter's Name:

Authorized Submitter's Title:

Authorized Submitter's Phone:  Ext:

Date: 01/27/2023

## WARNING:

Any person who knowingly makes a false statement or misrepresentation to the National Practitioner Data Bank (NPDB) may be subject to a fine and imprisonment under federal statute.

Submit

[Privacy Policy](#)

[Maintain User Account](#)





# User Account Creation - Approval Notification

## USER ACCOUNT APPROVAL



The **npdbstaff** user account has been approved. Notification of the approval has been e-mailed to **pallette@allaroundtown.com**. You may now provide your Data Bank Identification Number (DBID) to the user. Since the DBID is a critical piece of your login information, the DBID should not be communicated via e-mail or fax.

[Continue](#)

[Return to Administrator Options](#)



# User Account Creation – Key Takeaways

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- 3-steps
  1. Create Request
  2. Identity-Proofing
  3. Approve User Account
- New user email expires after 5 days
- Keep the user registration document



# User Account Creation – Quiz #2

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**True or False?**

**Once the Data Bank Administrator completes and submits the online form after clicking the ‘Create Account’ button, the user account creation process is complete.**



# User Account Creation – Quiz #2 Answer

**False- Creating an account is a 3-step process for the administrator**

- 1. Create the User Account Request**
- 2. Identity-Proof the User**
- 3. Approve the User Account**



**False**

# User Account Administration



# User Account Administration – Update User Account

## Maintenance

View NPDB Correspondence

Update User Account

View Billing History



# User Account Administration – User Account Information

## Change Password

Current Password :

New Password :

Confirm Password :

## Account Recovery

Add a mobile phone number to allow you to quickly recover access to your account.

Mobile Phone (optional):

Your carrier may charge a fee for text messages.

## Select and Answer Challenge Questions

Provide answers for the challenge questions you will have to answer in the event that you forget and must reset your password.

You have already chosen your challenge questions. If you wish to choose new questions at this time, click the Reset button below.

Reset Challenge Questions



# User Account Administration – Notification Preferences

## Notification Preference

The NPDB will send e-mail notifications for certain events. Select the notifications you wish to receive.

- NPDB Notices (Monthly Summaries and Report Updates)**
- Responses Available (Query or Report)**
  - Only those submitted by me
  - All those submitted by my organization and my agent
- NPDB Insights** [View the latest issue](#)
- Administrative Events**





# User Account Administration – Query Response Preference

## Query Response Preference

Select your multi-name query response preference. Bundling query responses can make it easier for you to view or print the results of large multi-name queries.

- One response file for each subject in the query
- One response file for the entire query
- One response file for the entire query when querying on more than

subjects.



# User Account Administration – Maintain User Accounts

## MAINTAIN USER ACCOUNTS



Click on a User ID to view or update the user account. [?](#)

You may sort the users by clicking on the column headers. To view specific groups of users, select filter criteria and click **Filter Results**.

User ID	Name	Last Login	Status	Roles
<a href="#">batchqryUser</a>	MONEY BAGS	02/16/2023	Locked	Billing Lookup
<a href="#">clinicalUser</a>	JULIE WISHART	01/31/2023	Active	Query, Report, Billing Lookup
<a href="#">exclusionUser</a>	TEST 429700000132721		Deleted	
<a href="#">expqryUser</a>	JACQUES FUCHSIA	02/16/2023	Pending	
<a href="#">federalUser</a>	JOLLY S NICK	02/16/2023	Pending	
<a href="#">govtUser</a>	WILLIAM S BISQUE	02/16/2023	Deleted	
<a href="#">healthUser</a>	VANDYKE S BROWN	02/16/2023	Pending	
<a href="#">joqrUser</a>	TEST 429700000132721		Deleted	
<a href="#">npdbsmith</a>	SAMUEL SMITH	02/16/2023	Active	Administrator, Query, Report, Billing Lookup
<a href="#">societyUser</a>	TEST 429700000132721		Deleted	
<a href="#">stateUser</a>	ROBERT RAMOS	02/16/2023	Active	Administrator, Query, Report, Billing Lookup

View All      Filter Results      (ALL)      (ALL)

Create Account



# User Account Creation – Resend Email

## USER ACCOUNT REQUEST



The user account **npdbstaff** was requested on **02/16/2023**. This account request expires on **02/21/2023**.

After the user completes the online registration, you will be notified via e-mail. You may choose to re-send the registration e-mail to **npdbstaff** at **staff@allaroundtown.com** by clicking the button below. If the e-mail address is incorrect, you will need to delete this account and repeat the account request.

Re-send E-mail

Delete Account

Return to Previous Page



# User Account Administration – Edit, Reset, & Delete User Accounts

You may assign this user one or more of the following credit cards:

## Available Credit Cards

- |                                     |                 |                        |
|-------------------------------------|-----------------|------------------------|
| <input checked="" type="checkbox"/> | Nickname:       | MASTERCARD for Queries |
|                                     | Account Number: | *****                  |
|                                     | Expires:        |                        |

## Role

Select the activities the user can perform.

- Query** (query, renew, and search for subjects, and view query responses and report updates)
- Report** (submit reports and view report certification)
- Billing Lookup** (search for and view billing transactions)
- Administrator** (manage user accounts, payment methods, and agent relationships)

Save

Delete Account

Reset Password



# User Account Administration – Delete User Account

## DELETE USER ACCOUNT



Select the reason for deletion and click **Continue**. Once an account is deleted it cannot be re-activated.

User ID:

User Name:

Employee ID:

Title:

Phone Number:

E-mail:

### Reason for Deletion:

- Account holder is no longer affiliated with this organization
- Account has been compromised
- Account holder no longer needs access
- Account holder has violated the Rules of Behavior
- Other, please explain

Continue



# User Account Administration – Key Takeaways

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- Data Bank Administrators can create, delete, update user accounts and reset passwords
- Re-send the user account request email within 5 days (if needed)
- Set password, account recovery, challenge questions, notification, and query preferences on the user account profile screen



# User Account Administration – Quiz #3

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## True or False?

**Users should contact their Data Bank Administrator before the NPDB Customer Service Center, if they need to recover their User ID or have their password reset.**



# User Account Administration – Quiz #3 Answer

**True - The Data Bank Administrator has many of the tools needed for account administration. Therefore, a user can contact the Data Bank Administrator for User ID and password assistance.**



**True**



# Becoming the New Administrator



# Becoming the New Administrator – 4 Scenarios

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- If the current administrator is with the organization:
  1. Add the Administrator role if you have a user account
  2. If not, create new user account with Administrator role
  
- If the current administrator is no longer with the organization
  3. Contact Customer Service if you have a user account
  4. If not, complete the new administrator registration process



# Becoming the New Administrator – Key Takeaways

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- Create additional users with the administrator role
- It is easiest to become the new administrator when your current administrator is still with the organization
- Designate a new administrator before you leave your organization
- NPDB only resets passwords for Data Bank Administrators



# Becoming the New Administrator – Quiz #4

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## True or False?

**One way to become a new administrator (when the current administrator is leaving the position), is to sign into the user profile of that account and update the information with the new administrator's information.**



# Becoming the New Administrator – Quiz #4 Answer

**False- The simplest way to become a new administrator is if your current administrator is still with your organization and you have a user account. The current administrator would simply add the administrator role to your current user account.**



**False**

# Passwords & Self-Service



# Passwords & Self-Service – User Account Help

## USER ACCOUNT HELP



If you cannot sign in, select an option for help with your password, User ID, or DBID:

Buttons for Password, User ID, and DBID selection.

Data Bank ID Number input field with a building icon.

User ID input field with a person icon.

Continue button

### Need Help?

Contact your Data Bank Administrator to unlock your account, look up account information and reset your password.

Visit the [Help Center](#) for more information.



# Passwords & Self-Service – Challenge Question

## USER ACCOUNT HELP



If you cannot sign in, select an option for help with your password, User ID, or DBID:

Password

User ID

DBID

Answer this question correctly to reset your password

What is your paternal grandfather's first name?



Challenge Resp

Continue

## Need Help?

Contact your Data Bank Administrator to unlock your account, look up account information and reset your password.

Visit the [Help Center](#) for more information.



Contact Us

Return to Login





# Passwords & Self-Service – Create New Password

## USER ACCOUNT HELP

NATIONAL PRACTITIONER DATA BANK  
**NPDB**

If you cannot sign in, select an option for help with your password, User ID, or DBID:

Password

User ID

DBID

### Create Your New Password

Enter the new password for **clinicalUser**

Continue

### Password Requirements

Passwords *must* have:

- ✓ At least 15 characters
- ✓ At least 5 different characters
- ✓ No repeated characters, such as 'aaaa'
- ✓ Only letters, numbers, and these symbols:  
!@#\$%^&\*()-\_=[{}];:,.<>?
- ✓ New and Confirm Passwords must match

Passwords *must not* be:

- Personal identifiers (e.g., your user ID, first name, or last name)
- Personally-connected words or numbers (e.g., pet names, birthdays, phone numbers, addresses)
- Continuous sequences of letters or numbers (e.g., 'abcd1234', 'qwerty')
- One of your last 24 passwords



# Passwords & Self-Service – Check Email Notification

## USER ACCOUNT HELP



If you cannot sign in, select an option for help with your password, User ID, or DBID:

Password

User ID

DBID

### Check your email for a message from the NPDB

An email message is on its way to the address you provided for the account. The email has a link and the instructions you need to complete the reset process. For your security the link is only active for 1 hour.

### Didn't receive the email?

If you don't see the email within 10 minutes, check your trash and spam folders. You can also contact your Data Bank Administrator for help, or the [Customer Service Center](#).

 [Contact Us](#)

[Return to Login](#)



# Passwords & Self-Service – Password Activation Email

You are receiving this e-mail because a request was made to reset your password for your Data Bank account. To complete the process, use the link below and log in to the Data Bank Integrated Querying and Reporting Service (IQRS).

<https://iqrs.npdb.hrsa.gov/?p=6054745071591611170101709>

If your mail program cannot open the link, copy the link to the address bar of your web browser. ***This link can only be used once and expires Monday, January 30 at 09:07 PM (Eastern Time).***

If you did not attempt to recover your Data Bank password please contact the Data Bank [Customer Service Center](#).

**Please do not reply to this e-mail address.** If you have questions or comments, please e-mail the [Customer Service Center](#) or call 1-800-767-6732 weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time.



# Passwords & Self-Service – Password Requirements

## Passwords must have:

- At least 15 characters
- At least 5 different characters
- No repeated characters (such as “aaaa”)
- *may* contain upper case letters, numbers, or symbols



# Passwords & Self-Service – User ID & DBID Recovery

## Steps to recover your User ID or DBID:

1. Select the User ID or DBID tab on the Need Help page
2. Enter the required information
3. Answer the challenge question correctly
4. Select the link from the email received and sign in to the NPDB
5. Once signed in, the needed credential will be displayed



# Passwords & Self-Service – Send Me A Password


 Data Bank ID (DBID)

 USER ID

 Password

Sign in

We can send a one-time NPDB password to your phone

Send me a password 



# Passwords & Self-Service – Key Takeaways

- Use “Account Help” to reset passwords, recover credentials
  - Users contact account administrator for support
  - Administrators contact Customer Service for support
- Adding mobile number to account → no more password expiration notices!
- 55-day Passwords expirations
- Use one Sign in method consistently
  - Password
  - Mobile number



# Passwords & Self-Service – Quiz #5

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**True or False?**

**I will need to know two out of the three account credentials (DBID, User ID, Password) in order to recover the third credential.**





# Passwords & Self-Service – Quiz #5 Answer

**True - You will need your password to recover your User ID and DBID. You will need your DBID and User ID to reset your password**

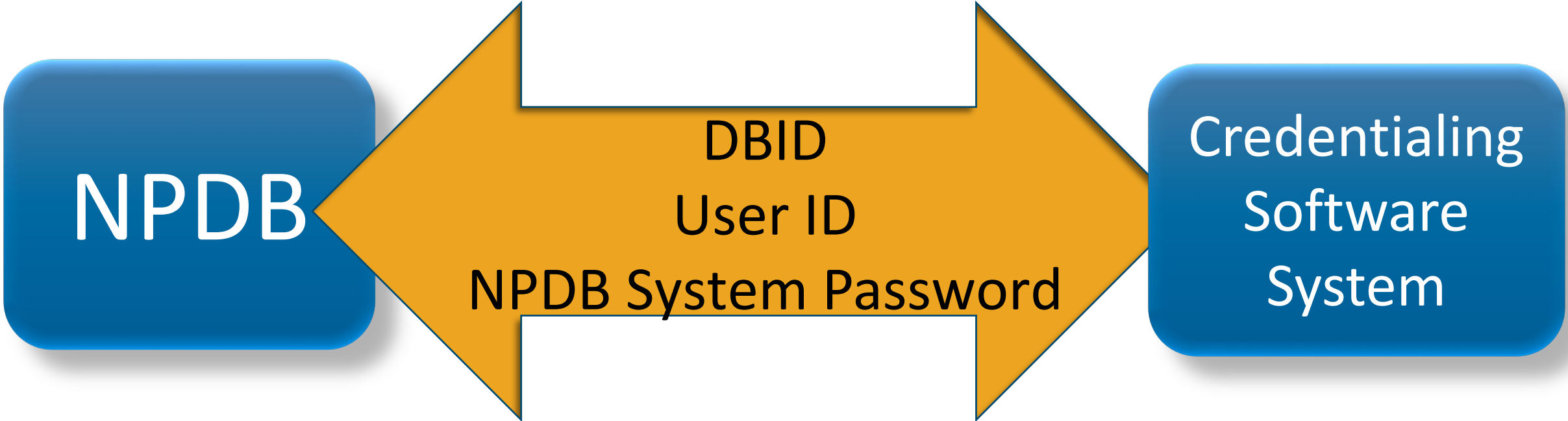


**True**

# Using NPDB Account Credentials with Credentialing Software



# Account Credentials with Credentialing Software – NPDB Account Lockout



# Account Credentials with Credentialing Software – Key Takeaways

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- Your credentialing software must use your NPDB account credentials when submitting NPDB transactions
- Contact your credentialing software vendor for guidance on where to enter your NPDB account credentials within the software



# Account Credentials with Credentialing Software – Quiz #6

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## True or False?

**Using the mobile phone sign in method is not recommended if your account credentials are also being used with your credentialing software.**



# Account Credentials with Credentialing Software – Quiz #6 Answer

**True - We recommend against using the mobile phone sign in method when using NPDB user account credentials with credentialing software**



**True**

# Wrap Up



# Resources

## Help When You Need It

- Website: [www.npdb.hrsa.gov](http://www.npdb.hrsa.gov)
- [Infographics](#)
- [NPDB Guidebook](#)
- [Recorded webinars](#)
- [Regulations](#)



**NPDB Customer Service  
Center**

**800.767.6732**

**help@npdb.hrsa.gov**





# Tell Us What You Think

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## Take a Survey About This Webcast

- You will receive the survey via e-mail immediately after the webinar.
- The survey will close on Wednesday, March 1, 2023



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