



YOUR LIFE
YOUR CARE
YOUR PEOPLE

BetterOnline™ Web Portal



This document outlines how to set up your Username and Password to begin using the BetterOnline™ Web Portal if you are a Personal Support Worker (PSW).

As a PSW, once you are registered to use BetterOnline™, you can...

- See your payment information
- View and download your pay-check stub

Step 1: Register

1 Open the web browser (e.g. Chrome, FireFox, Internet Explorer, Microsoft Edge, etc)

2 Enter the following URL into the web browser:
<http://fms.publicpartnerships.com/PPLPortal/login.aspx>

NOTE: This website can be added as a *favorite* in your web browser for quick access.

3 Select the **Sign Up** link next to the login button.

4 Select **Oregon** from the drop-down menu.

5 Select your program: **OR FMAS**

6 Select your role: **PSW**

The screenshot shows a login form with fields for 'Username' and 'Password'. Below these fields are links for 'Forgot your username' and 'Forgot your password?'. At the bottom, there is a 'LOG IN' button and a link that says 'or Sign Up', which is circled in yellow. A large black arrow points from the 'Sign Up' text in step 3 to this 'or Sign Up' link.

Step 2: Verify Credentials

1 Complete the following fields:

- **Provider ID**

A number on your PPL enrollment paperwork starting with the letters 'PORF'.

NOTE: Can be found at the bottom of most pages in your enrollment packet.

- **Social Security Number**

The last 4 numbers of your 9-digit social security number.

- **Last Name**

This is **your** last name.

2 Ensure the **correct** information is entered.

If the system is unable to verify your information, the issue could be that the information was entered incorrectly at the time of enrollment. *To resolve this, please call customer service and provide your PPL PSW ID, so **we** can verify the information on file.*



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Step 3: User Information

1 Complete the following fields:

- **Username**

PPL suggests that you use the first letter of your first and last name.

EX: Provider Tester = PTESTER

- **Password**

Must be at least 6 characters long, contain at least 1 numerical character, 1 capitalized character, and 1 lower-case character. **NOTE: Your password is case-sensitive.**

- **Confirm Password**

Retype the password you just created.

- **Email Address**

PPL will use this email address to send you information as needed.

NOTE: You will receive an email confirmation of your username and password.

- **Security Questions**

Choose 3 questions from the drop-down menus and enter the answers in the data fields (next to the related questions). **If you ever need to change your username or password, these questions provide a layer of security to protect your privacy.**

2 Click the **Submit** button.

Congratulations!

You are now registered and ready to log into the PPL BetterOnline™ Web Portal!

Connect with us today!



1-888-419-7705



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