

Registration FAQs

Current Portal Users:

If you have registered in the previous version of dbp.com, you will not need to re-register if:

- You had included your email address upon registering from the previous site
- AND
- You have included all required information upon registration; to include dentist information

If any of the information above is missing, you will be asked to re-register.

If you are a current user who has supplied all of the necessary information, you should not have to re-register. However, you will be asked to complete the following when you log in for the first time:

- Update password
 - All users will be asked to change your password every 90 days
 - You will not be able to use the same password
- Read and accept the Website Agreement

New Portal Users:

The new login process will be in two steps: registration to Optum ID and register to the dental website itself. Optum ID is the technology that oversees all provider logins for UnitedHealth Group. While each website is administered by a particular division within the company, Optum ID is secure so that your information is protected and while allowing flexibility to check benefits, claims, etc.

Once registration for Optum ID is complete, the next step will be to register for the DBP dental portal.

Welcome, FirstName LastName | [Log Out](#)

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Registration Verification

Additional Links
[Registration FAQ](#)

User Information
First Name: ERIC | Last Name: ADAMS | Email Address : eric.adams@dbp.com

Enter Information About Your Office

*Dentist First Name: | *Dentist Last Name: | *Business Tax ID:

*Business Zip: | *License ID: | *User Department:

[BACK](#) [CLEAR](#) [VERIFY](#)

All information with an Asterisk (*) are required fields.

User information should populate the information that was registered from Optum ID.

- Once the information has been entered, click Verify
- If you made an error and wish to start over with this screen, click Clear
- To go back to the pre login page, click Back
- The legal disclaimers and terms of use are links at the bottom of the screen for reference.

Welcome, FirstName LastName | [Log Out](#)

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Confirm Dentist

[Registration_FAQ](#)

Please select the dentist name and address below that you are verifying for registration. If this information is correct, select "Register". If not, please contact Customer Service at (800)445-9090.

Fname MI Lname
567 SOUTHBRIDGE ST
AUBURN, MA 01501
PRACTITIONER ID: 000016826514

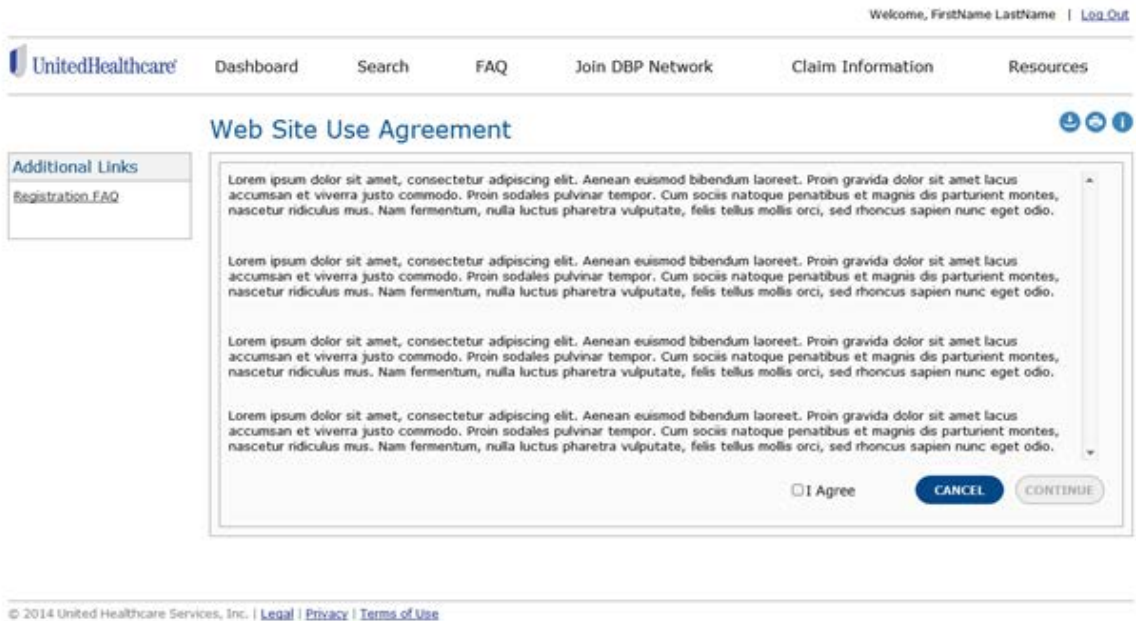
FNAME MI LNAME
567 SOUTHBRIDGE ST
AUBURN, MA 01501
PRACTITIONER ID: 000016826514

[BACK](#) [REGISTER](#)

Example of Dentist Confirmation screen.

The dentist confirmation screen will return information that is found in our system that matched with the data entered from the previous screen.

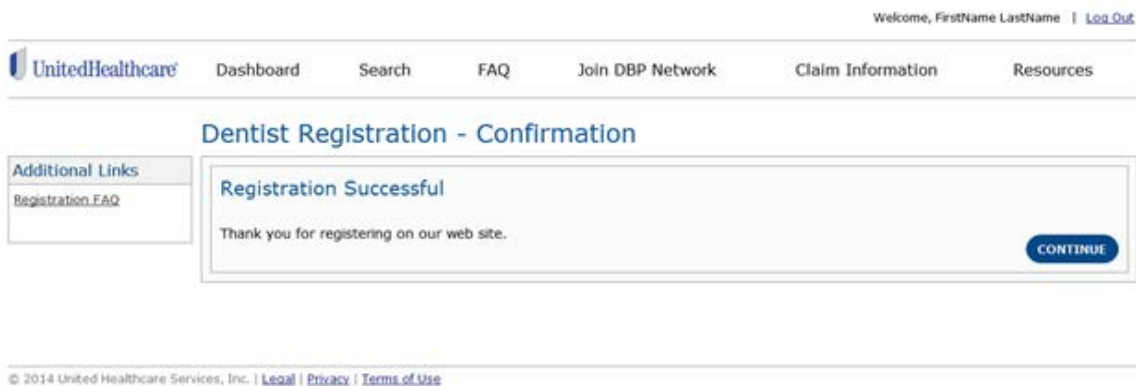
- If the information is correct, click Register
- If the information does not match, click Back and review the information that was entered



Example of Web Site Use Agreement

The Web Site Use Agreement is required in order to use the portal. Please read in full.

- If you agree to the terms, click "I Agree"
 - The Continue button will change color from gray to blue
 - Click Continue
- If you do not agree to the terms, click Cancel



Example of Confirmation screen

Once registration is complete, you can click Continue. You will be taken back to the Pre Login Screen. You can log back in and use the site.

Frequently Asked Questions:

Optum ID:

- What is Optum ID?
 - Instead of having to manage and maintain multiple user identities across applications, Optum ID empowers the user to register for a single health identity and use it to authenticate oneself to any application that allows 'Sign in with Optum ID'.
- What do I do if I forget my user name or password?
 - At the Home page, look for the Log In tile.
 - Click the links below the Log In button for your particular need.
 - Optum ID allows you to change your password/access user name on the site instead of having to call in.
- What will happen if I click the cancel button during my registration?
 - All data that has been entered thus far in the registration process will be completely removed. You will need to start from scratch should you choose to proceed after cancellation.
- Where does my personal information to recover my lost account access come from?
 - Optum ID has partnered with LexisNexis to automatically generate the knowledge-based identity questionnaire, using information from public and proprietary records, you may encounter throughout your Self-service account maintenance experience.
- How many times can I mistype my password before my account is locked?
 - You are allowed 3 attempts to enter the correct password before your account will be locked.
- What happens if I cannot get access to my email to accept the update?
 - Utilize the "Lost access to primary email" workflow above to get access to your user profile, or register for a new Optum ID.
- Can I share my Optum ID with my colleagues or friends and family?
 - No. Each individual must create their own Optum ID profile in order to protect one's identity in the healthcare eco system, similar to a driver's license or banking information.
- We only use one email address for the entire office. Can we register and share the same email address?
 - Yes. When registering with Optum ID, you will be able to indicate that the email is shared.
 - You will be required to create a username and security questions that are **unique to you**.
 - Upon successful registration, each time you log in, you will need to use your username instead of email address.

DBP Dental Portal:

- What browsers are supported to use the website?
 - IE8+
 - Firefox 3
 - Safari
 - Chrome

- Can I register from a mobile device?
 - Currently, at this time, we do not have a mobile application available for the portal.

- Once I register, how long do I have to wait to use the portal?
 - Once you see a registration successful screen, you may use the site immediately.

- I no longer work at this office. Can I remove my user access to this office?
 - Yes, please call customer service at 800-445-9090.

DBP.com Trouble Shooting: 800-445-9090