

New HDAP Client Portal Setup Instructions

1. Please contact your case manager or CRI at hdap@crihealth.org to activate your Client Portal account.
2. Once your case manager or CRI activates the account, you will get an email from “no-reply@provideconnect.com” with instructions to set up your account.
3. You will use MyMassGov to access the HDAP Client Portal. The email will include a MyMassGov link.

Welcome to the Provide Enterprise Client Portal for Massachusetts

Hello Client,

Massachusetts has invited you to join Provide Enterprise by Groupware Technologies.

We recommend bookmarking this link for easy future access.

LOG IN

If the button above doesn't work, copy and paste this link into your browser.

<https://client-ma-uat.provideconnect.com/?idp=TUEtTVINQVNTR09WLVBSRVBST0Q%3D>

Please contact your administrator if you have questions.

4. If you do not have a MyMassGov account, select “Create an Account,” then create a password and choose a Multi-Factor Authentication method. If you already have a MyMassGov account, sign in.



MyMassGov

PERSONAL ACCOUNT

This site is using MyMassGov to allow you to log in to your account safely and securely.

First time using MyMassGov?

CREATE AN ACCOUNT

Already have a MyMassGov account?

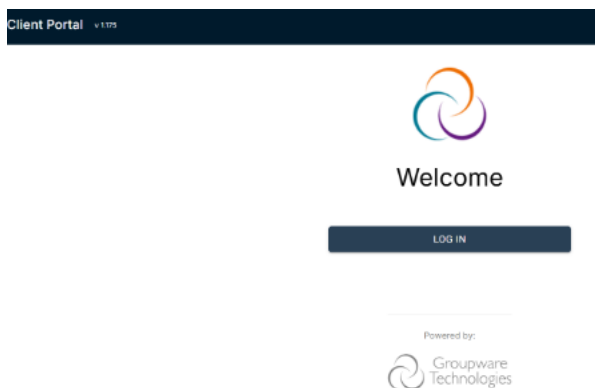
Email

Password

[Forgot Password](#)

LOG IN

5. After you sign in to MyMassGov, you will go to the Provide Enterprise Cloud login page for HDAP.
6. Select “Login.” You will not need to enter your username and password again; the page will take you directly to the portal.



Once your account is setup, you can log into it in the future two ways:

- You will receive email notifications when your application status is updated or your case manager or HDAP has a question or comment on the application. The email will contain a link to the MyMassGov page to sign into your account.
- You can go directly to the [MyMassGov](#) login page and login.
- If you have multiple MyMassGov programs (e.g. SNAP and HDAP), click on the “Provide Enterprise” tile to access the HDAP portal.

When you submit an application or update through the Client Portal, your case manager will receive it in their portal and will need to submit it to HDAP for processing. If you have a case manager, please be sure to work closely with them to ensure they submit your application for processing.

If you do not have a case manager, CRI will receive and submit the application for processing.