



May 7, 2021

Web Announcement 2496

## **Inactive Delegate Accounts on the Provider Web Portal Will Be Disabled Beginning May 17, 2021**

Beginning May 17, 2021, inactive delegate accounts on the Provider Web Portal (PWP) will be disabled. Delegate accounts will be considered inactive when the last log in date is greater than 60 days from the current date. After 60 days of inactivity, the delegate account will be disabled and the user will not be able to log into the PWP. To regain access to the PWP, the delegate will be required to have their provider or administrator update their delegate status from inactive to active. For more information on managing provider/delegate accounts, refer to [Electronic Verification System \(EVS\) User Manual Chapter 1: Getting Started](#).