Trillium
HEALTH RESOURCES

URGENT
NOTIFICATION FOR PROVIDERS

SSO Communication Required for External Providers

Trillium has continued to receive multiple tickets in regards to issues logging in to Provider Direct. Here are some additional tips that may help in troubleshooting. Please try these before submitting a ticket for assistance.

- ♻ Please view the [Provider Direct Azure AD Single Sign On](#) before entering a KACE ticket.
- ♻ Please create a new session, rather than using a current session. Do not use existing bookmarks to log in, but rather the url below.
  - ○ [For Provider Direct](#)
- ♻ Please use your **Preferred Email** Not your User Name to log in.
- ♻ Please use the forgot your password link? if you do not remember your password

Trillium implemented Single Sign-On (SSO) to ensure improved security efforts. Although you may not have forgotten your password, the first time you log-in with SSO, you will have to click on the "Forgot your password?" blue hyperlink. Once you do that, you should see a screen that will have you to enter your **preferred email address**. Click Send Verification code. SSO in Provider Direct uses Multifactor authentication and the verification code will be emailed to your email address. Check your email (including junk folder) for the "verify your email address" email from Microsoft Azure on behalf of Trillium. If you do not see the email, please contact your system admin at your organization. Copy and paste the email verification code and click "Verify Code" then Click Continue. You should now see a screen that asks you to put in a password. You need to create a new password that meets the **minimum complexity requirements**. Once you complete the password requirements, you should be taken to Provider Direct Dashboard page.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to PDSupport@Trilliumnc.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS