



California Healthcare Eligibility,
Enrollment, and Retention System



JOB AID: PROVIDER STAFF ACCOUNT CREATION

September 19, 2025

This Job Aid is intended for Provider Staff and illustrates how to complete the Family Planning, Access, Care, and Treatment (Family PACT) account creation process.

Confirming Site Access

Provider Staff receive a Family PACT invitation email with the Subject: *Create Your Family PACT Account – Action Needed*. The invitation email is created for Provider Staff when the Site Certifier adds a Staff to the site location. This invitation email includes an access code and a **Verify and Create Account** link for the user to create their account. Clicking the **Verify and Create Account** link in the email navigates the user to the *Confirm Site Access* page.

The *Confirm Site Access* page displays for Provider Staff to begin creating an account.

- Entering the access code, included in the email, in the **Access code** field is required

Note: Error messaging displays when the access code is not entered correctly or expired. Access codes expire after 24 hours.

- Entering the National Provider Identifier (NPI) location number in the **Location NPI** field is also required

Note: Error messaging displays when the **Location NPI** is invalid or does not match the access code.

- Clicking the **Next step** button navigates Provider Staff to the *Provider Staff Account* page



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Provider Staff Account Creation

The *Provider Staff Account* page displays with the following pre-populated information entered by the Site Certifier:

- *Site Information* – [Displays all site locations associated with the Provider Staff]:

- [Site name]
- [Site address]
- NPI

[Note: Clicking the **View (#) more sites** caret displays additional sites associated to the Provider Staff. Provider Staff may be associated to 40 site locations.]

- *Provider Information:*

- First name
- Middle name
- Last name
- Email address

Provider Staff are required to complete the account setup process to be able to log in to Family PACT. The following steps illustrate the process:

1. **English** is the default language. Select a different language when applicable.
2. Select a radio button option for the *Do you have a professional license number?* question.
 - Clicking the **Yes** radio button dynamically displays the **Professional license number** field. Users are required to enter a professional license number to proceed
 - Clicking the **No** radio button allows the Provider Staff to proceed with account creation without entering a professional license number

The screenshot shows the 'Provider Staff Account' creation page. On the left, under 'Site Information', there are two pre-populated sites: 'AIDS PROJECT OF THE EAST BAY' and 'ELM CHILDRENS COMM HLTH'. Below these is 'SCHWARTZ, STANLEY H MD INC'. A 'View 1 more sites' link is at the bottom. On the right, the 'Provider Information' section is pre-filled with: First name 'Sam', Middle name (blank), Last name 'Emich', and Email address 'samemich@mailinator.com'. The 'Email language' is set to 'English'. Below this is a question 'Do you have a professional license number?' with 'Yes' selected. A 'Professional license number' field is shown below. The 'Date of birth' field is empty. The 'Account Setup' section has fields for 'Username', 'Password', and 'Confirm Password', all of which are empty. A 'Next step ->' button is at the bottom right.

Site Information

AIDS PROJECT OF THE EAST BAY
8400 ENTERPRISE WAY, STE 101,
SANTA ANA, CA, 92173
NPI: 9990001385

ELM CHILDRENS COMM HLTH
2798 ELM AVENUE, SUITE 330,
GLENDALE, CA, 92173
NPI: 9990000418

SCHWARTZ, STANLEY H MD INC
12980 FREDERICK ST,
BLOOMINGTON, CA, 92173
NPI: 9990002449

[View 1 more sites](#)

Provider Staff Account

Enter your details below to complete account creation.

Provider Information

First name: Sam
Middle name:
Last name: Emich
Email address: samemich@mailinator.com

Email language: English

Hint: This will default to English if another language is not chosen.

Do you have a professional license number?

☒ Yes
☐ No

Professional license number

Enter the professional license number given to you by the certified medical board you are affiliated with.

Date of birth

mm/dd/yyyy

Account Setup

Username


Password

Confirm Password

[Next step ->](#)

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3. Enter a date in the **Date of birth** field or click the **calendar** icon to display a calendar for date selection.
4. Complete the following fields in the *Account Setup* section:
 - **Username**
 - **Password**
 - **Confirm Password**
5. Click the **Next step** button on the *Provider Staff Account* page. The *Review Your Information* page displays allowing Provider Staff to confirm their information before creating the account.
 - Clicking the **Edit** link allows the user to edit the information before creating the account
6. Click the **Create account** button on the *Review your Information* page. The *Verify Your Email* page displays.

 **Site Information**

AIDS PROJECT OF THE EAST
BAY
8400 ENTERPRISE WAY, STE
101,
SANTA ANA, CA, 92173
NPI: 9990001385

ELM CHILDRENS COMM HLTH
2798 ELM AVENUE, SUITE 330,
GLENDALE, CA, 92173
NPI: 9990000418

SCHWARTZ, STANLEY H MD
INC
12980 FREDERICK ST,
BLOOMINGTON, CA, 92173
NPI: 9990002449

[View 1 more sites](#) ▼

Review Your Information

Review your site and user information. If you have been associated to a site in error, please reach out to your Site Certifier.

User Information [Edit](#)

First name: Sam

Middle name:

Last name: Emich

Email address: samemich@mailinator.com

Email language: English

Do you have a professional license number? No

Professional license number: —


Date of birth: 03/01/1990

Username: samemich

Password: ••••••••••

Create account

Provider Staff receive an email with the *Family PACT One Time Passcode* to verify their account on the *Verify Your Email* page.

**Family PACT**
*Family Planning, Access, Care,
and Treatment*

This is an automated message from the Family PACT Program.

Please do not reply to this email.

You have requested a One-Time Passcode, which is included for you below.

One-Time Temporary Passcode: 026929

Please enter your One-Time Temporary Passcode to confirm your identity.

For additional help or questions, please call on 800-906-8521

Thank you,

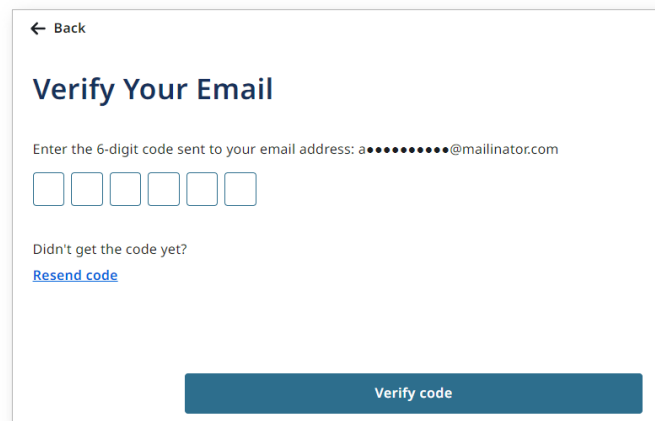
Family PACT Program

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7. Enter the OTP on the *Verify Your Email* page.
 - Clicking the **Resend code** link sends a new OTP
8. Click the **Verify code** button.

The *Log in or create an account to find coverage* page displays.



← Back

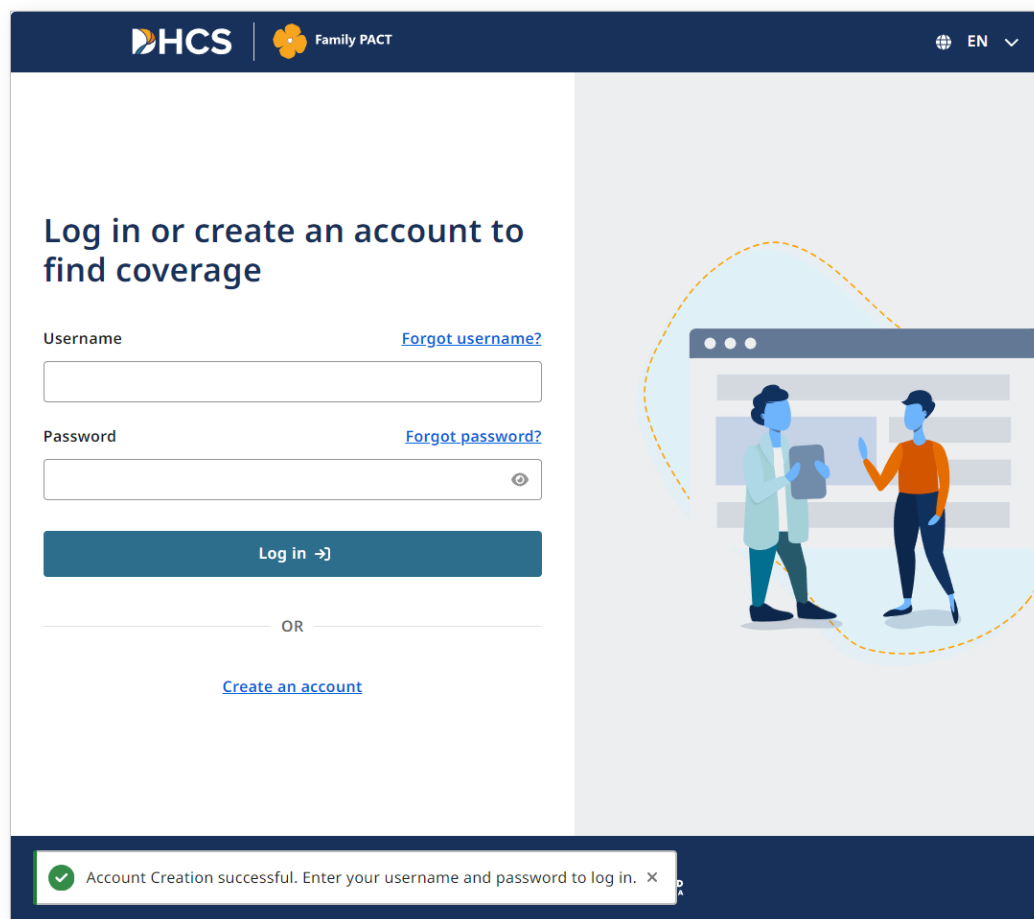
Verify Your Email

Enter the 6-digit code sent to your email address: a*****@mailinator.com

Didn't get the code yet?
[Resend code](#)

Verify code

An *Account Creation successful. Enter your username and password to log in.* message displays on the bottom of the *Log in or create an account to find coverage* page.



HCS | Family PACT

EN

Log in or create an account to find coverage

Username [Forgot username?](#)

Password [Forgot password?](#)

Log in →

OR

[Create an account](#)

Account Creation successful. Enter your username and password to log in. ×

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Note: Error messaging displays when the passcode entered does not match the passcode on file.

- Clicking the **Verify code** button after five incorrect OTP attempts displays the *Account Creation Failed* popup with messaging indicating the Provider's account creation failed
 - Clicking the **Ok** button closes the popup and navigates the user to the *Confirm Site Access* page to restart the account setup process

