

Account Creation Instructions for PIMS+

Overview

All providers must create* an account to access the Provider Inquiry Management System Plus (PIMS+). This secure login protects sensitive information and allows you to submit and track requests.

**If you have a DBHDD account for GHVP, CSTS, CSP, you don't need to create a new account.*

Steps to Create an Account

1. Step 1: Navigate to new PIMS+ landing page

1.1. Open Your Web Browser:

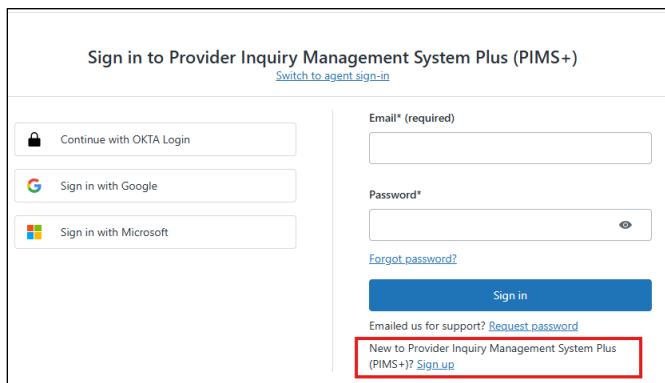
- Begin by launching your preferred web browser (such as Chrome, Firefox, or Safari).

1.2. Access the Sign-Up URL: <https://dbhddpims.zendesk.com>

- Enter the URL provided by your organization for Zendesk, or simply visit the main Zendesk website

1.3. Click on “Sign Up”:

- ##### 1.3.1. Select link, then sign up for a new account.



Sign in to Provider Inquiry Management System Plus (PIMS+)

[Switch to agent sign-in](#)

Continue with OKTA Login

Sign in with Google

Sign in with Microsoft

Email* (required)

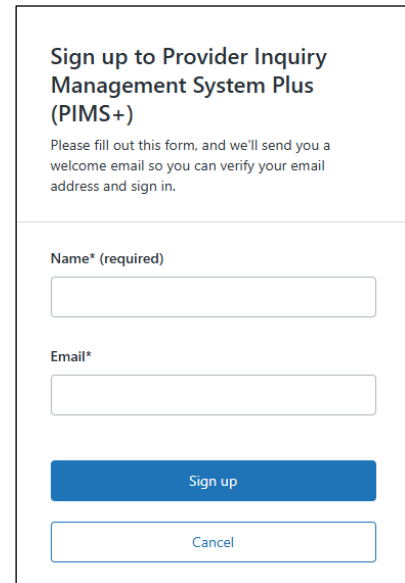
Password*

[Forgot password?](#)

Sign in

Emailed us for support? [Request password](#)

New to Provider Inquiry Management System Plus (PIMS+)? [Sign up](#)



Sign up to Provider Inquiry Management System Plus (PIMS+)

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Name* (required)

Email*

Sign up

Cancel

2. Step 2: Fill in Your Details

2.1. Input Your Full Name:

- Enter your full name as you'd like it to appear in your profile. This helps personalize your interactions.

2.2. Enter Your Email Address:

- Enter a valid email address associated with your provider organization—this is crucial for communication and notifications.

2.3. Click “Sign up”:

2.3.1. Once you have filled out all required fields click ‘Sign up’.

- Upon submission, a widget will appear directing you to **check your email** for a verification message.

Sign up to Provider Issue Management System (PIMS)

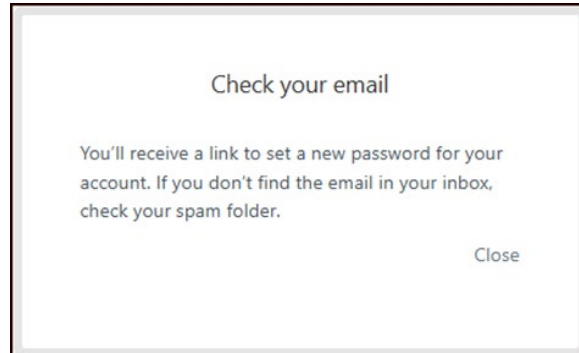
Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Name* (required)

Email*

[Sign up](#)

[Cancel](#)



3. Step 3: Verify Your Email

3.1. Check Your Email Inbox:

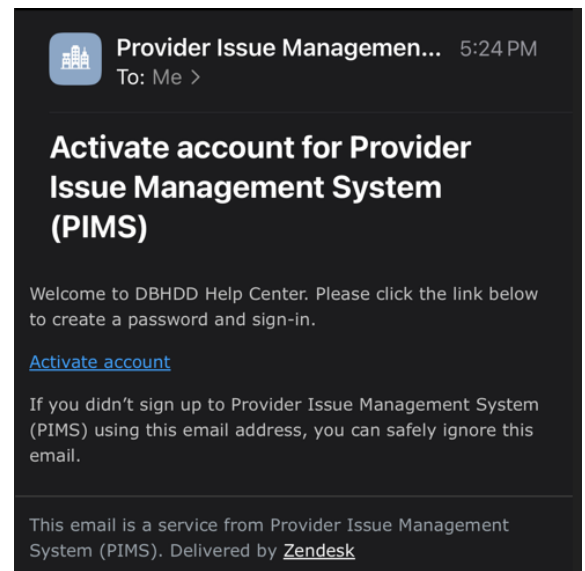
- Open your email account and look for a verification message from Zendesk—don't forget to check your spam or junk folder if you don't see it!

3.2. Open the Verification Email:

- Click to open the email sent from Zendesk.

3.3. Click on the ‘Activate account’ Link:

- Follow the link in the email to activate your account.



4. **Step 4: Create a password:**

4.1. Create a password that you'll use to sign into PIMS+.

- **Choose a strong password** that aligns with Zendesk's security requirements (typically a mix of uppercase and lowercase letters, numbers, and special characters).
- You will automatically return to the landing page and be able to start using PIMS+.

Create a password

You'll use this password to sign in to Provider Issue Management System (PIMS)

Password*

Password must contain the following

- > Must be at least 6 characters
- > Must be fewer than 72 characters
- > Must include a number
- > Must include a special character
- > Must include uppercase and lowercase letters
- > Must be different than your email address

Create password

Cancel

Need Help?

Contact Provider Support at support@dbhddpims.zendesk.com for assistance.