

# Health Partner Order Portal (HPOP)

For COVID-19 Therapeutics

Initial Access, Setup, User Account Creation, and Basic Inventory  
Reporting



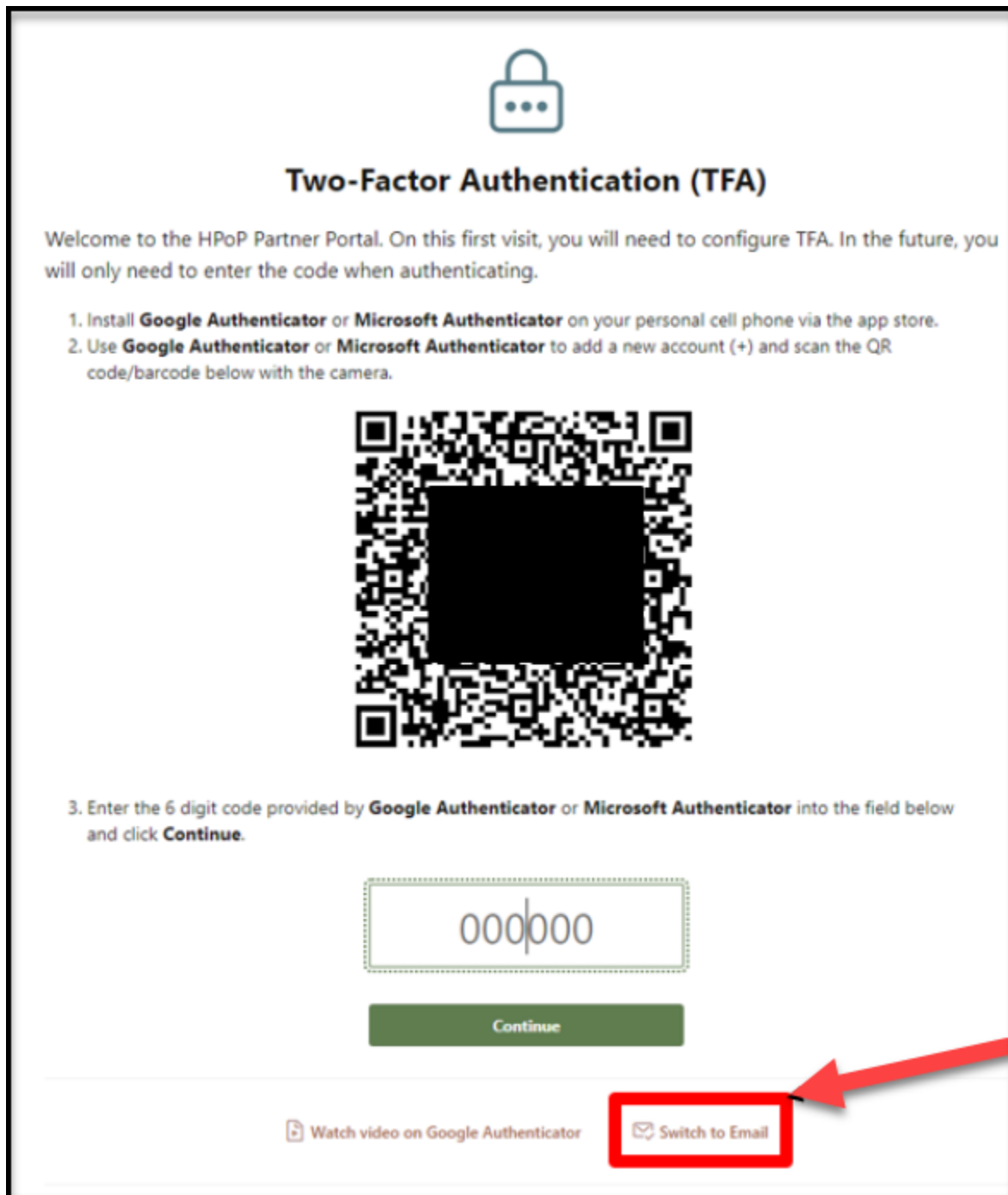
Created by the FDOH Bureau of Preparedness and Response

## Table of Contents

Logging in to the Health Partner Provider Portal (HPOP) .....	2
Initial Account Setup .....	3
Entering Licensure Information .....	3
Verifying Receiving Address and Delivery Hours .....	5
Reporting Inventory .....	7
Adding and editing Contacts/User Accounts.....	9
Adding a new Contact/Creating a new User Account.....	10
Editing an Existing Contact/User Account.....	12
Inactivating a Contact/User Account .....	13

## Logging in to the Health Partner Provider Portal (HPOP)

The Florida Department of Health will work with the US Department of Health and Human Services (HHS) to setup provider user accounts. When a user account is created, the user will receive an email from [vpop-no-reply@cdc.gov](mailto:vpop-no-reply@cdc.gov), containing a registration link that should be good for 72 hours. Click on the registration link to be taken to a screen to set up your password and two-factor authorization (TFA). TFA can be setup using either an authentication app on your mobile phone or using your email. You will see a screen like the one below, with instructions for downloading and using an authentication app, or a link at the bottom to set up TFA using email instead. Follow the directions to proceed with logging in.




The screenshot shows a web interface for Two-Factor Authentication (TFA) setup. At the top, there is a lock icon and the title "Two-Factor Authentication (TFA)". Below the title, a welcome message states: "Welcome to the HPoP Partner Portal. On this first visit, you will need to configure TFA. In the future, you will only need to enter the code when authenticating." Two numbered instructions are provided: 1. Install Google Authenticator or Microsoft Authenticator on your personal cell phone via the app store. 2. Use Google Authenticator or Microsoft Authenticator to add a new account (+) and scan the QR code/barcode below with the camera. A large QR code is displayed in the center. Below the QR code, instruction 3 reads: "Enter the 6 digit code provided by Google Authenticator or Microsoft Authenticator into the field below and click Continue." A text input field contains the code "000|000". Below the input field is a green "Continue" button. At the bottom, there are two links: "Watch video on Google Authenticator" and "Switch to Email". The "Switch to Email" link is highlighted with a red box and a red arrow points to it from the right side of the screen.

**Two-Factor Authentication (TFA)**

Welcome to the HPoP Partner Portal. On this first visit, you will need to configure TFA. In the future, you will only need to enter the code when authenticating.

1. Install **Google Authenticator** or **Microsoft Authenticator** on your personal cell phone via the app store.
2. Use **Google Authenticator** or **Microsoft Authenticator** to add a new account (+) and scan the QR code/barcode below with the camera.



3. Enter the 6 digit code provided by **Google Authenticator** or **Microsoft Authenticator** into the field below and click **Continue**.

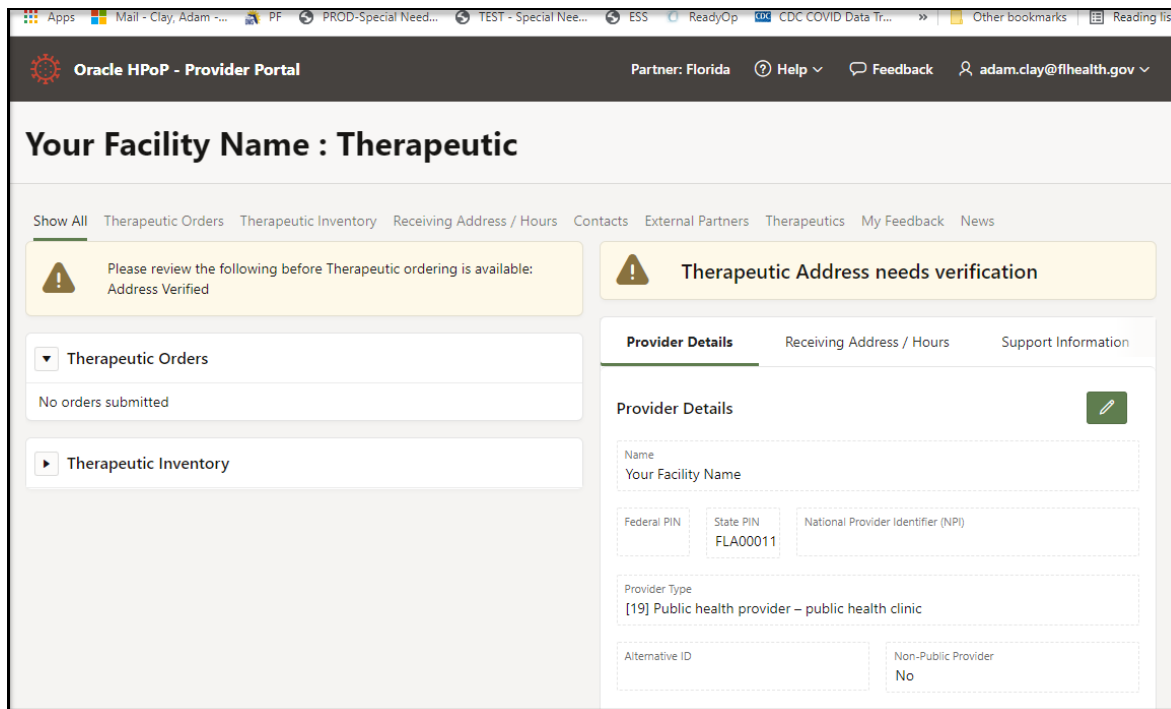
000|000

Continue

[Watch video on Google Authenticator](#) [Switch to Email](#)

## Initial Account Setup

Upon successfully signing in you will see the landing page for your facility. It will look similar to this, with your facility name at the top left of the screen. The page has sections for logging Inventory, tracking orders, and maintaining your facility data, among others.

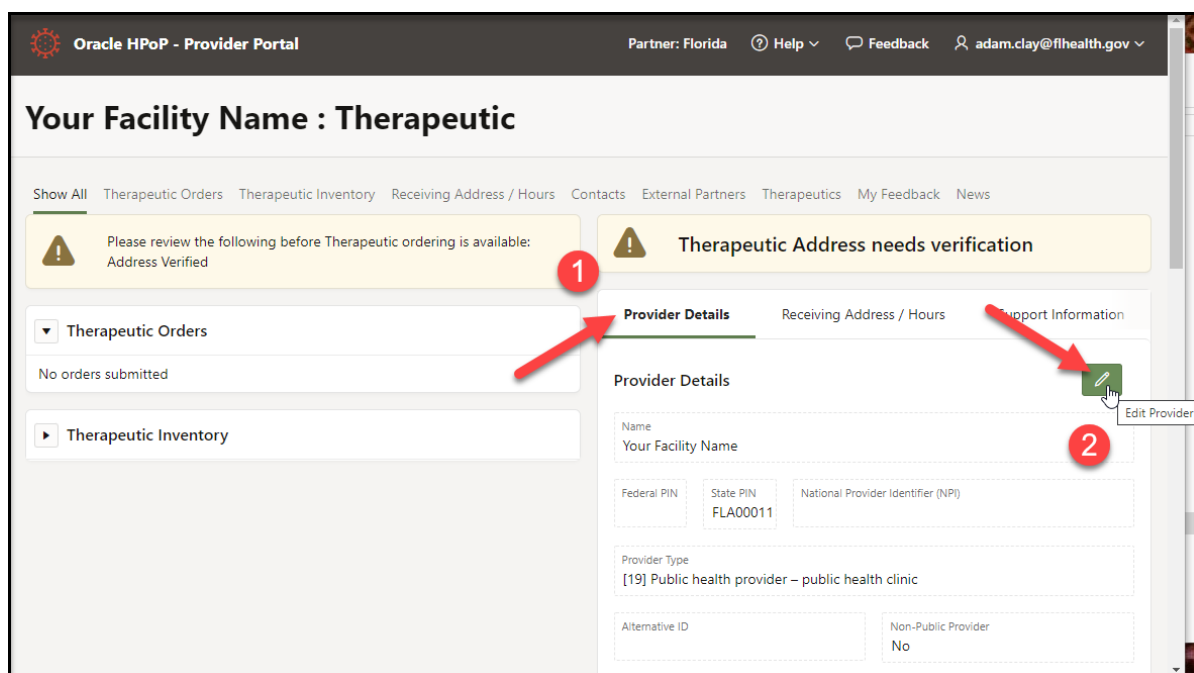


When you log in for the first time, you must enter your facility/provider licensure information, and verify your delivery address and receiving hours.

## Entering Licensure Information

To enter your licensure information:

1. Click the tab titled “Provider Details”



The “Maintain Provider Information” screen will open.

Scroll down to find the fields for License and License Expiration Date at the bottom left of the screen.

Enter an appropriate license number and expiration date; it could be either a prescriber license or a Florida issued license to receive and store medication. If you have a question about what license to use contact: [covid.therapeutics@flhealth.gov](mailto:covid.therapeutics@flhealth.gov).

**IMPORTANT:** Once you have entered the required information, you must click the “Apply Changes” button to save the data.

## Verifying Receiving Address and Delivery Hours

To Verify your receiving address and delivery hours:

1. Click the tab titles "Receiving Address/Hours"
2. Click the "Add Address" button (If no Address has yet been entered), or the "Edit" button if there is an existing address.

Oracle HPOP - Provider Portal

Partner: Florida Help Feedback adam.clay@flhealth.gov

Your Facility Name : Therapeutic

Please review the following before Therapeutic ordering is available:  
Address Verified

Therapeutic Address needs verification

Provider Details **Receiving Address / Hours** Support Information

Receiving Address / Hours

Physical 4052 Bald Cypress Way  
Tallahassee LEON FL 32399

Add Address

row(s) 1 - 1 of 1

The "Maintain Address" screen will open. Check the box that says "Therapeutic" at the top of the screen. Click in any field to Enter/edit any of the address and contact information as necessary. Required fields are marked with a red corner

Maintain Address

This address will receive inventory for the following Modules:

Therapeutic

Address Type

Physical Address Hub Address

Address1  
4052 Bald Cypress Way

Address2

City  
Tallahassee

County

State Code  
Florida

Zip  
32399

Loading Dock capable of handling 53' trailers?

Special Delivery Instructions

Receiving Email  
adam.clay@flhealth.gov

Scroll down to enter/edit the receiving hours. For each day that packages can be received, click in the appropriate “From” or “To” column to set the correct hours. If packages can be received around the clock, select “Yes” in the “All Hours” column and the hours will automatically set as midnight to midnight.

**Maintain Address**

(555) 555-5555 Phone Extension (555) 555-5555

The Receiving Email and Phone must be monitored for communications from the distribution center.

Day	All Hours	From1	To1	From2	To2
Monday		09:00 AM	05:00 PM		
Tuesday		09:00 AM	12:00 PM	01:00 PM	05:00 PM
Wednesday	Yes	12:00 AM	12:00 AM		
Thursday		09:00 AM	05:00 PM		
Friday		09:00 AM	05:00 PM		
Saturday					
Sunday					

**IMPORTANT:** Once you have verified the address and delivery hours, you **MUST** check the box at the bottom right that says “Receiving Address & Hours Verified”. Then click the button at the bottom right of the screen, which may say “Create” or “Apply Changes”.

Sunday

When editing To and From values 12:00 am at the top of the list represents 00:00.  
However, 12:00 am at the bottom of the list represents 24:00.

Receiving Address & Hours Verified

Cancel Create

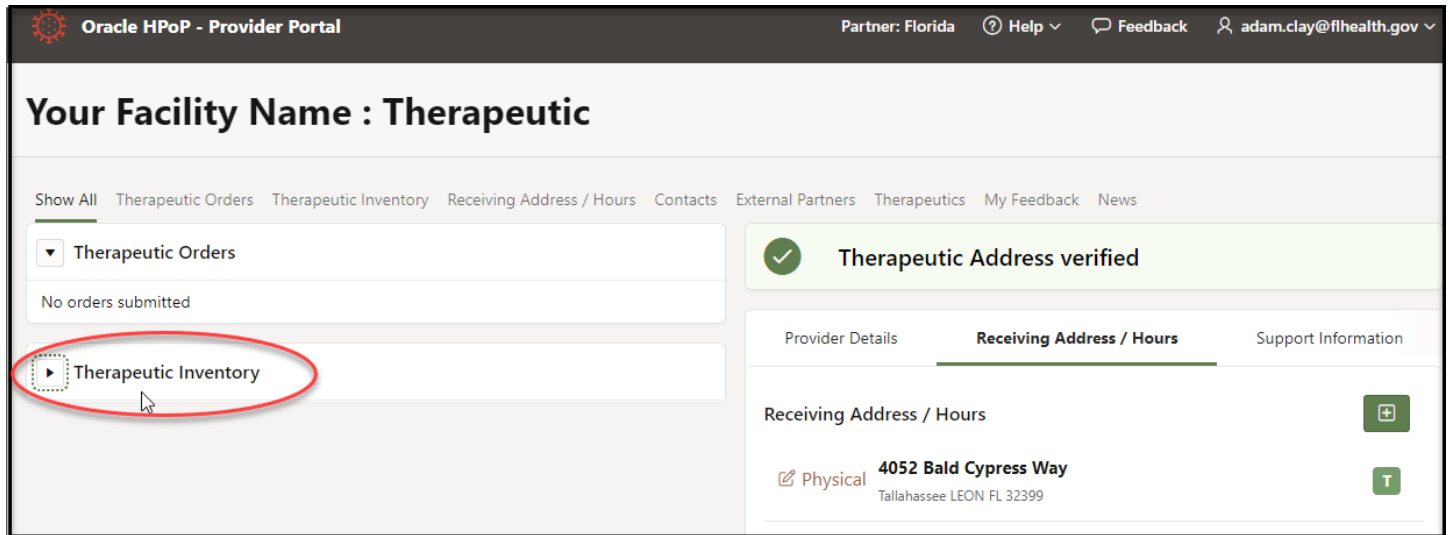
Receiving Address & Hours Verified

Apply Changes

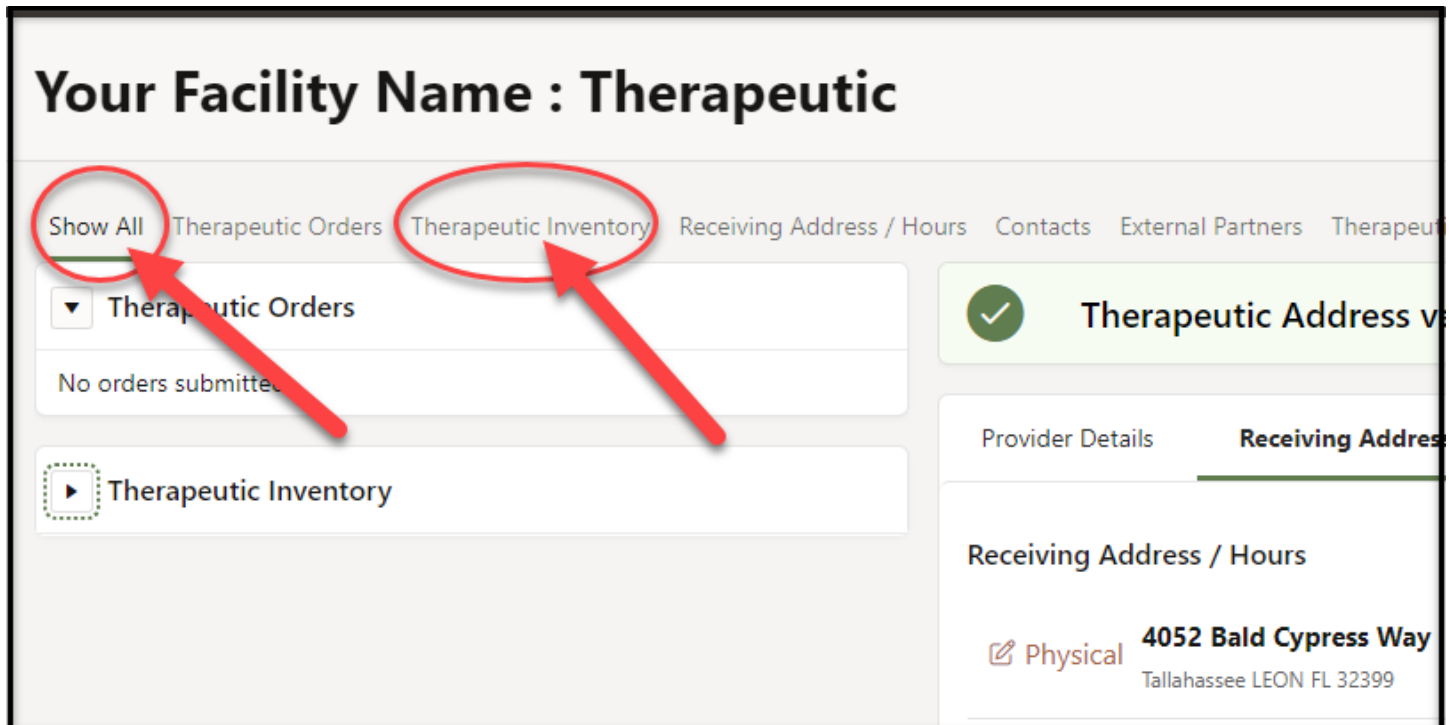
## Reporting Inventory

Providers are required to report daily the therapeutic doses administered and the doses available since the previous day's reporting.

Reporting is done in the "Therapeutic Inventory" section on the facility landing page.



You can click the "Show All" tab to display the "Therapeutic Inventory" section along with all of the other sections on the landing page, or Click the "Therapeutic Inventory" tab to bring up only that section.





Click the Arrow next to the heading to display the reporting table.

NO Orders Submitted

Therapeutic Inventory

Courses Administered and Available (since last reported) Transfers

Courses Administered and Available (since last reported) Save Therapeutic Courses

Therapeutic	Courses Administered	Courses Available	History
Evusheld (0310-7442-02)			
Molnupiravir [Qty 24] (000...			
Paxlovid (0069-1085-30)			

Please note that some Therapeutics may not be displayed in Inventory.

1. Double click in a field to enter the number of course administered or available *since the last report*.
2. Then click the button that says “Save Therapeutic Courses”

Therapeutic Inventory

Courses Administered and Available (since last reported) Transfers

Courses Administered and Available (since last reported) Save Therapeutic Courses

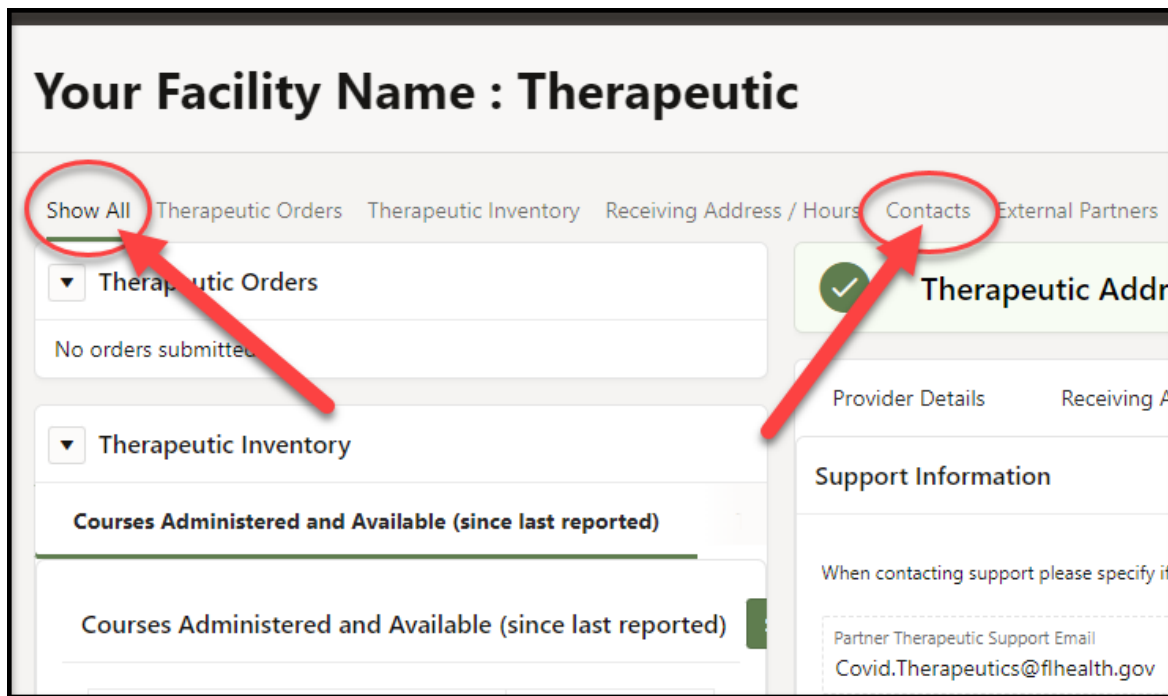
Therapeutic	Courses Administered	Courses Available	History
Evusheld (0310-7442-02)	5	18	
Molnupiravir [Qty 24] (0006...			
Paxlovid (0069-1085-30)			

Please note that some Therapeutics may not be displayed in Inventory.

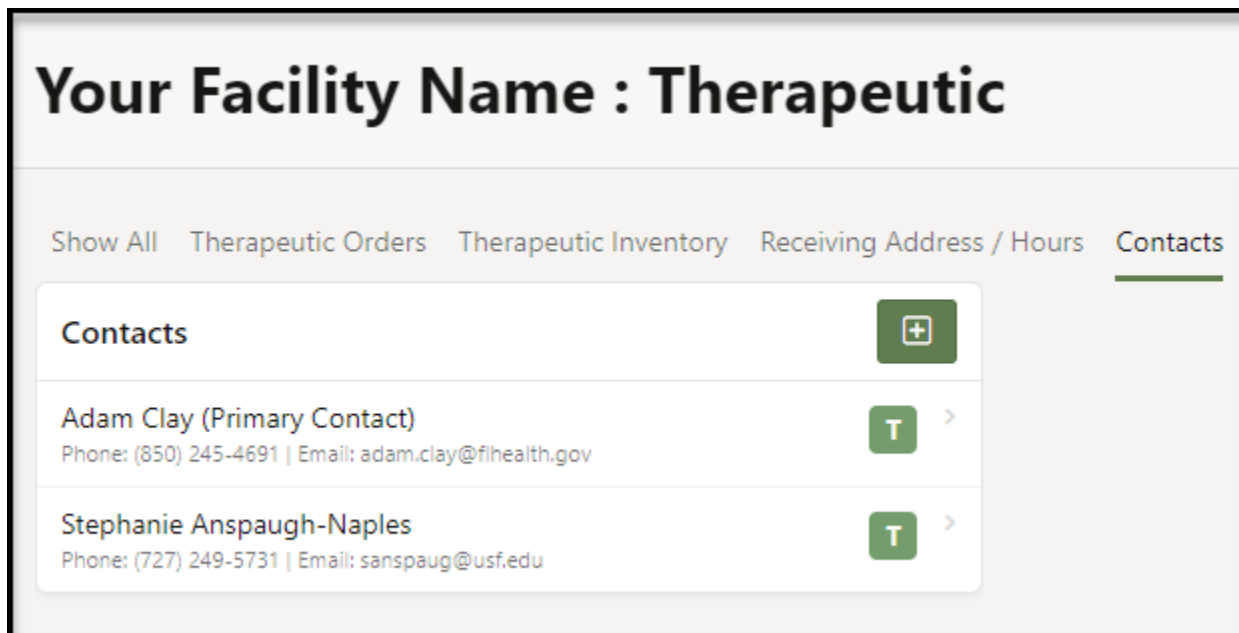
The system will flash a message saying “Changes Saved” at the top right of the screen, and the numbers you entered will be saved.

## Adding and editing Contacts/User Accounts

Your facility's Point of Contact names and contact information are entered and maintained in the "Contacts" section. You can click the "Show All" tab to display the "Contacts" section along with all of the other sections on the landing page, or click the "Contacts" tab to bring up only that section. **Creating a new Contact will create a HPOP user account for that person.** The list of Contacts thus doubles as the list of HPOP user accounts for your facility.

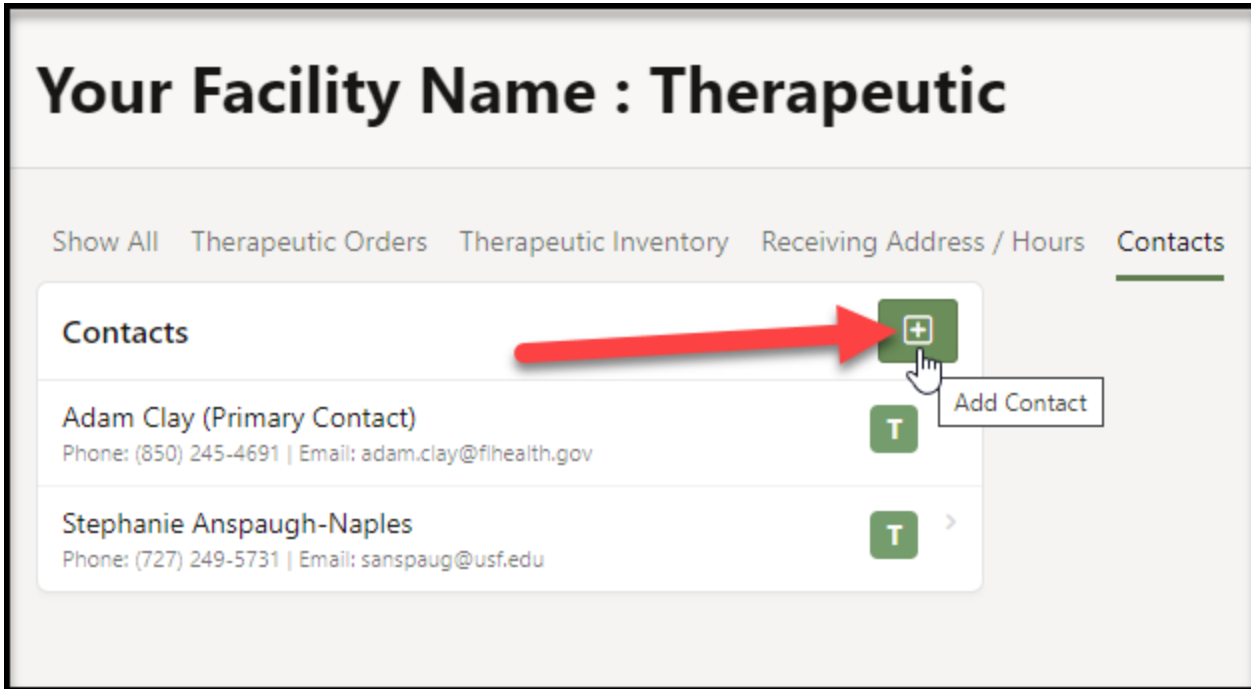


In the Contacts section, existing Contacts will be displayed with their phone numbers and email addresses. Whichever contact has been designated as the Primary Contact is also displayed here. You have the option of adding a new contact or editing existing ones.

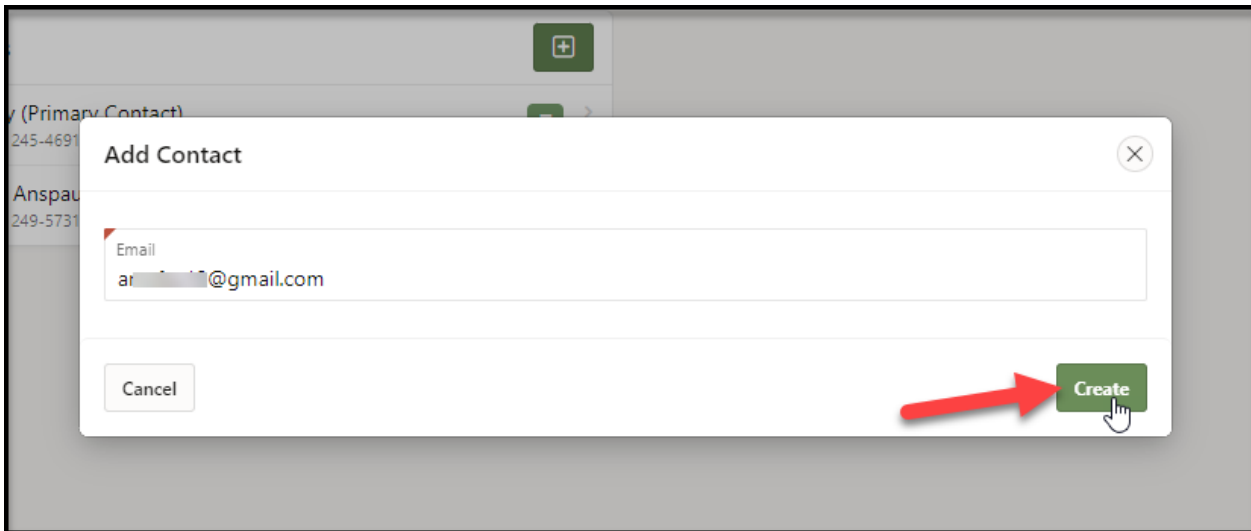


## Adding a new Contact/Creating a new User Account

To add a contact and create a new user account, click the “Add Contact” button.



Enter the contact's email address and click Create.



**Provider Contact** ✕

Email  Active **Yes**

First Name  Last Name

Primary Contact \*  Title

Phone number, Phone Extension, and Fax will only accept numeric input.

Phone  Phone Extension  Fax

Modules \*

Therapeutic

**Address**

Address Line 1  Address Line 2

City  County  State  Zip Code

If the contact is going to be the Primary Contact for your facility, click the “Primary Contact” designator.

First Name  Last Name

Primary Contact \*  Title

Phone number, Phone Extension, and Fax will only accept numeric input.

**IMPORTANT:** Be sure to check the box that allows the new user to access the Therapeutics Module

(555) 123-4567 Phone Extension  (555) 555-5555

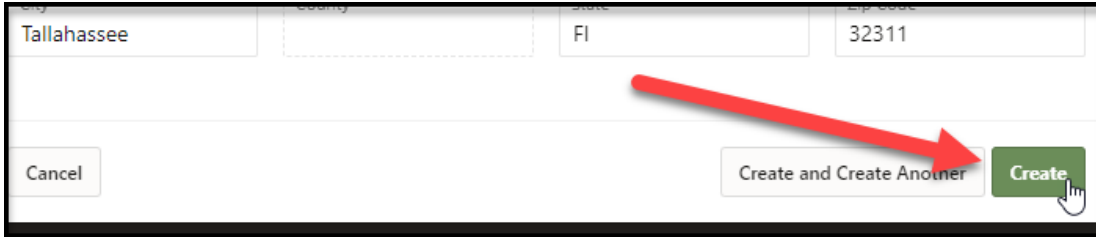
Modules \*

Therapeutic

**Address**

Address Line 1  Address Line 2

Once you have entered all of the required contact information, click the “Create button” at the bottom right of the screen. You can also click the “Create and Create Another” button if you want to create another new contact.

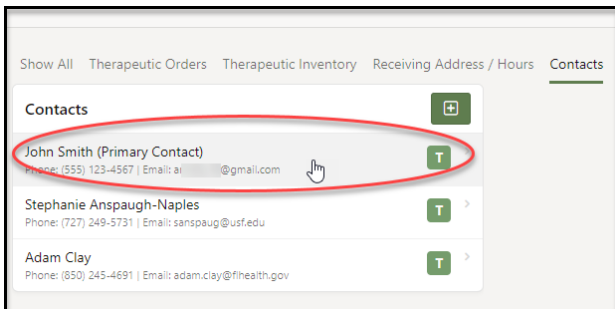


A screenshot of a contact creation form. At the top, there are input fields for 'City' (Tallahassee), 'State' (FL), and 'Zip Code' (32311). At the bottom, there are three buttons: 'Cancel', 'Create and Create Another', and 'Create'. A red arrow points from the top right towards the 'Create' button.

The system will create the new contact and return you to the landing page. **The new user will receive an email with a link to activate their new account.**

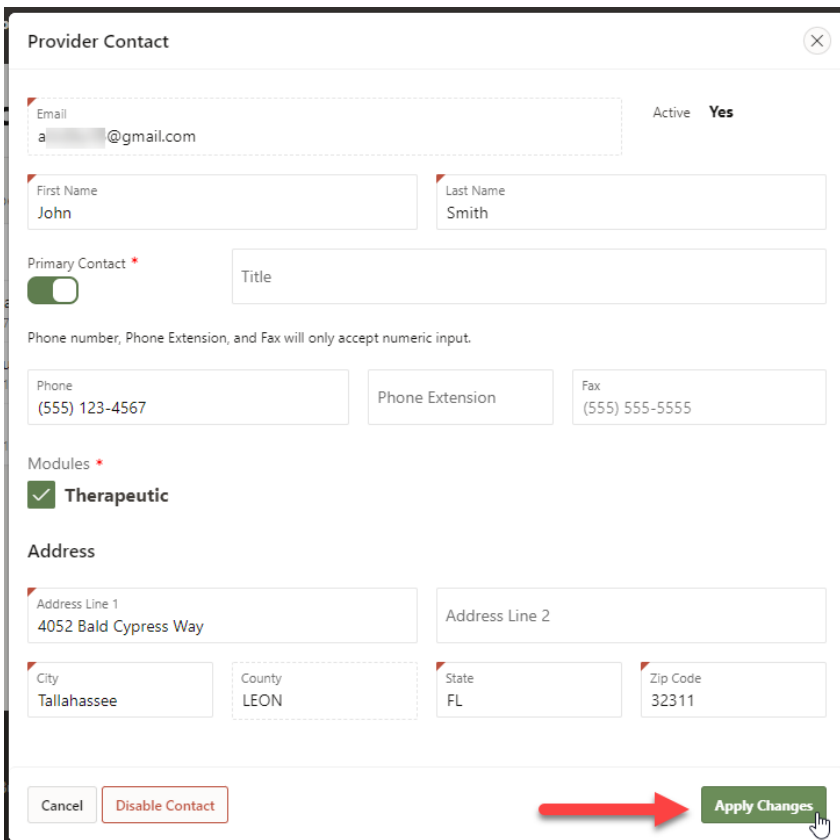
### Editing an Existing Contact/User Account

Access the Contacts section as described on page 9. Click on the name of the contact you wish to edit.



A screenshot of the 'Contacts' section in a web application. The 'Contacts' tab is selected. A list of contacts is shown: 'John Smith (Primary Contact)', 'Stephanie Anspaugh-Naples', and 'Adam Clay'. The 'John Smith' entry is circled in red. Each entry has a green 'T' icon and a right-pointing arrow.

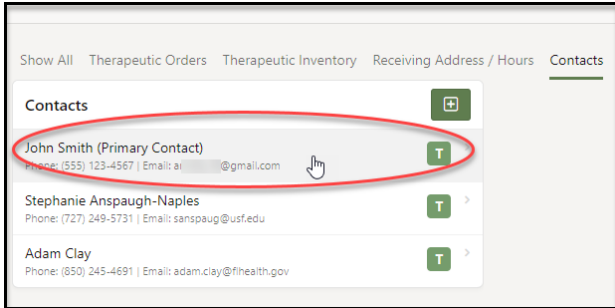
Edit the Provider Contact information as necessary, then click the “Apply Changes” button at the bottom right of the screen to save your changes.



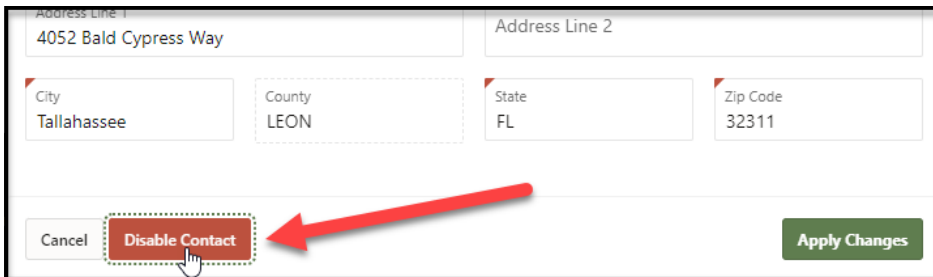
A screenshot of the 'Provider Contact' edit form. The form contains the following fields: 'Email' (a...@gmail.com), 'Active' (Yes), 'First Name' (John), 'Last Name' (Smith), 'Primary Contact' (checked), 'Title' (empty), 'Phone' ((555) 123-4567), 'Phone Extension' (empty), 'Fax' ((555) 555-5555), 'Modules' (Therapeutic checked), 'Address' (Address Line 1: 4052 Bald Cypress Way, Address Line 2: empty), 'City' (Tallahassee), 'County' (LEON), 'State' (FL), and 'Zip Code' (32311). At the bottom, there are three buttons: 'Cancel', 'Disable Contact', and 'Apply Changes'. A red arrow points from the bottom center towards the 'Apply Changes' button.

## Inactivating a Contact/User Account

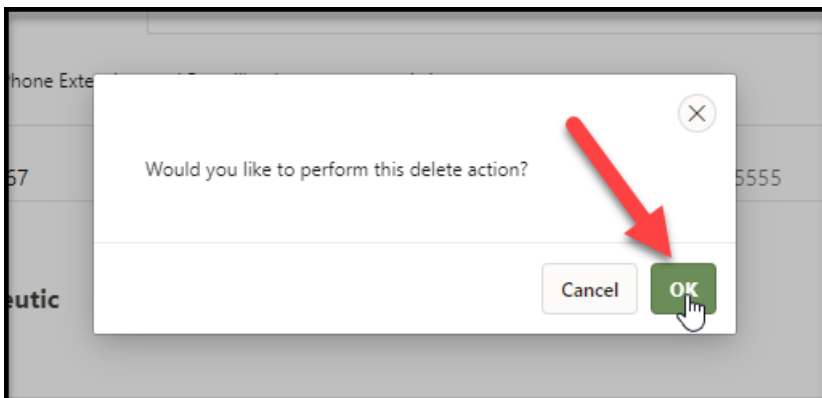
Access the Contacts section as described on page 9. Click on the name of the Contact you wish to inactivate.



Click the “Disable Contact” button at the bottom left of the screen.



Click OK top confirm that you wish to delete the Contact.



The account will remain in your contact list but will be labelled “Inactive”. You can reactivate a user account by opening it as described above and clicking the “Activate Contact” button that is now found at the bottom right of the Provider Contact screen.

