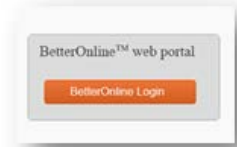


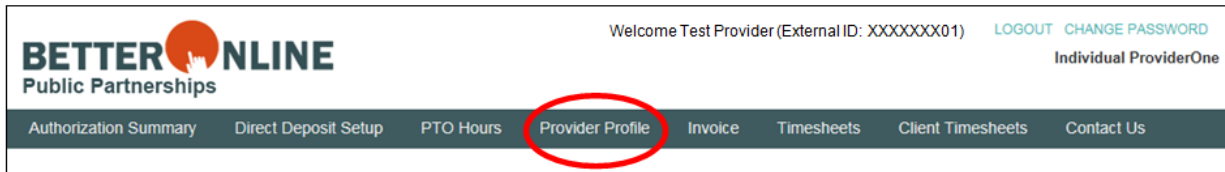
Hints and Tips

Type: User Account
Category: Provider Preferences

STEP 1: Go to www.ipone.org and click on the BetterOnline link and login to the Provider web portal. Find your login information in your Welcome Packet



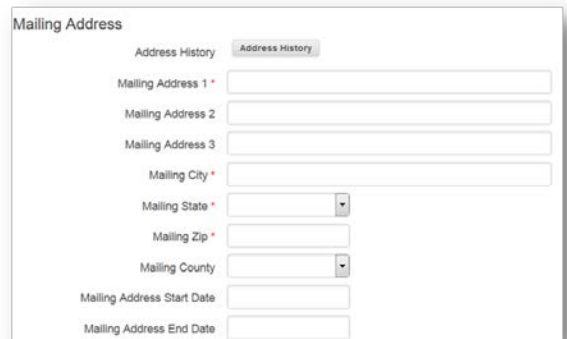
STEP 2: Locate the Provider Profile Tab



STEP 3: Next, you will see a page with your name and personal information. You can make updates to your telephone number and address. For security reasons, you must contact the PPL call center to update your name, social security number, or date of birth.



STEP 4: *What address do you get your mail delivered to?*
Make sure the address you receive mail at is listed in this section. The mailing address is where IPOne will send you information and mail your paycheck or debit card if you have not set up direct deposit in IPOne.



STEP 5: *Are your phone numbers correct?*
PPL may call you if there are issues with your timesheet. Please make sure your current phone numbers are listed.

STEP 6: *What language would you prefer to read?*
If you want to get a letter from IPOne in a language other than English, you need click the arrow to see the list of available languages. Click on your preferred language to fill in the box.

Preferred Language

STEP 7: *Do you have an email address?* Enter your email address so IPOne can send you important information by email.

STEP 8: Click on the "Save" button to save your changes.

