

# **MQA Online Services Portal**

## **Registration and License Linking**

### **User Guide**

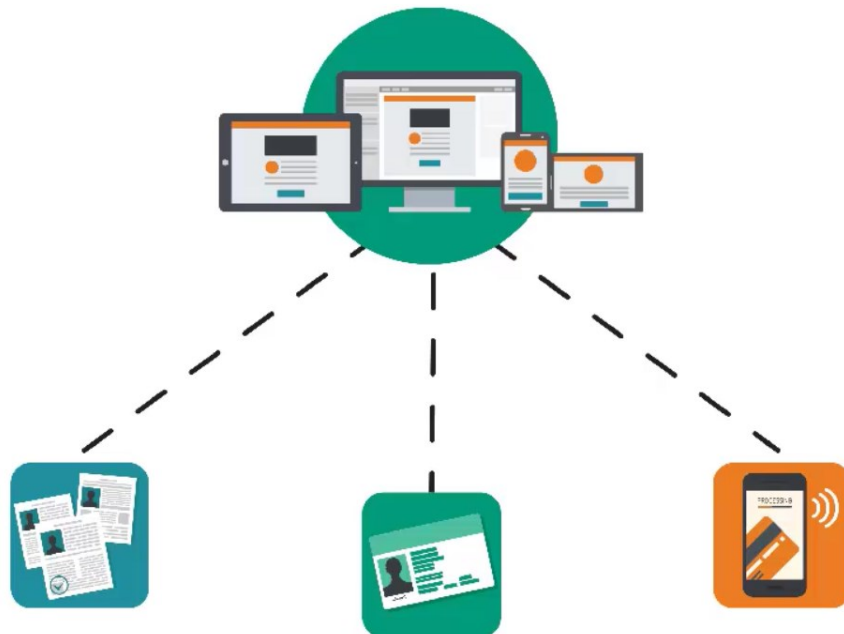
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## MQA Online Services Portal

### Registration and License Linking

1. Hello and welcome to the Division of Medical Quality Assurance's online help tutorials. The MQA Online Services Portal is the health care practitioner service portal for the Florida Department of Health. In this tutorial, I'll show you how to register as a new user of our MQA Online Services Portal and subsequently link your license to your account.



2. In order for us to serve you, we ask that you register as a user of our MQA Online Services Portal. Registration allows you to apply for a license or submit a license renewal, request a duplicate or replacement license, and pay fees, along with all of the other services provided by MQA. Registration is not required to perform a license search or to file a complaint.



3. Before you begin the registration process, it is important that you have access to a computer with a compatible web browser, such as, Internet Explorer, Mozilla Firefox or Google Chrome. You must also have access to a valid email account. If you are an existing licensee, you will need your social security number, date of birth and the mailing address zip code currently on file with the Department of Health.

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**Welcome to the NEW MQA Online Services**

If you were registered with MQA Online Services before, you will need to re-register by clicking on the [New User Registration](#) link. If you have previously visited this page and registered, please use the "Returning User" section to sign into your account.

If you have more than one license type, please maintain your original User ID and Password for [MQA Online Services](#) until the conversion is complete.

MQA Online Services only accepts credit card payments for American Express, Discover, MasterCard, and Visa.

For more information about our new MQA Online Services Portal, please visit [www.FLHealthSource.gov/mqa-services](http://www.FLHealthSource.gov/mqa-services).

**New User**

[Click HERE for New User Registration](#)

**Returning User**

User ID:

Password:

[Sign In](#)

[Forgot user ID?](#) [Forgot password?](#)

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4. To begin the registration process, select the "Click HERE for New User Registration" hyperlink.

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**User Registration**

Welcome to MQA's Online Services portal! This system requires users provide an active email address for registration and authentication; however the email address provided in this form will not be released to the public under Florida's public record law because it is being provided to the state to authenticate your user access to the portal.

Users must complete the form below to use MQA's Online Service portal.

Enter your details and press "Next".

Press "Previous" to return to the previous screen.

Press "Cancel" to cancel this registration and return to the main menu.

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**Account Owner Contact Information**

\* First Name:

Middle Name:

\* Last Name:


---

**Account Login**

\* Email:  (e.g. name@domain.com)

\* Confirm Email:

\* User ID:

Use email address as user id: ☒ 

Or enter your own user id:

---

**Password Recovery (In case you forget your password, you will be required to answer this question to obtain a new temporary password.)**

\* Secret Question:

\* Secret Answer:

---

**Communication**

5. Fields marked with a red asterisk are required. Enter your first and last name in the Account Owner Contact Information section. Please note that a valid email address is required to complete your registration. You have the option of using your email address as your user ID by selecting the checkbox provided. Or you can enter your own user ID in the field provided.

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**User Registration**

Welcome to MQA's Online Services portal! This system requires users provide an active email address for registration and authentication; however the email address provided in this form will not be released to the public under Florida's public record law because it is being provided to the state to authenticate your user access to the portal.

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---

**Account Owner Contact Information**

\* First Name:

Middle Name:

\* Last Name:

---

**Account Login**

\* Email:  (e.g. name@domain.com)

\* Confirm Email:


\* User ID:

Use email address as user id: ☒

Or enter your own user id:

---

**Password Recovery (In case you forget your password, you will be required to answer this question to obtain a new temporary password.)**

\* Secret Question: 

\* Secret Answer: 

What is your maternal grandmother's first name?  
 What is your paternal grandmother's first name?  
 What is the name of your childhood best friend?  
 What city were you born?  
 What city did you meet your significant other?

6. The Password Recovery section is used to verify your identity if you forget your user name or password.

**Account Owner Contact Information**

First Name:

Middle Name:

Last Name:

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**Account Login**

Email:  (e.g. name@domain.com)

Confirm Email:

User ID:

Use email address as user id: ☒

Or enter your own user id:

---

**Password Recovery** (In case you forget your password, you will be required to answer this question to obtain a new temporary password.)

Secret Question:

Secret Answer:

---

**Communication**

Email Communication: ☒ Yes ☐ No

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**Security Measures** (This helps to prevent automated registrations.)

Type the characters from the picture below (without spaces):

[Refresh](#)

[Next](#) [Cancel](#)

7. Select the “Yes” radio button for Email Communication if you would like to receive email communication from MQA to the email address you provide when entering or updating your address. Selecting “No” will not exclude you from receiving automatic emails generated by the online portal regarding your application and payments. Enter the characters displayed within the image at the bottom of the page. If you cannot read the characters in the picture, you may click the “Refresh” button to display a new image. The characters will always be lowercase. Once you have entered all the required information, click the “Next” button to submit your user profile information.

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**Preview Registration**

Press “Save” to save the registration.  
Press “Edit” to modify your registration details.  
Press “Cancel” to cancel this registration and return to the main menu.

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First Name:	Martha
Second Name:	Queen
Last Name:	Anderson
Email:	mqa16online@gmail.com
Userid:	mqa16online@gmail.com
Secret Question:	What is your maternal grandmother's first name?
Secret Answer:	Toots
Email Communication:	Yes

[Save](#) [Edit](#) [Cancel](#)

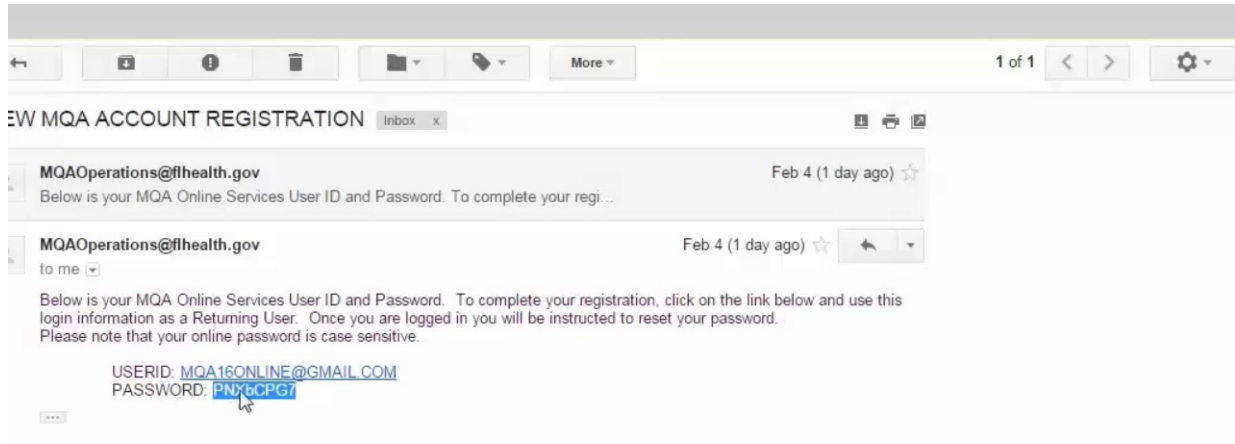
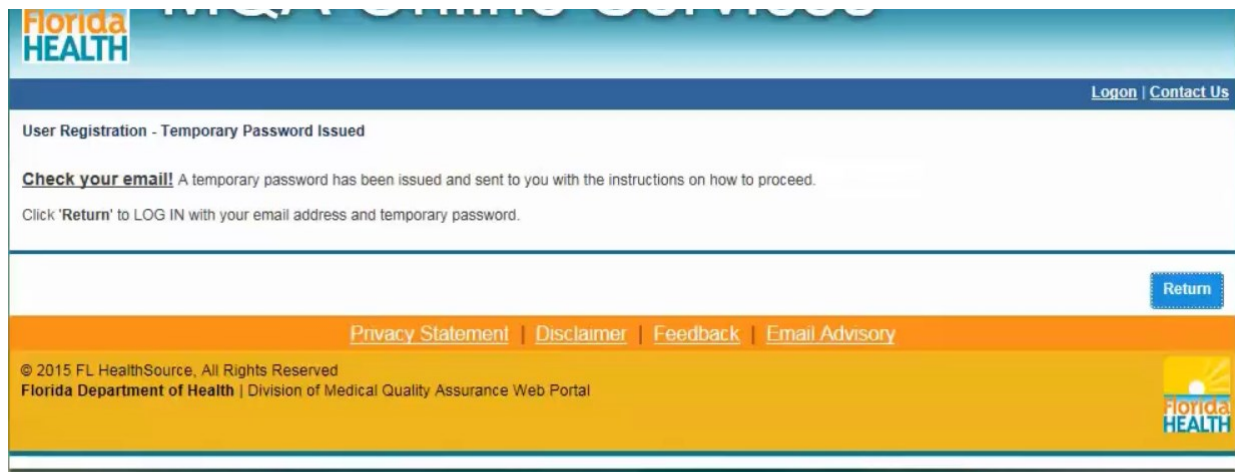
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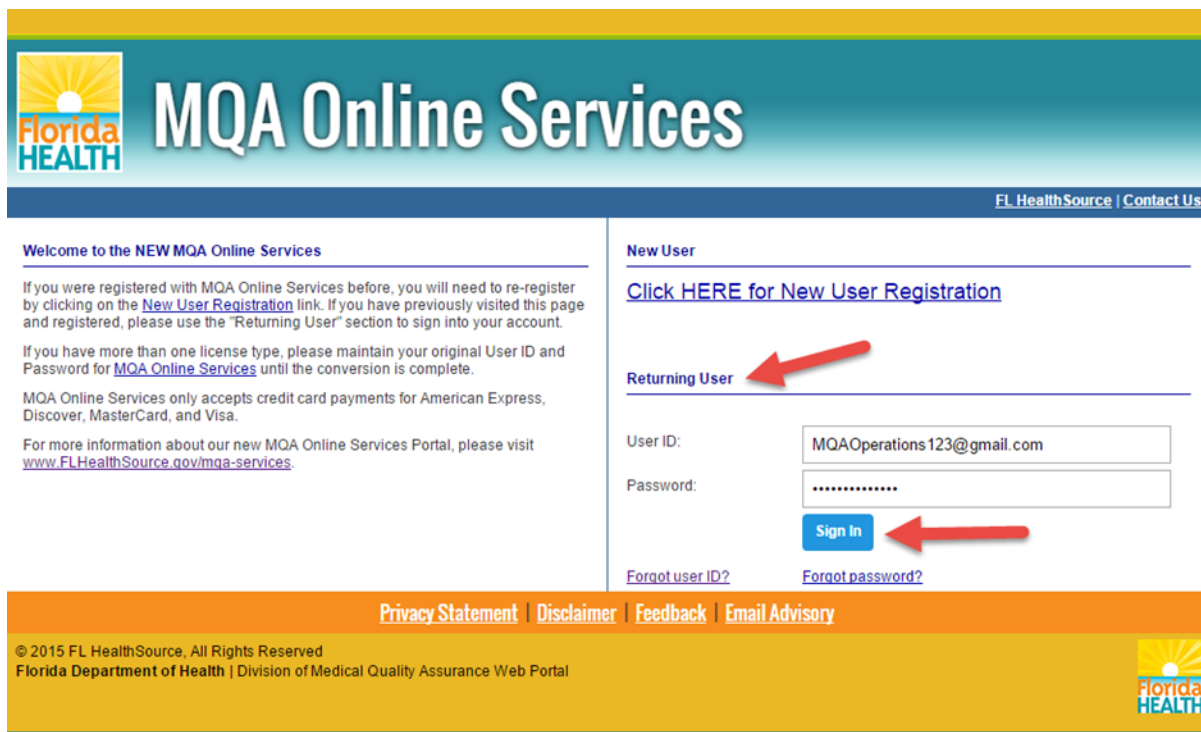
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8. On the next page, you’ll need to verify that the information you entered is correct. If you need to correct any information, click the “Edit” button and make the changes. When all information is verified, click the “Save” button. After saving, you will be sent an email confirmation containing your user ID and your temporary password.





9. At this point, you'll need to access your email account to locate the email containing your user ID and temporary password. Once you locate the temporary password, return to the MQA Online Services Portal.



10. Under Returning User, enter your user ID and temporary password. Then, select "Sign In."

**MQA Online Services**

Logged in as **Anderson, Martha Queer**

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**Update Default Registration Information**

Enter your new password and press "Save".

Your new password must contain the following:

- a minimum of (8) characters
- must not be the same as your user id
- must not be a variation of your user id
- must contain at least (2) lowercase alphabetic characters
- must contain at least (2) special characters (e.g. !@#\$%^&\*()\_+{}|)

★ Old/Temporary Password:

★ New Password:

★ Confirm Password:

[Save](#)

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11. You will be prompted to create a new password for your account. Enter the temporary password provided in the email in the "Old/Temporary Password" field. Enter a new password in the "New Password" field and the "Confirm Password" field. Note the password requirements shown at the top of the page. Once you've entered a password that meets the requirements, select "Save."

**MQA Online Services**

Logged in as **Anderson, Martha Queer**

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**Step1: Do you have an existing License or Application?**

**Step2: Provide Identifying information**

**Step3: Confirm Information**

**Welcome to MQA OnlineQuickStart**

By answering a few simple questions we'll help you to get started

**Step 1: Have you ever applied for or held a health related license in the state of Florida?**

If your license is currently null and void, please select "no" to start a new application.

☒ Yes [How do I know?](#)

☐ No - I have **never** applied for or held a license in Florida, or my license is null and void.

[Next](#) [Cancel](#)

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12. When accessing the portal for the first time, you will be asked a few questions. The first question asks if you have ever held a health related license in the state of Florida. If you select "Yes," you will be asked to enter additional information to link your license to your account. If you select "No," You will be directed to the Quick Start Menu where you can apply for a new license.

If you select "Cancel," you will be routed to the Quick Start Menu. If you do not link your license at this time, you will still have an opportunity to do so when you return to your account by selecting "Add My License or Previous Application" from the Quick Start Menu.

For the purposes of this demonstration, I will proceed with linking a license upon my initial log-in.

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Logged in as Anderson, Martha Queen

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Step1: Do you have an existing License? Step2: Provide Identifying information Step3: Confirm Information

**Welcome to MQA OnlineQuickStart**  
What kind of a license did you hold, or did you apply for in the past?

**Step 1**  
Which Board manages your License/Registration type? Your selection will narrow the available items found in the License Type drop-down list. For an ARNP license, please select Registered Nurse from the License Type drop-down list.

\* Board/Council: Board of Nursing How do I know? ⓘ

\* License Type: <Select One>  
Licensed Practical Nurse  
Nursing Education Program- PN  
Nursing Education Program- RN  
Registered Nurse How do I know? ⓘ

[Next](#) [Cancel](#)

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13. After selecting “Next,” you will be prompted to select the board or council that issued your license as well as the type of license you hold.

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Logged in as Anderson, Martha Queen

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Step1: Do you have an existing License? Step2: Provide Identifying information Step3: Confirm Information

**Help us to find your records**

**Step 2**  
Special Information about the ZIP CODE.  
Practitioners - Enter your Mailing Address Zip Code on file with the Department of Health.  
Facilities, Schools and Other Organizations - Enter the Practice Location Zip code.

\* Required Information

License Type: Registered Nurse

\* SSN: 089640091 Full digits of SSN

\* Date Of Birth: 08/28/1980 (mm/dd/yyyy)

\* Zip Code: 32413

**Security Measures** (This helps to prevent automated registrations.)

\* Type the characters from the picture below (without spaces): cscyz

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14. You will then be required to enter your social security number, date of birth and your mailing address zip code currently on file with the Department of Health.



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Logged in as **Anderson, Martha Queen**

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Step1: Do you have an existing license? Step2: Provide Identifying Information Step3: Confirm Information

Good News! We have located your information

Step 3  
Please confirm your license credentials

Indiv / Org Number: 8909842  
Name: ANDERSON, MARTHA QUEEN

License Type	License Number
Registered Nurse	9384385

\* Select One:

☒ I confirm this is my information  
☐ No, this is not my License information

[Next](#) [Cancel](#)

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15. The following screen displays the matching license information found in our system. If you receive a message that no information was found, you will need to contact our office for assistance. If the license information displayed is correct, select the “I confirm this is my information” radio button and select “Next” to complete the linking process.

[Update Account](#) | [Logoff](#) | [Contact Us](#)

Quick Start Menu

**ATTENTION - New Accounts** : Prior to continuing, please follow the instructions on linking your existing health care license or application to your online account dashboard.

Once you have successfully linked a license to your account, your license information will populate under the "License Information" box found on the upper right hand corner of this dashboard.

During renewal time a "It is time to Renew" message will populate no later than 90 days prior to your license expiration date. This message can be found below with your license information and the selection button to begin the Renewal License Application. Please check back at later time if you do not see the "It is time to Renew" message.  
To start choose an option and you will return to this Quick Start menu after you have finished.

**License Information** [Show Details](#)

License Number: 9384385  
License Type: Registered Nurse

**It is time to Renew!**

Registered Nurse 9384385 **Renewal of RN License Application** [Select](#)

**Manage your license information**

Registered Nurse 9384385 **Choose an Application** [Select](#)

**Start a New Application or Resume a Previously Saved Application**

What are you applying for?

**Choose a Board** [Select](#)

**Choose an Application** [Select](#)

**Additional Activities**

**File a Complaint** [Select](#)

16. Once the linking process is complete, you will be routed to the Quick Start Menu. From this screen, you can add additional licenses and perform other activities associated with your licenses like submitting a renewal application. You can also view or update your account information by clicking on the “Update Account” link.

# MQA Customer Contact Center



**Phone:**

Monday – Friday  
8 a.m. – 6 p.m. EST  
850-488-0595

**Email:**

Click the Contact Us link from your  
MQA Online Services account

17. For additional assistance, please call our MQA Customer Contact Center at 850-488-0595 or use the "Contact Us" link in the top right corner of the Online Services Portal.