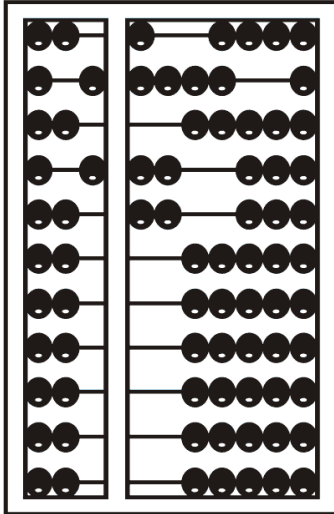


JAMES MCGUINNESS
& ASSOCIATES INC.
Consultants



CPSE Portal Credential Verification

Topics Covered

- * **What is Credential Verification**
- * **Why do we need Credential Verification**
- * **Whose credentials need verification**
- * **Who can complete the verification process**
 - * Who should complete the verification process
- * **Verifying Name**
- * **Verifying License**
 - * If the license information is wrong in CPSE Portal, how do I change it?
- * **What if CPSE Portal does not match NYS**
 - * If the name does not exactly match NYS because...
- * **Name change on NYS Office of the Professions**
- * **Verifying your NPI #**
 - * What if the information on NPPES doesn't match?
 - * If the NPI # is wrong in CPSE Portal, how do I correct it?
- * **If a therapist's name is wrong in CPSE Portal, how do I correct it?**
- * **Service Provider Credential Listing Screen**
- * **Credential Verification by therapist with login**
- * **Credential Verification by therapist without login**
- * **Credential Verification by agency office staff**
- * **When license expires**
- * **Ordering, Prescribing, Referring, Attending OPRA (SLPs ONLY)**
- * **Enrolled OPRA Practitioners Search Page**
- * **Ordering, Prescribing, Referring, Attending OPRA – Helpful Links / Phone # - eMedNY**
- * **Upcoming Webinars**
- * **Knowledge Base Articles**
- * **Follow Up**

What is Credential Verification?

- * A simple process to verify that the information about a Licensed Professional (*OT, PT, SLP, OTA, PTA, LMSW, LCSW, etc.*) is correctly entered in CPSE Portal.
- * The individual's information that needs to be verified:
 - * First Name, Last Name & Signature
 - * Profession (*OT, PT, SLP,*),
 - * License #,
 - * Date of Licensure,
 - * Date Registered Through
 - * NPI #

Credential Verification

- * All providers licensed through the New York State Office of the Professions (*Occupational Therapists, Physical Therapists, Licensed Clinical Social Workers, etc.*) as well as non-licensed professionals that work under the direction of an SLP for speech therapy services (TSHH, TSSLD, etc.) provider will need to have their credentials verified.
- * Verification means that someone (*the therapist and/or agency staff*) will need to review what is on file with the Office of Professions and the NPI Registry to ensure that the information in the Portal is correct and attest that the information is correct.
- * Someone at the County will review and approve the verified information.

Why Do We Need Credential Verification

- * Counties have found too many instances of incorrect information in the CPSE Portal. This incorrect information then gets propagated to Medicaid, treatment logs, prescriptions, etc.
- * Examples:
 - * Therapist has Supervisor's license # listed instead of their own.
 - * Therapist has Agency NPI listed instead of their own.
 - * Therapist has typo in license number.
 - * Therapist's name was changed, but CPSE Portal was not updated.
 - * Therapist is listed as a Licensed Speech and Language Pathologist when they were not licensed (CFY / TSHH / TSSLD).
 - * Therapist's license needs to be re-registered.

Whose Credentials Need to be Verified

- * For most Counties, only a licensed professional's credentials need to be verified. This includes SLP, OT, OTA, PT, PTA, LMSW, LCSW, etc. They can be found on <http://www.op.nysed.gov/>.
- * Some Counties are now requiring non-licensed professionals (*teachers, school psychologists, etc.*) to verify their credentials. Many non-licensed professionals do not have NPI numbers so it becomes only a name verification.
- * Individuals that are not licensed, but can work under the direction / supervision of a licensed professional. These include CFY, Limited Permit OT, Limited Permit PT, TSHH, TSSLD.

Who Can Complete the Verification Process

- * Any service provider that has a login to the CPSE Portal can verify their own credentials.
- * A licensed professional that does not have a login to CPSE Portal (*because their agency uploads data from another system*), can also verify their own credentials using their NPI and license number.
- * An agency can verify the credentials of any service provider that works for them, as long as the service provider does not work for another agency that uses the Portal.

Who “Should” Complete the Verification Process

- * Ideally, the individual should verify their own credentials.
- * However, it is really an agency preference. If the agency feels it is easier for their staff to do it for their therapists, that works. If they want to do it for some therapists but not others, that works too.

Verifying Name

- * The screen will show the therapists first name, last name and how their signature should appear.
- * Verify
 - * The first name is their full first name and it is spelled properly.
 - * The last name is their full (*hyphenated, etc.*) current (*any name changes*) last name
 - * The signature is spelled out exactly as it would appear if the individual signed their professional name, with punctuation, titles, credentials, etc.

Verifying Name

- * Review First Name, if correct click “Verify”
- * Review Last Name, if correct click “Verify”
- * Review Signature, if correct click “Verify”

After you click the red “verify” button, the status changes to green and says, “verified.”

verification		
First Name	<input type="text" value="Casandra"/>	<input type="button" value="Verify"/>
Last Name	<input type="text" value="McKeon"/>	<input type="button" value="Verify"/>
Signature	<input type="text" value="Casandra McKeon SLP-CCC"/>	<input type="button" value="Verify"/>

Verification		
First Name	<input type="text" value="Casandra"/>	<input checked="" type="button" value="Verified"/>
Last Name	<input type="text" value="McKeon"/>	<input checked="" type="button" value="Verified"/>
Signature	<input type="text" value="Casandra McKeon SLP-CCC"/>	<input checked="" type="button" value="Verified"/>

Verifying License

- * Compare the CPSE Portal information on left to NYS Office of the Professions on the right to verify it is the same person.
- * You can edit/update the License #, date of licensure and registered through date.
- * You can also use the “Update Verification with SED Dates” to fill in those fields.

The image displays two side-by-side screenshots. The left screenshot is from the CPSE Portal, showing a verification form for Betty Gebauer, a Licensed Speech & Language Pathologist. The form includes fields for First Name, Last Name, Signature, Profession, License No (008342), Date Of Licensure (12/20/1994), Registered Through (4/30/2024), and NPI (1508012717). Each field has a 'Verify' button, and there are 'Update' buttons for the License No, Date Of Licensure, and Registered Through fields. A button at the bottom reads 'I attest the above information is accurate'.

The right screenshot is from the NYS Office of the Professions website. It shows the 'License Information From NYSED Office of the Professions' page for Betty Gebauer. The information includes: Name: GEBAUER BETTY P, Address: SCHENECTADY NY, License: 008342, Profession: SPEECH - LANGUAGE PATHOLOGY, Status: REGISTERED, Date of Licensure: 12/20/1994, and Registered Through: 04/24. A red arrow points to the 'Update Verification with SED Dates' button. Below this is the 'Verification Searches' section, which displays the same license information for Betty Gebauer, with the 'Registered through last day of : 04/24' field highlighted in red. A red arrow also points from the 'Update' button for the Date Of Licensure in the CPSE Portal to the 'Date of Licensure' field in the NYSED screenshot.

Verifying License

- * The verification screen will display the NYS Office Of the Professions online verification page for the license number and profession entered into CPSE Portal. You will verify the following information:
 - * Verify that the individual's profession and license # are correct in CPSE Portal by seeing that the NYS verification page shows the information for the same individual.
 - * Verify that the Date of Licensure in CPSE Portal is correct by comparing to what NYS has on file.
 - * Verify that the "Registered Through" date in CPSE Portal is correct by comparing to what NYS has on file.

If the license information is wrong in CPSE Portal, how do I change it?

- * If the profession is wrong (e.g., OT vs OTA), the agency can go to **People -> Service Provider Credential Listing** to edit the credentials.
- * You can edit the license #, date of issue and registered through date on the verification screen.
- * The service provider can correct this information under **My Account -> My Profile**.

What if CPSE Portal name does not match NYS?

- * The goal of verifications is to verify that the data in the CPSE Portal is correct.
- * The NYS Office of the Professions displays a person's full name, which may include the middle name.
 - * The goal is not to match the first and last name in CPSE Portal to the first last and middle name on the NYS website.
 - * The goal is to make sure the first and last name in CPSE Portal are correct and that the license number is correct.
 - * The question for verification is not whether they match, but whether the CPSE Portal has the correct information.

If the name does not exactly match NYS because...

- * NYS has a middle name, and the CPSE Portal does not, then there is **no issue**.
- * Name is spelled incorrectly in CPSE Portal, then **correct it in CPSE Portal** before verifying it is correct.
- * Name is spelled incorrectly on the NYS website, the therapist should **contact NYS** to correct it.
- * Therapist changed their name and it has not been updated in the CPSE Portal, **correct it in the CPSE Portal** before verifying it is correct.
- * Therapist changed their name and it has not been updated on the NYS website, then the therapist should **contact NYS** to have it corrected.

Name Change on NYS Office of the Professions

- * According to the New York State Office of Professions,
<http://www.op.nysed.gov/prof/geninfo.htm>

*“*Once you are licensed, Education Law requires that you notify the Department of any change in your name or mailing address **within 30 days** of the change. Failure to do so may be considered professional misconduct. It may also delay renewal and result in late fees to renew the registration of a professional license.”*

- * To change your name with NYSED
<http://www.op.nysed.gov/documents/anchange.pdf>

Verifying Your NPI

- * The screen will display the individual's information from the NPPES NPI registry.
- * You should verify that:
 - * The NPPES information is for an individual and **NOT** a corporation.
 - * The NPPES information is for the same therapist that you are verifying, thus meaning their NPI is correct.


NPPES [Click here for NPPES website](#)

NPI This NPI is for an

First Name

Last Name

Credentials



What if the information on NPPES Doesn't Match

- * We assume that at this point, you are sure that the name in the CPSE Portal is correct, so...
 - * Is the name from NPPES a corporation and not a person? If so, **do not verify** and contact the CPSE Portal Support team with the correct NPI.
 - * Is the name from NPPES an entirely different person? If so, **do not verify** and contact the CPSE Portal Support Team with the correct NPI.
 - * Is the name from NPPES the same person, but spelled incorrectly or not updated after a name change? If so, **you can verify** that the NPI is the correct NPI for the person, and the therapist should contact NPPES to update their information.
 - * <https://npiregistry.cms.hhs.gov/>

If the NPI # is wrong in CPSE Portal, how do I correct it?

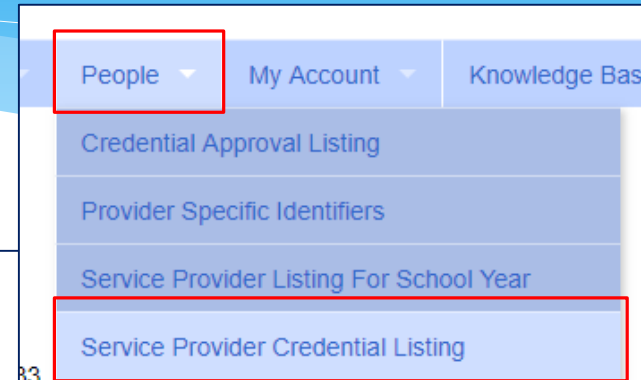
- * You cannot change your NPI # in the Portal if it is wrong.
- * You must contact CPSE Portal support at support@CPSEPortal.com with the correct NPI.

If a therapist's name is wrong in CPSE Portal, how do I correct it?

- * If the therapist has a login to CPSE Portal...
 - * If they only work for one agency, that agency can change it.
 - * If they work for multiple agencies, the therapist must log in and change it under ***My Account -> User Account Details***
- * If the therapist does not have a login to the CPSE Portal, the agency can change it by going to ***People -> Service Provider Credential Listing.***

Service Provider Credential Listing for Agencies

Go to **People** -> **Service Provider Credential Listing**



Service Providers Listing with Credentials

Filters

County: Provider:

Active on:

Last Name	First Name	NPI	NPI Status	NPI Registry Name	Profession	License	Original Issue Date	Registered Through Date	Cert #	Username	
AHMED	ROSEANN				Special Education Teacher						 Edit
AYERS	EARLENE	1427508852		MISZKO, PANOREA	Special Education Teacher						 Edit
BEASLEY	MELIDA	1346571726		MILLER, SHARON	Licensed Speech & Language Pathologist						 Edit
Benner	MaryRose	1023261047		BENNER, MARY ROSE	Licensed Occupational Therapist						 Edit
BLACKWELL	DOMINIQUE	1992939078		GRANT, BREANNA	Licensed Clinical Social Worker						 Edit
BRADFORD	FAY	1982946422		SANSEVERE, MARY JANE	Special Education Teacher						 View
BRENNAN	MARISA	1528203916		BOUCHARD-NICHOLS, MARLIS	Licensed Occupational Therapist						 Edit

Agency can change ones that say "Edit"

Agency cannot change ones that say "View", therapist must logn to change

Credential Verification by Therapist with Login

CPSE PORTAL Hello, Betty . You are currently logged in

Home Activities Attendance Caseload Maintenance Lookup Reports My Account Knowledge Base

[Hide](#)

User Profile

Username: **Betty**
First Name: **Betty**
Last Name: **Greene**
Email: **lmell@jmcguinness.com**

[Edit User Account](#)

[Hide](#)

My Professional Profile

Name: **Betty Greene**
NPI: **1003017674 (BETTY GREENE)**

My License(s)

Profession	License	Original Date Of Licensure	Registered Through Date	License Lookup	Verification Status	Verify
Licensed Speech & Language Pathologist	011587	12/23/1999	01/31/2020	Lookup	REQUIRES VERIFICATION	Verify

My signature
Betty Greene CCC-SLP
Betty Greene CCC-SLP

[Edit My Profile](#)

Credential Verification by Therapist with a Login

OPRA Enrollment Information
Enrollment Began Date: 08/08/2013 Next Revalidation Date: 10/18/2021

Verification
This credential has been verified on 4/6/2021 by Gebauer, Betty

First Name: Betty Verify
Last Name: Gebauer Verify
Signature: Betty Gebauer Speech Pathologist, CCC-SLP Verify
Profession: Licensed Speech & Language Pathologist Verify
License No: 008342 Verify
Date Of Licensure: 12/20/1994 Verify
Registered Through: 4/30/2024 Verify
NPI: 1508012717 Verify

NPPES
[Click here for NPPES website](#)
NPI: 1508012717 This NPI is for an Individual
First Name: BETTY
Last Name: GEBAUER
Credentials: CCC-SLP

License Information From NYSED Office of the Professions
According to data retrieved on: 5/24/2022
Name: **GEBAUER BETTY P** Address: **SCHENECTADY NY**
License: **008342** Profession: **SPEECH - LANGUAGE PATHOLOGY**
Status: **REGISTERED** Date of Licensure: **12/20/1994** RegisteredThrough: **04/24**

NYSED.gov
Office of the Professions
RSS News Online Services Professions State Boards Enforcement Corporate Entities Consumers Find Answers
NYSED / OP / Online Services
Verification Searches
The information furnished at this web site is from the Office of Professions' official database and is updated daily, Monday through Friday. The Office of Professions considers this information to be a secure, primary source for license verification.
License Information *
05/24/2022
Name : GEBAUER BETTY P
Address : SCHENECTADY NY
Profession : SPEECH - LANGUAGE PATHOLOGY
License No: 008342
Date of Licensure : 12/20/1994
Additional Qualification : Not applicable in this profession
Status : REGISTERED
Registered through last day of : 04/24
* Use of this online verification service signifies that you have read and agree to the [terms and conditions of use](#). See [HELP glossary](#) for further explanations of terms used on this page.
• Use your browser's back key to return to licensee list.

Credential Verification by Therapist without a Login

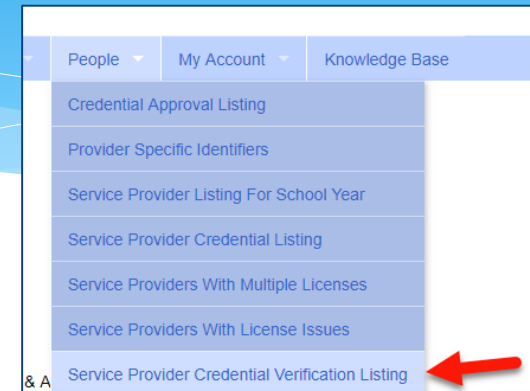


The screenshot shows the CPSE Portal interface. At the top left is the CPSE logo (C in green, P in blue, S in yellow, E in red) followed by the word "PORTAL" in large black letters. At the top right is the logo for JAMES McGUIRE & ASSOCIATES Consultants, featuring a grid of black and white squares. Below the logos, the page title is "Credential Verification for Therapists without a CPSE Portal login". Underneath this is a sub-header "NPI and License" in blue text. The main content area is a white box with a black border containing the text "Please Enter your NPI and License". Inside this box are three input fields: "NPI" with a text box, "Profession" with a dropdown menu showing "--Select Profession--", and "License #" with a text box. At the bottom of the box is a blue button labeled "Proceed to Verification".

<https://www.cpseportal.com/NonCPSEUserCredentialVerification/EnterCredentials.aspx>

Credential Verification by Agency Office Staff

Go to **People** -> **Service Provider Credential Verification Listing**



Filters

County Provider

Profession Include Previously Verified

Person Name	NPI	Profession	Credential Type	Credential Number	From Date	To Date	Status	Verify	History
BEASLEY, MELIDA	1346571726	SLP	License	010753	11/12/1998	12/31/2020	REQUIRES VERIFICATION	Verify	History
Benner, MaryRose	1023261047	OT	License	009248	12/13/1999	12/31/2019	REQUIRES VERIFICATION	Verify	History
BLACKWELL, DOMINIQUE	1992939078	LCSW	License	080709	05/02/2013	02/28/2019	REQUIRES VERIFICATION	Verify	History
BRENNAN, MARISA	1528203916	OT	License	007750	10/22/1996	02/29/2020	REQUIRES VERIFICATION	Verify	History
Brezina, Elena	1003051277	SLP	License	009939	01/01/2017	02/01/2020	REQUIRES VERIFICATION	Verify	History
CARLSON, CARMEN	1811445802	OT	License	020866	08/25/2016	07/31/2019	REQUIRES VERIFICATION	Verify	History

Credential Verification by Agency Office Staff

- * The verification screen has three main sections:
 - * The list of information from the service providers profile (name, NPI, license, etc.) that needs to be verified and attested that it is correct (upper left)
 - * The information for their license as it appears on the NYS Office of the Professions website (right hand side)
 - * The information from the National NPI Registry for their NPI (bottom left)
- * Be sure to compare the **two exactly**, as you will be attesting that the information in the Portal is accurate.

The screenshot displays the NYSED Office of the Professions verification portal. It is divided into three main sections:

- OPRA Enrollment Information:** Shows enrollment details for Betty Gebauer, including her license number (008342), profession (Speech - Language Pathology), and registration dates.
- Verification:** A form where the user can verify and attest to the accuracy of the service provider's information. It includes fields for Name, Last Name, Signature, Profession, License No, Date of Licensure, Registered Through, and NPI. A red box highlights the text: "This credential has been verified on 4/6/2021 by Gebauer, Beth".
- NPPES:** A section for verifying the National Provider Identifier (NPI) from the National NPI Registry. It includes a field for the NPI (1508012717) and a dropdown to select the type of provider (Individual).

On the right side of the screenshot, there is a summary of the license information from the NYSED Office of the Professions website. A red arrow points to the "Update Verification with SED Dates" button. The summary includes the name (GEBAUER BETTY P), address (SCHENECTADY NY), license number (008342), profession (SPEECH - LANGUAGE PATHOLOGY), status (REGISTERED), and date of licensure (12/20/1994). The registration through date is highlighted in a red box as 04/24.

Credential Verification by Agency Office Staff

- * Once you have confirmed that all of the data is accurate and all of the “verify” boxes are checked, click “I attest.”
- * The prompt to enter your pin will then pop up. Your name and signature will auto-populate based upon your profile on CPSE Portal.
 - * Enter pin and select “*I agree.*”
- * You will then see the confirmation underneath the verification.

Enter PIN

By entering my pin number, I/We certify that my NPI and license information are both up to date and correctly entered into the CPSE Portal.

Name: Example Signature


Signing As: Example Signature

NPI:

Date: 6/29/2018

Pin: ****

I agree.

 Credential verification confirmed

Credential Verification by Agency Office Staff

- * If you get this message:

 Your profile does not have a signature. Please edit your profile and enter your signature.

- * This means, that you do not have your Signature Title and Credentials filled out. This does NOT have to do with the service provider you are verifying, but rather, the agency admin.
- * You will need to go to your profile (**My Account -> My Profile**) and add this in.

My Profile

Personal and Professional | User Information | Favorites ♥

Information in CPSE Database

Last Name

First Name

NPI

Signature, Title, and Credentials
(e.g.: Mary Brown, CCC-SLP)

Personal and Professional | User Information | Favorites ♥

Information in CPSE Database

Last Name

First Name

NPI

Signature, Title, and Credentials
(e.g.: Mary Brown, CCC-SLP)

When License Expires

- * Go to **My Account > My Profile**.
- * Under the Personal and Professional tab you will choose the Edit button.
- * You will then receive the Edit License / Certification / Profession pop up box.
- * You will enter your new license expiration date.
- * You will **NOT** change the license Effective Date, as this date will remain your original license start date.

Personal and Professional | User Information | Favorites ▾

Information in CPSE Database

Last Name:


First Name:

NPI:

Signature, Title, and Credentials:
(e.g.: Mary Brown, CCC-SLP)

Licenses / Certifications / Professions [NYS Office of the Professions]

	Description	Credential Type	#	State	NY Profession Code	From	To	Active		
SLP	Licensed Speech & Language Pathologist	License	008342	NY	058	12/20/1994	4/30/2021	<input type="checkbox"/>	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>



Edit License / Certification / Profession

Profession:


Credential Type:

License Number:

Issuing State:

Effective Date:

Expiration Date:



ORDERING, PRESCRIBING, REFERRING, ATTENDING (for SLPs Only)

- ❑ In order for Medicaid to pay on a claim, the ordering/referring provider must be enrolled with Medicaid as an Ordering, Prescribing, Referring or Attending (OPRA) provider. *(If you are a “servicing provider” only – not ordering/referring, OPRA enrollment is not required.)*
- ❑ Most counties require that their SLPs *(who are recommending/ordering)* be OPRA enrolled so the services they provide will be Medicaid reimbursable.
- ❑ How do you know if you are enrolled? The link below will allow you to search eMedNY to determine your eligibility.

Enrolled Practitioner’s Search Page: (to check your enrollment status):

<https://www.emedny.org/info/opra.aspx>

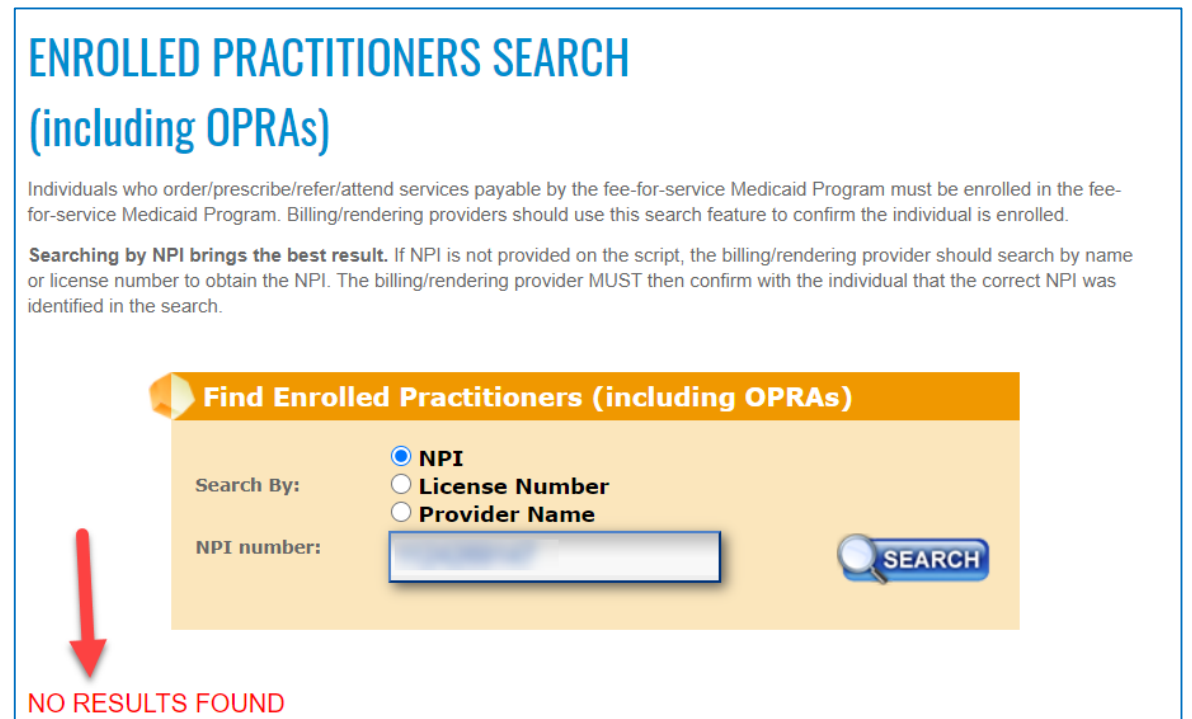
Enrolled Practitioner's Search (Including OPRAs)

- * Enter your NPI>Click Search
- * If not enrolled, you will see, “**NO RESULTS FOUND.**”
- * If enrolled, you will see your information and, “**1 match found**”



The screenshot shows the eMedNY website interface. At the top, there is a navigation bar with buttons for 'What's New', 'Information', 'Provider Enrollment', 'Provider Manuals', 'Provider Outreach and Training', 'Contacts', and 'eMedNY HIPAA Support'. Below this is the main heading 'ENROLLED PRACTITIONERS SEARCH (including OPRAs)'. A red arrow points to the search form, which has a title 'Find Enrolled Practitioners (including OPRAs)'. The form includes a 'Search By:' section with radio buttons for 'NPI' (selected), 'License Number', and 'Provider Name'. Below this is an 'NPI number:' field containing '1508012717' and a 'SEARCH' button. Below the search form, the text '1 match found' is displayed. A table below shows the search results:

NPI	LICENSE NUMBER	PROFESSION CODE	NAME
1508012717	00008342	058	GEBAUER BETTY P



The screenshot shows the eMedNY website interface. At the top, there is a navigation bar with buttons for 'What's New', 'Information', 'Provider Enrollment', 'Provider Manuals', 'Provider Outreach and Training', 'Contacts', and 'eMedNY HIPAA Support'. Below this is the main heading 'ENROLLED PRACTITIONERS SEARCH (including OPRAs)'. A paragraph of text explains that individuals who order/prescribe/refer/attend services payable by the fee-for-service Medicaid Program must be enrolled in the fee-for-service Medicaid Program. Below this is another paragraph stating that searching by NPI brings the best result. Below the text is a search form with a title 'Find Enrolled Practitioners (including OPRAs)'. The form includes a 'Search By:' section with radio buttons for 'NPI' (selected), 'License Number', and 'Provider Name'. Below this is an empty 'NPI number:' field and a 'SEARCH' button. A red arrow points to the text 'NO RESULTS FOUND' below the search form.

Ordering, Prescribing, Referring, Attending – OPRA Helpful Links / Phone # - eMedNY

- ❑ **eMedNY Call Center Phone Number: 1-800-373-9000**
- ❑ **Provider Enrollment & Maintenance Screen:**
New Enrollment • Revalidation • Reinstatement/Reactivation
<https://www.emedny.org/info/ProviderEnrollment/ther/index.aspx>
- ❑ **Revalidation Information:** (Enrolled – Required to Revalidate)
<https://www.emedny.org/info/ProviderEnrollment/revalidation/index.aspx>
- ❑ **Enrolled Practitioner's Search Page:** (to check your enrollment status):
<https://www.emedny.org/info/opra.aspx>
- ❑ **Link to Frequently Asked Questions (FAQs):**
https://www.emedny.org/info/ProviderEnrollment/ProviderMaintForms/Core_OPRA_FAQs.pdf
- ❑ **Link to Change your Address**
<https://www.emedny.org/info/ProviderEnrollment/changeaddress.aspx>

Knowledge Base Articles

- * Credential Verification by Individual with Login:

- * <http://support.cpseportal.com/kb/a150/credential-verification-providers.aspx?KBSearchID=16524>

- * Credential Verification by Individual without Login:

- * <http://support.cpseportal.com/kb/a151/credential-verification-no-cpse-portal-login.aspx?KBSearchID=16524>

- * Credential Verification by Agency Office Staff:

- * <http://support.cpseportal.com/kb/a149/credential-verification-agencies.aspx?KBSearchID=16524>

Follow-Up

- * This presentation will be recorded and the PowerPoint presentation will be uploaded to the Portal Knowledge Base for future reference.
- * **OPRA Information:**
 - * <http://support.cpseportal.com/kb/a255/opra-enrollment-information-website.aspx>
- * Search for help in our **Knowledge Base:**
 - * <http://support.cpseportal.com/main/default.aspx>
- * Email the **CPSE Portal Support Team:** support@CPSEPortal.com