

# **Third Party Liability (TPL) Web Portal Online Self-Registration User Guide**



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## **TPL Web Portal Overview**

The TPL web portal allows attorneys and insurers to submit Third Party Liability (TPL) requests to Department of Human Services (DHS). Individuals and organizations that submit TPL casualty, estate, and special needs trust requests can register to become a user.

Each organization is responsible to identify and register the organization, administrators and non-administrator users. DHS will review all organization and delegated administrator registrations.

By registering, you can submit and track requests online. This reference guide provides the step-by-step instructions you will need to register online as a user.

The three key steps to registering:

1. Registering your organization
2. Register an administrator
3. Register non-administrator users

Contact [TPLwebportalhelpdesk@pa.gov](mailto:TPLwebportalhelpdesk@pa.gov) with self-registration questions and issues or to update/change the administrator.

**NOTE:** Microsoft Internet Explorer 8 is the lowest supported internet browser.

## Registering an Existing User

If a user already possesses a Keystone Key login (b-*username*), the registration process for the TPL web portal will be as follows:

1. From your internet browser, navigate to:  
<https://www.hhsidm.state.pa.us/iam/im/businesspartnerspub/ca12/index.jsp?task.tag=EBPUserSelfRegistration&application=TPL>
2. After reading the welcome message, select 'Requesting Third Party Liability (TPL) Web Portal access with your existing Business Partner ID (B-)? Click HERE' to continue.
3. Log in with your Keystone Key, select 'Submit' to continue.
4. Enter your organization's tax ID (FEIN), select 'Next' to continue.
5. Please provide a brief explanation describing why you need to register. Select 'Next' to continue.
6. Choose 'Delegated Administrator' or 'non-Administrative,' select 'Finish' to continue.
7. Accept the Data Release Agreement and enter your full name (must match name used to register) to e-Sign.
8. Your request will be sent to the DHS for review. You will receive an email when the request is processed.

## Registering a New Organization

Organizations are identified by their Federal Employer Identification Number (FEIN). You will need the FEIN prior to beginning registration.

1. From your internet browser, navigate to:  
<https://www.hhsidm.state.pa.us/iam/im/businesspartnerspub/ca12/index.jsp?task.tag=EBPUserSelfRegistration&application=TPL>
2. After reading the welcome message, select 'Next' to continue.
3. Enter your personal information and create a password, select 'Next' to continue.
4. Enter your organization's name and tax ID (FEIN), select 'Next' to continue.
5. If your organization is not registered you will receive an error message. Select 'Register Organization' to continue.

**NOTE:** If your organization is registered you will not receive an error message. You will continue to register your user profile. Select 'Next' to continue. (Go to **PAGE #6, STEP #5** to register an delegated administrator) Enter the organization's information. Make sure you enter as much detail as possible.

6. Choose a primary contact for your organization.
7. Please provide a brief explanation describing why your organization needs to register.
8. Answer the security question at the bottom of the page. Select 'Next' to continue.
9. Accept the Data Release Agreement and enter your full name (must match name used to register) to e-Sign. Select 'Finish' to complete your organizational request.
10. Your request will be sent to the DHS for review. Your organization's primary contact will receive an email indicating the request is processed. An administrator will need to register for access to the web portal (see page #6).

## Registering an Administrator

Each organization registered to use the web portal will need to designate an administrator within the organization. Administrators are responsible for approving their organization's new users. Step-by-step instructions for approving new users can be found on page #8 of this guide.

1. From your internet browser, navigate to:  
<https://www.hhsidm.state.pa.us/iam/im/businesspartnerspub/ca12/index.jsp?task.tag=EBPUserSelfRegistration&application=TPL>
2. After reading the welcome message, select 'Next' to continue.
3. Enter your personal information and create a password, select 'Next' to continue.
4. Enter your organization's name and tax ID (FEIN), select 'Next' to continue.
5. Choose 'Delegated Administrator,' select 'Next' to continue.
6. Please provide a brief explanation describing why you need to register. Select 'Next' to continue.
7. Accept the Data Release Agreement and enter your full name (must match name used to register) to e-Sign.
8. Select the security questions from the drop down menus. These security questions are used in the event that you forget your password. Answer the security question at the bottom of the page. Select 'Finish' to complete your request.
9. Your request will be sent to the DHS for review. You will receive an email when the request is processed.

## Registering a Non-Administrator User

1. From your internet browser, navigate to:  
<https://www.hhsidm.state.pa.us/iam/im/businesspartnerspub/ca12/index.jsp?task.tag=EBPUserSelfRegistration&application=TPL>
2. After reading the welcome message, select 'Next' to continue.
3. Enter your personal information and create a password, select 'Next' to continue.
4. Enter your organization's name and tax ID (FEIN), select 'Next' to continue.
5. Choose 'Business Partner User' and either 'Request Owner' or 'Delegate User.' Select 'Next' to continue.  
**NOTE:** A 'Request Owner' will be considered the point of contact for requests they submit and requests that are assigned to them. A 'Delegate User' can perform tasks for requests in the name of a 'Request Owner,' but will not be considered a point of contact for those requests.
6. Please provide a brief explanation describing why you need to register. Select 'Next' to continue.
7. Accept the Data Release Agreement and enter your full name (must match name used to register) to e-Sign. Select 'Next' to continue.
8. Select the security questions from the drop down menus. These security questions are used in the event that you forget your password. Answer the security question at the bottom of the page. Select 'Finish' to complete your request.
9. Your request will be sent to your organization's Administrator for review. You will receive a confirmation email. Once your request has been processed you will receive a second email containing your user ID (*b-username*).

## Reviewing New User Requests

1. Organization Administrators will receive an email indicating a user request. Select the 'Link' to review the request.
2. Select 'View My Work List.' Select the request you would like to review.
3. Review the user request.
4. If desired, you may add comments to your review. Comments can be entered at the bottom of the page.
5. Based on your review, select 'Approve,' 'Reject,' or 'Reserve Item.'  
**NOTE:** If you select 'Reserve Item,' the user request will be kept on your work list for review in the future.
6. Select 'OK' to complete your review.