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# Provider Alert

## ProviderCONNECT Login and MFA Verification Code Delays

Due to lingering effects from the widespread outage affecting Microsoft Outlook, users attempting to access the Vaya Partners **ProviderCONNECT** portal may experience delays in receiving multi-factor authentication (MFA) verification codes via email. In some cases, users may receive verification codes after they have expired, preventing successful authentication.

We are working to resolve the issue as quickly as possible and apologize for the inconvenience. For other technical assistance, contact the IT ServiceDesk through the **Provider Service Desk Request Form**, at **ServiceDesk@VayaPartners.org**, or by phone at 1-800-893-6246, ext. 1500.

**providers.vayapartners.org**

Vaya Partners | 901 S. New Hope Road | Gastonia, NC 28054 US

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