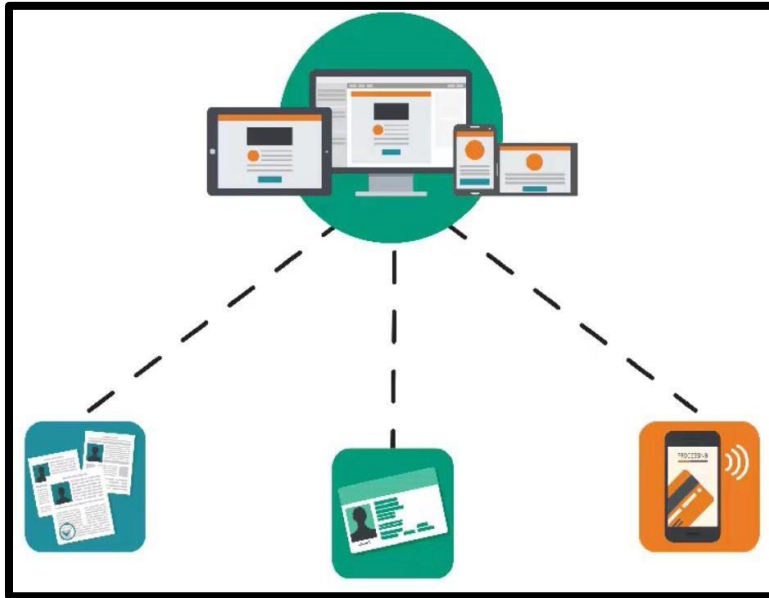




**MQA Online Services Portal
Registration User Guide**

Hello and welcome to the Division of Medical Quality Assurance's (MQA) help tutorials! This User Guide will walk you through how to register for an MQA Online Services account as well as how to link a license to your account.



1. In order for us to serve you, we ask that you register as a user of our MQA Online Services Portal first. Registration will allow for you to link a current License or Program to the account.



2. Before you begin the registration process, it is important that you have access to a computer with a compatible web browser, such as Microsoft Edge, Mozilla Firefox, or Google Chrome.

- You must also have access to a valid email account.
- Please note that there can only be one email associated with a Business Establishment/School account.

3. To begin the registration process:

- Navigate to this link - [Login Option - MQAServices Portal \(state.fl.us\)](#)
- Select the “Create New Applicant Account” box.

The screenshot displays the 'MQA Online Services' web portal. The header includes the Florida Health logo and navigation links: Home, FL HealthSource, File a Complaint, FAQs, and Telehealth. The main content is divided into two sections: 'Licensed Practitioner Login' and 'Other Users Login Options'. The 'Licensed Practitioner Login' section contains fields for 'Licensee's Last Name', 'Licensee's SSN', and 'Licensee's Date Of Birth', along with a 'Login' button and a note about mobile device compatibility. The 'Other Users Login Options' section features buttons for 'Create New Applicant Account', 'Business Establishment / School', 'Returning Applicant / Licensee Login', and 'Prescription Pad Vendor Login'. A red arrow points to the 'Create New Applicant Account' button. At the bottom, there are links for 'Privacy Statement', 'Disclaimer', 'Feedback', and 'Email Advisory', along with copyright information for 2023 FL HealthSource and the Florida Department of Health.

4. Fields marked with a red asterisk are required.

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

Florida HEALTH MQA Online Services

[Login](#) | [Contact Us](#)

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

Account Owner

* 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

* Secret Question:

* Secret Answer:

5. The Password Recovery section is used to verify your identity if you forget your username or password.

Use email address as User ID:

Or enter your own User ID:

Password Recovery

* Secret Question:

* Secret Answer:

Communication

Email Communication: Yes No

Security Measures

* Complete the on-screen security check:

If using Internet Explorer, the minimum version supported is IE 9. Any previous versions of Internet Explorer are not supported and you will not be able to complete the security measures section of this screen.

I'm not a robot

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

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6. 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.
- Confirm that you are not a robot by checking the box and answering any questions it asks.
- Once you have entered all the required information, click the “Next” button to submit your user profile information.

Use email address as User ID:

Or enter your own User ID:

Password Recovery

* Secret Question:


* Secret Answer:

Communication

Email Communication: Yes No

Security Measures

* Complete the on-screen security check:


I'm not a robot  reCAPTCHA
Privacy - Terms

If using Internet Explorer, the minimum version supported is IE 9. Any previous versions of Internet Explorer are not supported and you will not be able to complete the security measures section of this screen.

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

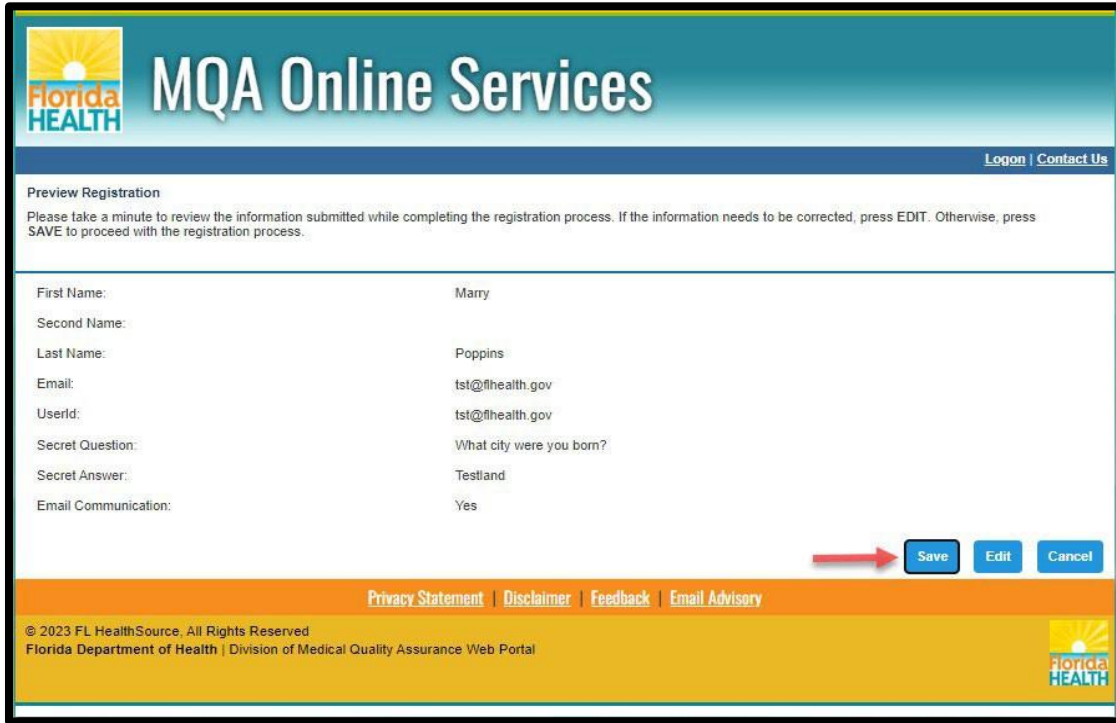
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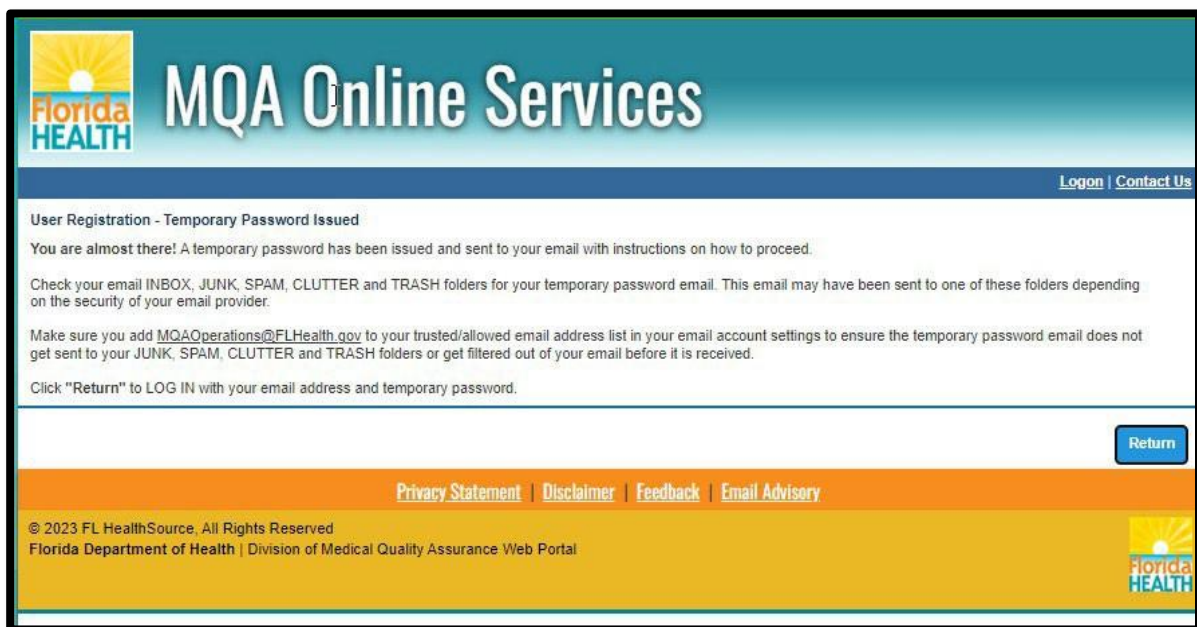


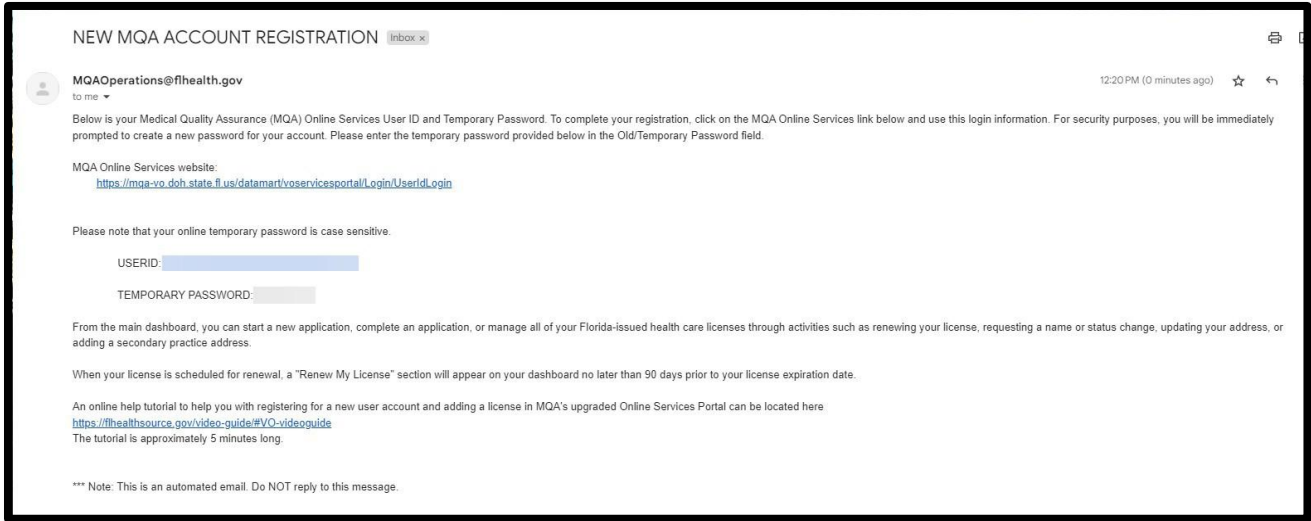
7. On the next page, you’ll need to verify that the information you entered is correct.

- 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.

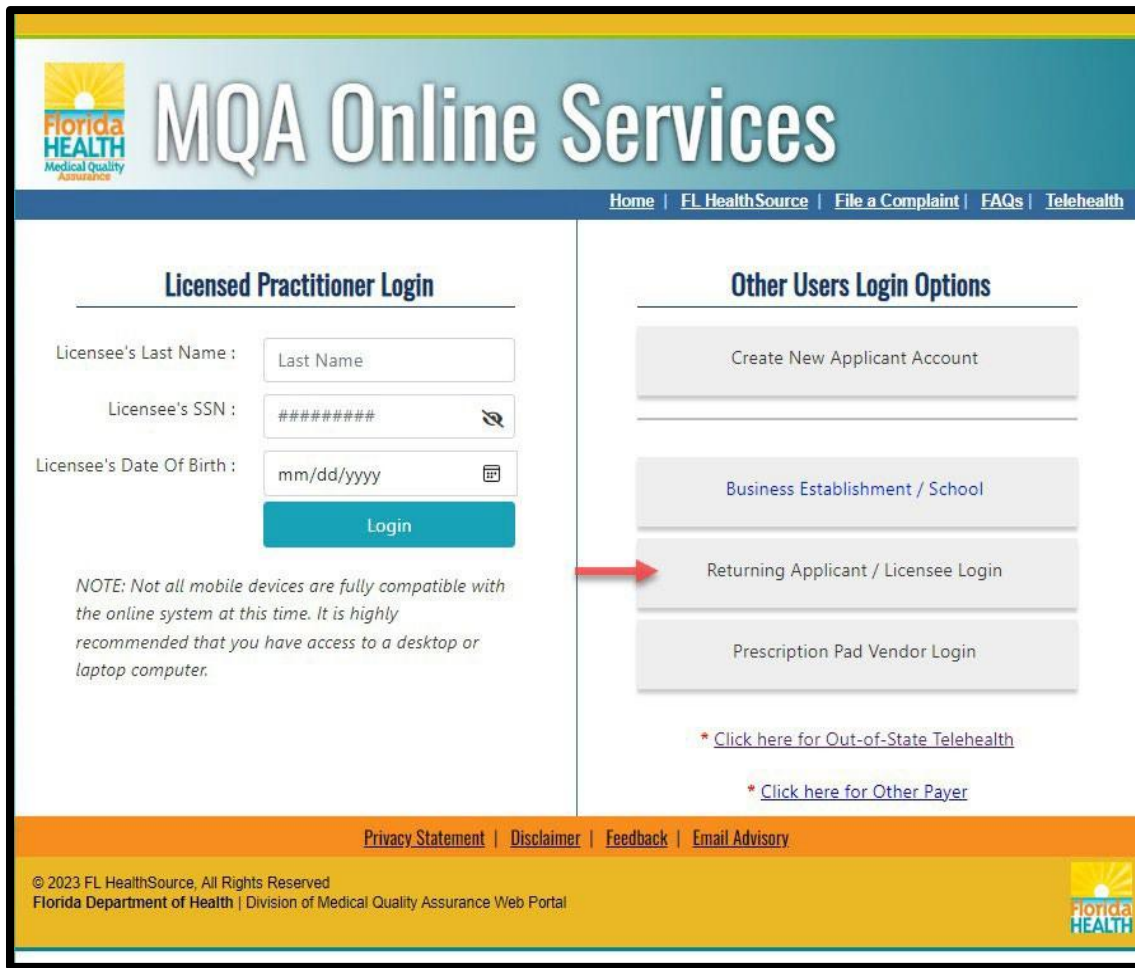


- At this point, you'll need to access your email account to locate the email containing your user ID and temporary password.
 - Once you locate the temporary password, return to the MQA Online Services Portal.





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



10. 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.”

The screenshot shows the 'MQA Online Services' web portal. At the top left is the Florida Health logo. The main header reads 'MQA Online Services'. On the right, it says 'Logged in as' followed by a blank space and links for 'Update Account', 'Logoff', and 'Contact Us'. The main content area is titled 'Reset Password' and lists password requirements: a minimum of 8 characters, at least one uppercase and lowercase letter, one number, and one special character. Below the requirements are three input fields labeled 'Old/Temporary Password', 'New Password', and 'Confirm Password'. A blue 'Save' button is located at the bottom right of the form area. The footer contains links for 'Privacy Statement', 'Disclaimer', 'Feedback', and 'Email Advisory', along with copyright information for 2023 FL HealthSource and the Florida Department of Health.

11. When accessing the portal for the first time, you will need to select "Add My License or Previous Application".

- The first question asks if you have ever held a health-related license in the state of Florida.
 - o If you select “Yes,” you will be asked to enter additional information to link your Program to your account.
- 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.

My Application
 To start a new application or resume a previously saved application.

Choose a Board/Council

Choose a Profession

Choose an Application **Select**

Additional Activities

Authorized Representative **Select**

Add My License or Previous Application **Select** ←


View Exam Results **Select**

Emergency/Disaster Volunteer **Select**


Licensure Documents Choose a License **Select**

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12. For the purpose of this User Guide, select “Yes” when asked if you have a current license or application, then select “Next”.

 **MQA Online Services**

Logged in as

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

Step 1: Do you have an existing license or application? **Next**

Step 2: Provide Identifying information

Step 3: Confirm Information

Do you have a current license or pending application with the Florida Department of Health?

Yes [How do I know?](#) ←


No - I do not have a current license or pending application.

No - I am active military, military veteran, or the spouse of a person serving on active duty in the United States Armed Forces seeking licensure in a health care profession. (In order to qualify, you must have received an honorable discharge within the previous six (6) months, or will receive an honorable discharge within six (6) months after, the date of submission of the application OR be the spouse of a person serving on active duty in the U.S. Armed Forces)

Next **Cancel**

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13. Select the applicable Profession from the dropdown.

The screenshot displays the 'MQA Online Services' web portal. At the top left is the Florida Health logo. The main header reads 'MQA Online Services'. On the right, it says 'Logged in as' followed by a greyed-out name. Below this are links for 'Update Account', 'Logout', and 'Contact Us'. A progress bar shows three steps: 'Step 1: Do you have an existing license or application?' (highlighted in yellow), 'Step 2: Provide Identifying Information', and 'Step 3: Confirm Information'. Below the progress bar, a message states: 'Select your profession and license type. Your selection under "Profession" will list specific licensing types.' The form contains two dropdown menus: 'Profession' (set to 'Nursing') and 'License Type' (set to '<Select One>'). The 'License Type' dropdown is open, showing options: '<Select One>', '1701 - Registered Nurse', '1702 - Licensed Practical Nurse', '1704 - Nursing Education Program- RN', '1705 - Nursing Education Program- PN', and '1711 - Advanced Practice Registered Nurse'. To the right of the dropdowns are 'Next' and 'Cancel' buttons. At the bottom left, there is copyright information: '© 2023 FL HealthSource, All Rights Reserved. Florida Department of Health | Division of Medical Quality Assurance Web Portal'. At the bottom right is the Florida Health logo and a link for 'Email Advisory'.

14. After selecting the Profession, you will be prompted to select the License Type.

- Select "Next" after choosing your License Type.

Florida HEALTH **MQA Online Services**

Logged in as

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

Step 1: Do you have an existing license or application? **Step 2: Provide Identifying Information** Step 3: Confirm Information

Special Information about the ZIP Code

Practitioners: Enter your mailing address ZIP code currently on file with the Florida Department of Health. Please note that your mailing address ZIP code can be found on your renewal postcard or your physical license. If you are adding an application, please use the ZIP code provided during the application process.

Facilities, Schools and Other Organizations: Enter your practice location ZIP code. Please note that your practice location ZIP code can be found on your physical license or can be obtained through our online license verification search.

* Required Information

License Type: 1704 - Nursing Education Program- RN

* Organization Name:

* Indiv/Org Number:

* ZIP code

Security Measures

* Complete the on-screen security check: I'm not a robot reCAPTCHA Privacy - Terms

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

15. You will then be required to enter your Organization Name, Indiv/Org Number (**please use the Entity Number**), and ZIP code that's currently on file with the Department of Health.

- Complete the on-screen security check, then press next.

16. The following screen displays the matching license information found in our system.

- 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.
- If you receive a message that no information was found, you will need to contact our office for assistance.

The screenshot shows the 'MQA Online Services' interface. At the top left is the Florida Health logo. The main header reads 'MQA Online Services'. On the right, it says 'Logged in as' followed by links for 'Update Account', 'Logoff', and 'Contact Us'. A progress bar below the header shows three steps: 'Step 1: Do you have an existing license or application?', 'Step 2: Provide Identifying Information', and 'Step 3: Confirm Information', with the third step highlighted in yellow. Below the progress bar, the text reads 'Please confirm your license/application information.' and '* Required Information'. The form displays 'Indiv / Org Number: 8407799' and 'Name: ACADEMY FOR NURSING AND HEALTH OCCUPATIONS'. Under 'License Type', it shows '1704 - Nursing Education Program- RN' and a redacted 'License Number'. A 'Select One' dropdown menu is set to 'Yes, I confirm this is my license/application information.', with a red arrow pointing to the selected radio button. The 'No, this is not my license/application information.' option is also visible. At the bottom right are 'Next' and 'Cancel' buttons. The footer contains links for 'Privacy Statement', 'Disclaimer', 'Feedback', and 'Email Advisory', along with copyright information for 2023 FL HealthSource.

17. Once the linking process is complete, you will be routed to the Quick Start Menu. From this screen, you can perform activities associated with your license. You can also view or update your account information by clicking on the “Update Account” link.

The screenshot shows the 'MQA Online Services' 'My Dashboard' screen. At the top left is the Florida Health logo. The main header reads 'MQA Online Services'. On the right, it says 'Logged in as' followed by a red arrow pointing to links for 'Update Account', 'Logoff', and 'Contact Us'. Below the header, the text reads 'My Dashboard' and 'Important information about your dashboard:'. The footer contains links for 'Privacy Statement', 'Disclaimer', 'Feedback', and 'Email Advisory', along with copyright information for 2023 FL HealthSource.

18. For additional assistance, please email us at MQA.Nursing@flhealth.gov.