



## How to Access the HSD Contract Monitoring Dashboard

Last updated 1/15/26

**Step 1: Verify your access** HSD staff have already granted access to many contracted provider staff. If you are unsure if you have access, please search your email for the subject line "**Vendor/Partner Account Request**". If you cannot find this email and need access, please complete the [request form](#).

**Step 2: Set up your credentials** You will likely receive two emails from Multnomah County IT ([ithelpdesk@multco.us](mailto:ithelpdesk@multco.us)). Please note that these emails may trigger a "This message cannot be displayed" error on mobile devices; **you must view them on a desktop or laptop to proceed.**

The first email will have the subject line "**[IT ticket number] Vendor/Partner Account Request**". It includes an attachment with instructions on changing your password and provides your crucial login details:

- Username: hsd\_yourlastnameandfirstnameinitial
- Password: [this is a temporary password that will ONLY work when you login to the Password Reset Server]

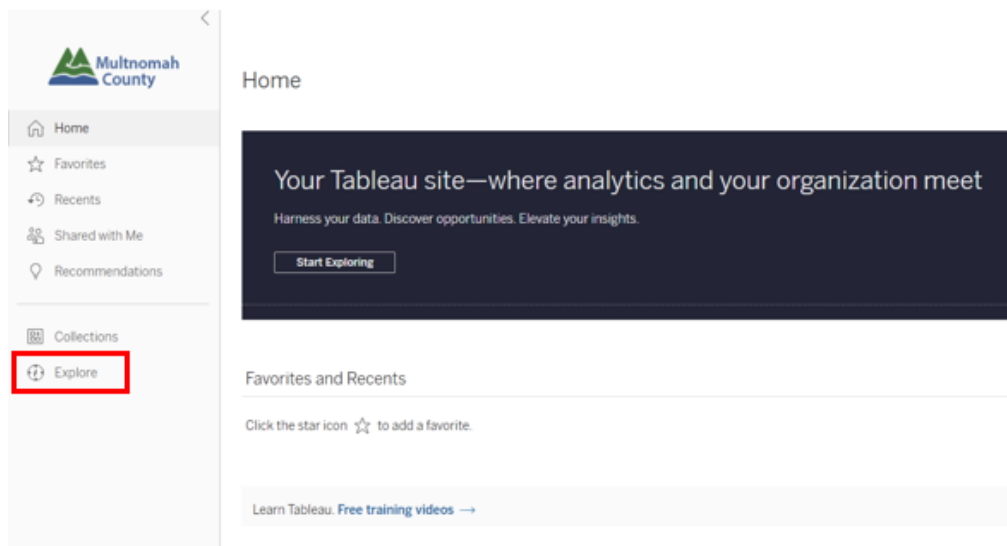
You may also receive a second email titled "**Partner Domain Password Reset**" containing similar confirmation; the attachment in either email will guide you through the process. Please note that passwords expire every 90 days. You will receive an email titled "**[Password Reset Server] Password Reset Attempt**" once you have successfully reset your password.

**⚠ Important:** You **must** use the provided login details to enroll in the Password Reset Server and create a new password. The temporary password provided by IT is for enrollment to this Password Reset Server only and **will not work** for Step 3; you are required to use the new password you create during the enrollment process to proceed.

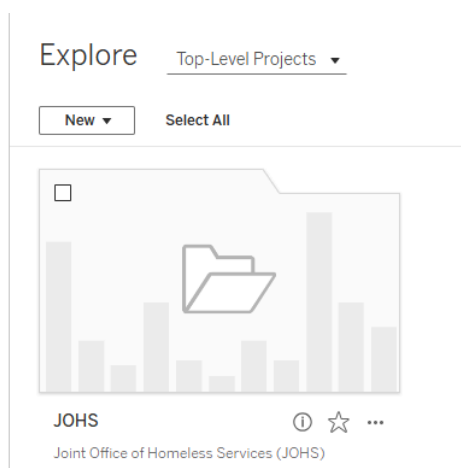
**Step 3: Log in to Tableau Server** Once you have created your NEW password via the Password Reset Server, please navigate to the Tableau Server using this link: <https://bi-tableau.co.multnomah.or.us>

- **Username:** partner.mult\hsd\_yourlastnameandfirstnameinitial
  - (you must add “partner.mult\” to the front of your user name to access Tableau Server)
- **Password:** [Use the password you create when you enrolled in the Password Reset Server]

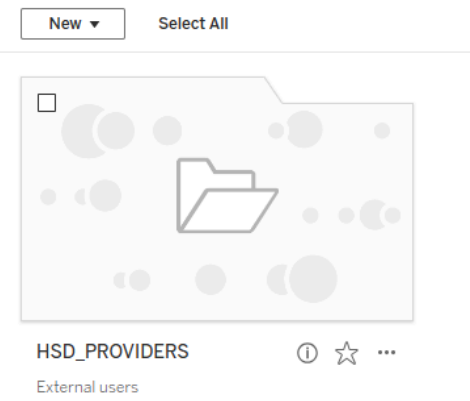
**Step 4: Locate the Dashboard** You should land on an initial Multnomah County Tableau page once logging in. Click on the “**Explore**” option at the bottom of the index



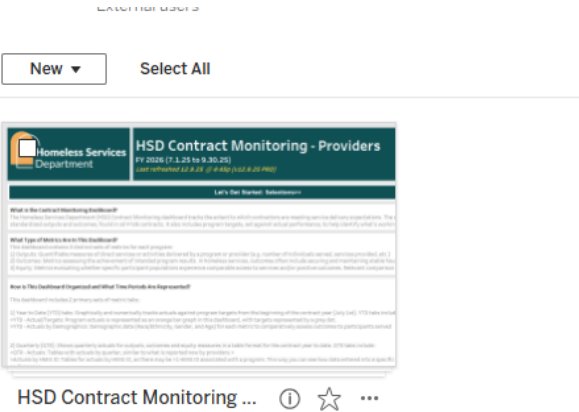
Click on “**JOHS**” folder:



Then click on the **“HSD\_PROVIDERS”** folder



Then click on **“HSD Contract Monitoring Dashboard - Providers”**



Click on the **“Introduction”** page to start. From here, you can use the [“Provider Contract Monitoring Dashboard Handbook”](#) to assist you in navigating the dashboard and the information it contains.

