



How to Access the HSD Contract Monitoring Dashboard

Last updated 2/19/26

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). 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

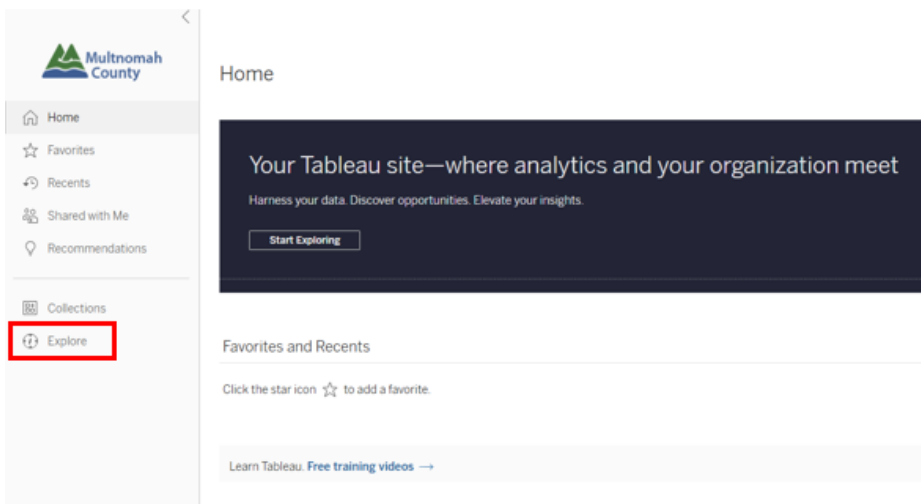
⚠ Important Note: There is a **one-day lag** required for IT processes to sync your new credentials. Please wait **24 hours** after completing Step 2 before attempting to log in to the server.

Once that 24-hour period has passed and you have created your **NEW** password via the Password Reset Server, please navigate to the Tableau Server using this link:

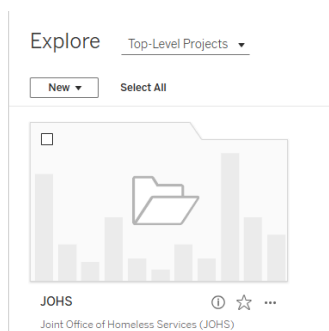
<https://bi-tableau.co.multnomah.or.us>

- **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]

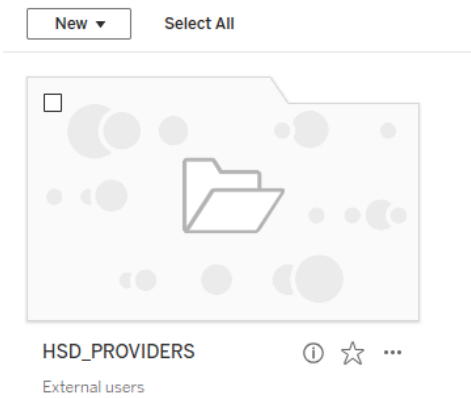
Step 4: Locate the Dashboard You should land on an initial Multnomah County Tableau page once logging in. Click on the “**Explore**” option at the bottom of the index



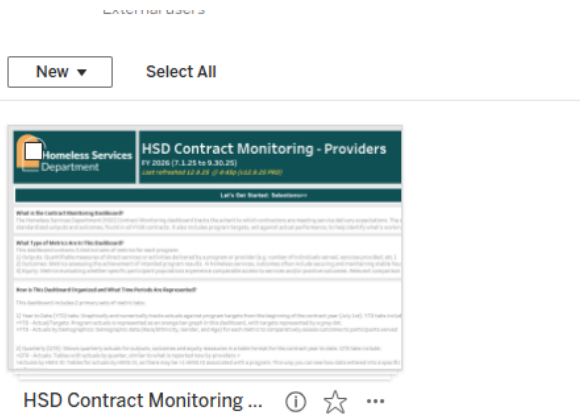
Click on “**JOHS**” folder:



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.

