

ID Administrator Setup and Manage Users Instructions



The ID Administrator is a person in the provider office who will manage user IDs and passwords for the staff who access the applications on HAP's secure provider portal. Self-management of user IDs and passwords will eliminate delays in accessing these applications.

For more information or assistance, email prelweb1@hap.org.

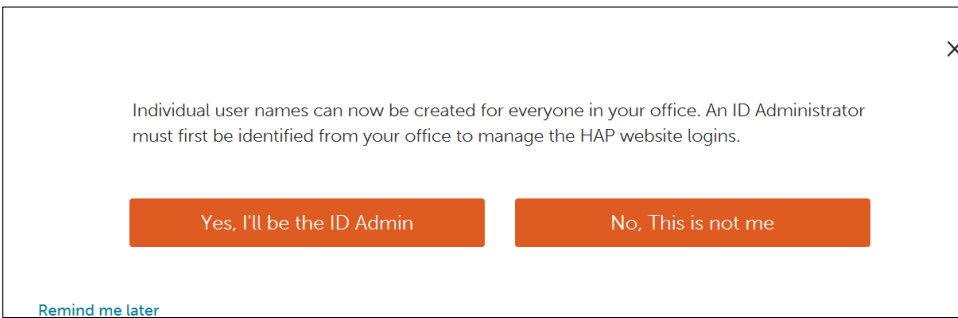
Manage Users Instructions

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ID Administrator Set Up Instructions

1. Log in at **hap.org**.
2. If the NPI you log in with hasn't been set up yet, you'll receive this pop up.
3. Select *Yes, I'll be the ID Admin*



4. The *ID Administrator Set Up* page appears.
5. Complete fields. Be sure to check the agreement statement at the bottom.
6. Select *Continue*.

ID Administrator Set Up

Provider Name : _____ Provider NPI/ID : _____

Administrator Information

Last Name:*

First Name:*

Phone Number:*

Email Address:*

Confirm Email Address:*

Create Password

Password:*

Confirm Password:*

Create Challenge Questions

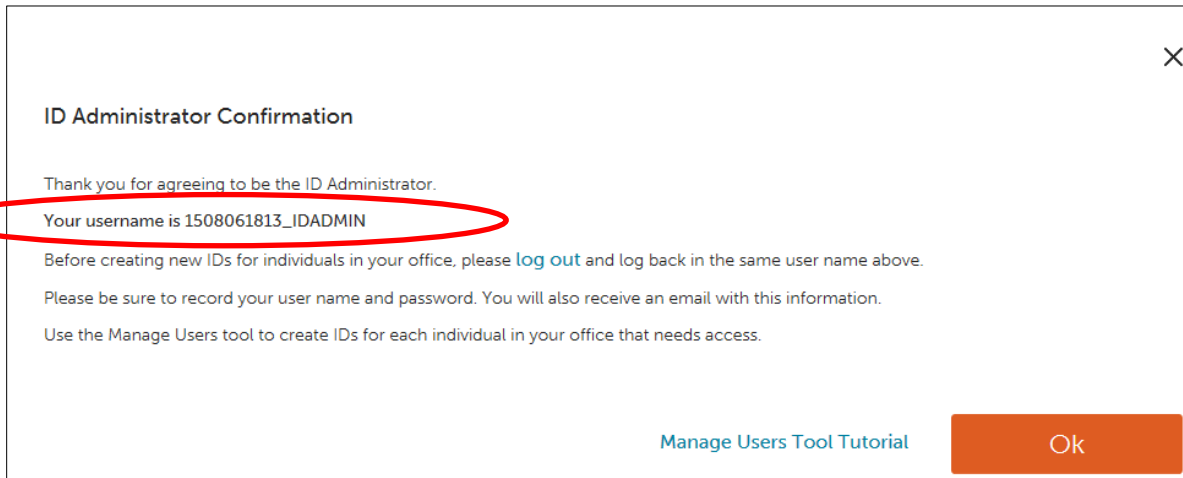
Challenge Question:*

Answer:*

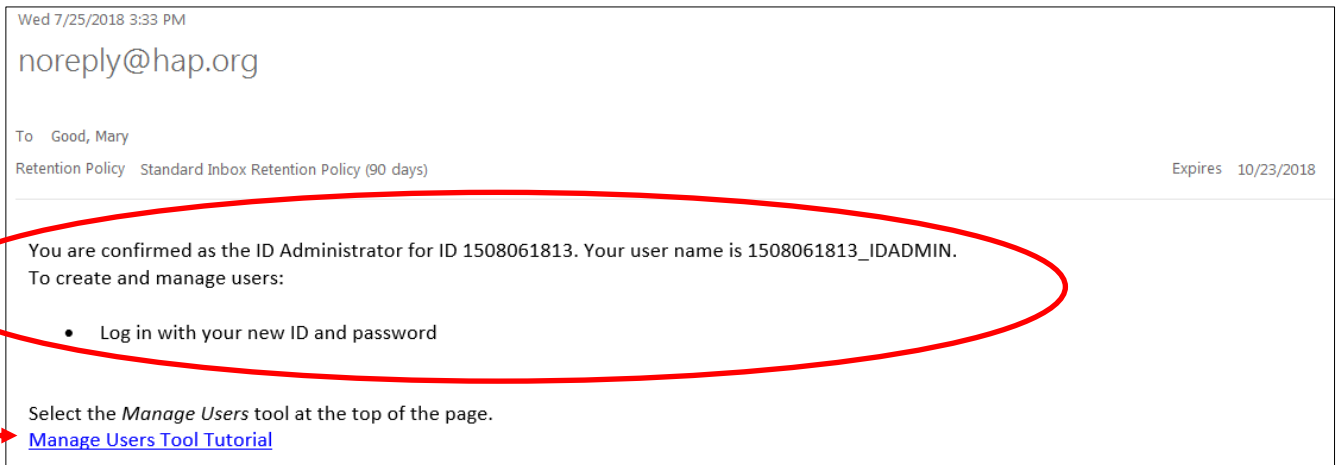
Confirm Answer:*

Yes, I agree to be the ID Administrator for this ID Number. I will create and edit users for this profile and responsible for password resets.
All fields are required*

7. You'll receive an *ID Administrator Confirmation* with your **new user name**.



8. You'll also receive a confirmation email.

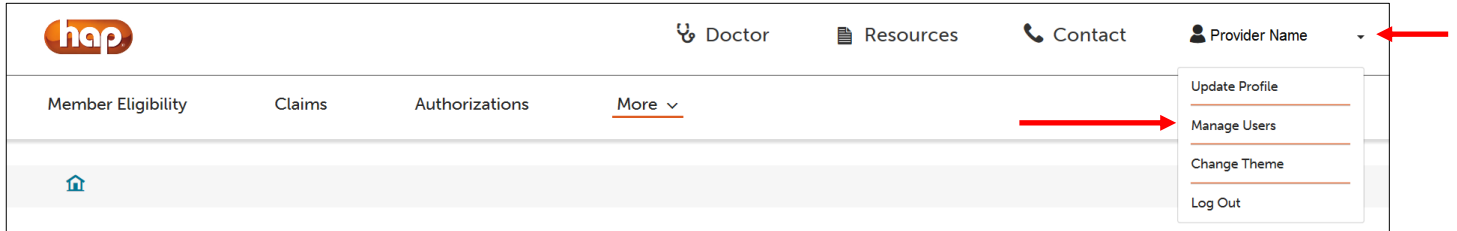


9. Now you can set up other users in your office when you log in with your new ID and password. If you need help, you can refer to the Manage Users Tool Tutorial.

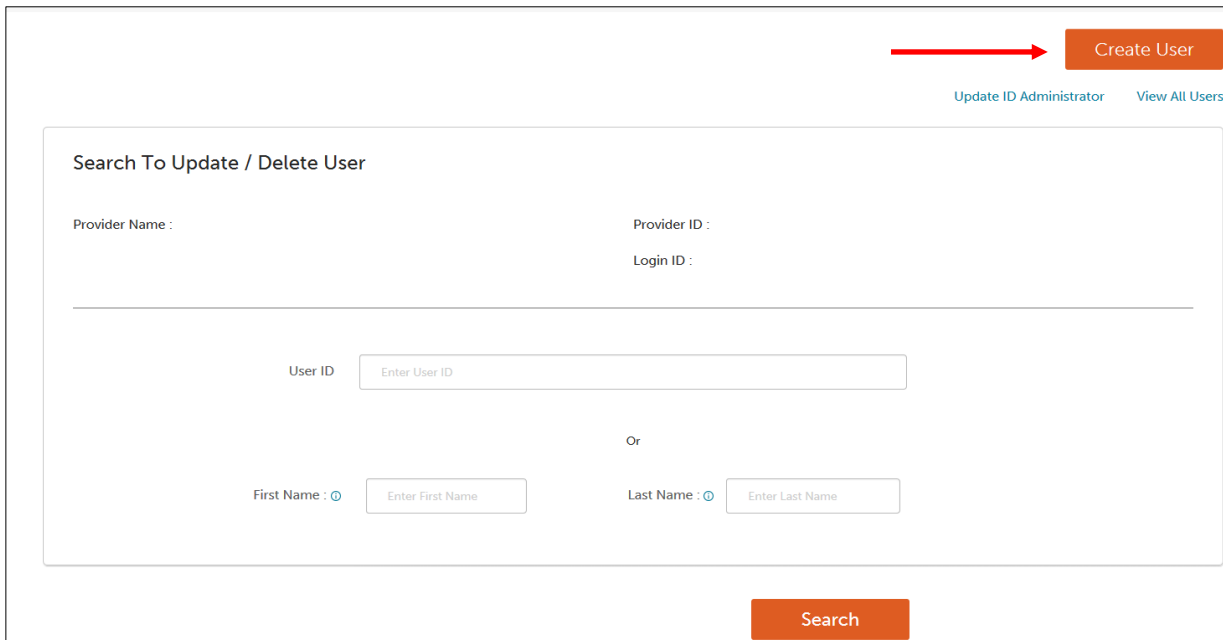
Manage User Instructions

Create a User

1. Log in at **hap.org** with your **ID Administrator username (NPI_IDADMIN)**
2. Under the name in the upper right corner, select the drop down then, *Manage Users*.



3. The Manager Users home page appears.
4. Select *Create User*.



5. Complete fields.
6. Select appropriate applications.
7. After fields are completed, select *Submit*.

Create User

Provider Name : Provider ID :

Login ID :

First Name:*

Last Name:*

Phone Number:*

Password:*

Confirm Password:*


To add/remove access to an application, select/deselect it from Available Applications and then click Submit to save these changes.

Available Applications:*	Authorized Applications:
<input type="checkbox"/> Authorizations	
<input type="checkbox"/> Benefit Admin Manual	
<input type="checkbox"/> Claims	
<input type="checkbox"/> Code Edit Explanation-CXT	
<input type="checkbox"/> Contracts and Riders	
<input type="checkbox"/> Coordination of Benefits	
<input type="checkbox"/> Health Engagement	
<input type="checkbox"/> Member Eligibility	
<input type="checkbox"/> Member Health Manager	
<input type="checkbox"/> Referral Search	
<input type="checkbox"/> Search for a Doctor or Facility	

All fields are required*

Note: the Remittance Advice application is only available via a vendor ID.

8. You'll receive a *Create User Confirmation* page.



Create User Confirmation

Provider Name : Provider ID :

Login ID :

The following user has been successfully created.

User ID:	1508061813_SSALLY
First Name:	Smith
Last Name:	Sally
Phone Number:	(313) 123-4567
Administrator:	N
Authorized Applications:	Authorizations Claims Code Edit Explanation-CXT Contracts and Riders Coordination of Benefits Health Engagement Member Eligibility Member Health Manager Referral Search Search for a Doctor or Facility

Ok

Update a User

1. From the Manage Users home page, search for a user.

Search To Update / Delete User

Provider Name : _____ Provider ID : _____
Login ID : _____

User ID :

Or

First Name : Last Name :

2. Make necessary updates.
3. Select *Update*.

Update User

Provider Name : _____ Provider ID : _____
User Type : _____ Login ID : _____

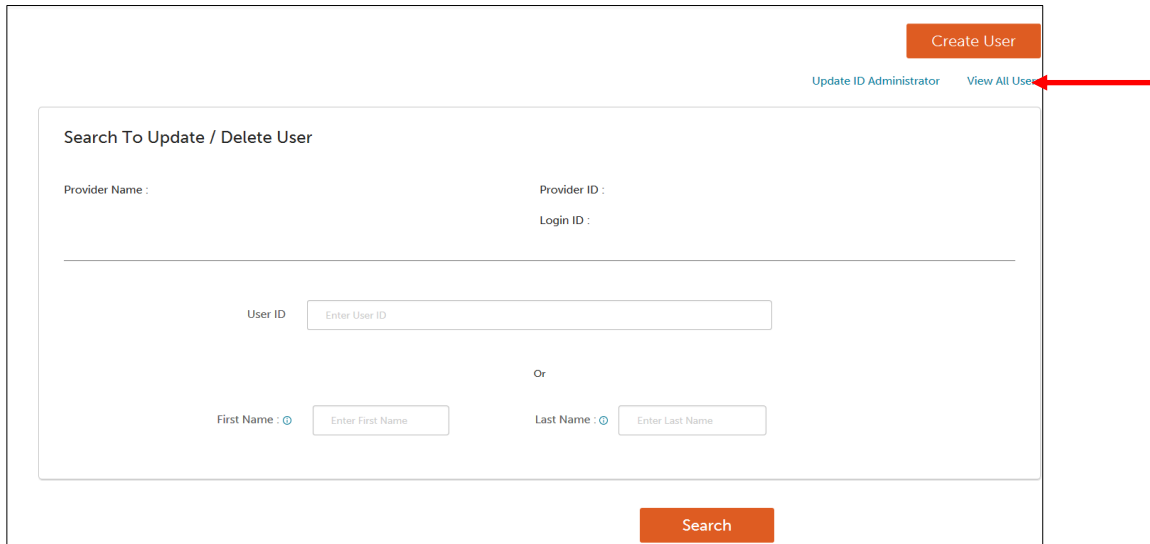
User ID: 1508061813_SSALLY
First Name: Smith
Last Name: Sally
Phone Number:
Password:
Confirm Password:

To add/remove access to an application, select/deselect it from Available Applications and then click Update to save these changes.

Available Applications:	Authorized Applications:
<input type="checkbox"/> Authorizations	<input checked="" type="checkbox"/> Code Edit Explanation-CXT
<input type="checkbox"/> Benefit Admin Manual	<input checked="" type="checkbox"/> Claims
<input type="checkbox"/> Claims	<input checked="" type="checkbox"/> Coordination of Benefits
<input type="checkbox"/> Code Edit Explanation-CXT	<input checked="" type="checkbox"/> Contracts and Riders
<input type="checkbox"/> Contracts and Riders	<input checked="" type="checkbox"/> Authorizations
<input type="checkbox"/> Coordination of Benefits	<input checked="" type="checkbox"/> Member Eligibility
<input type="checkbox"/> Health Engagement	<input checked="" type="checkbox"/> Member Health Manager
<input type="checkbox"/> Member Eligibility	<input checked="" type="checkbox"/> Health Engagement
<input type="checkbox"/> Member Health Manager	<input checked="" type="checkbox"/> Search for a Doctor or Facility
<input type="checkbox"/> Referral Search	<input checked="" type="checkbox"/> Referral Search
<input type="checkbox"/> Search for a Doctor or Facility	

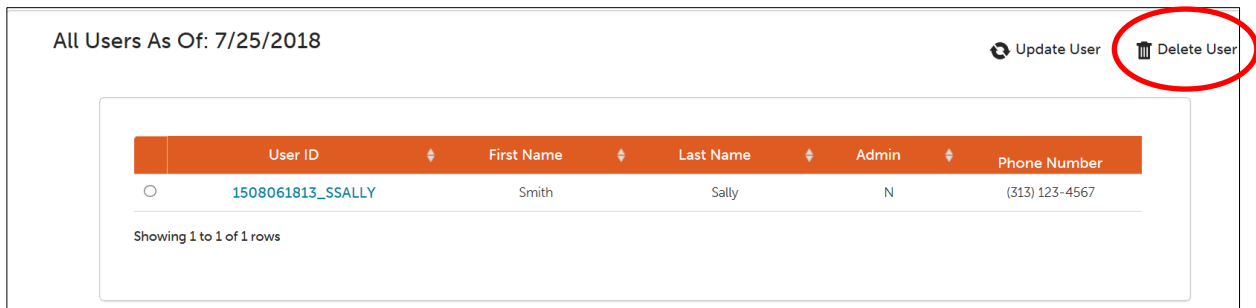
Delete a User

1. From the Manage Users home page, select *View All Users*.



The screenshot shows the Manage Users interface. At the top right, there is a 'Create User' button. Below it, there are links for 'Update ID Administrator' and 'View All Users', with a red arrow pointing to the latter. The main area is titled 'Search To Update / Delete User' and contains several input fields: 'Provider Name', 'Provider ID', 'Login ID', 'User ID' (with a placeholder 'Enter User ID'), 'First Name' (with a placeholder 'Enter First Name'), and 'Last Name' (with a placeholder 'Enter Last Name'). There is also an 'Or' separator between the 'User ID' and the name fields. A 'Search' button is located at the bottom center.

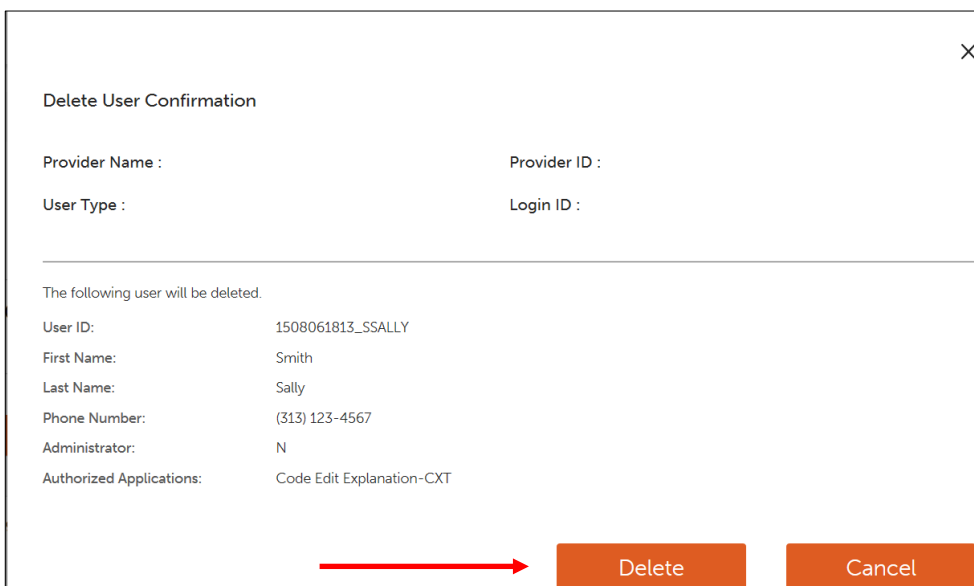
2. Select the appropriate user, then *Delete User*.



The screenshot shows a table titled 'All Users As Of: 7/25/2018'. At the top right, there are 'Update User' and 'Delete User' buttons, with the latter circled in red. The table has the following columns: 'User ID', 'First Name', 'Last Name', 'Admin', and 'Phone Number'. The data row shows a user with ID '1508061813_SSALLY', first name 'Smith', last name 'Sally', and phone number '(313) 123-4567'. Below the table, it says 'Showing 1 to 1 of 1 rows'.

User ID	First Name	Last Name	Admin	Phone Number
1508061813_SSALLY	Smith	Sally	N	(313) 123-4567

3. You'll receive a *Delete User Confirmation* page. If correct, select *Delete*.

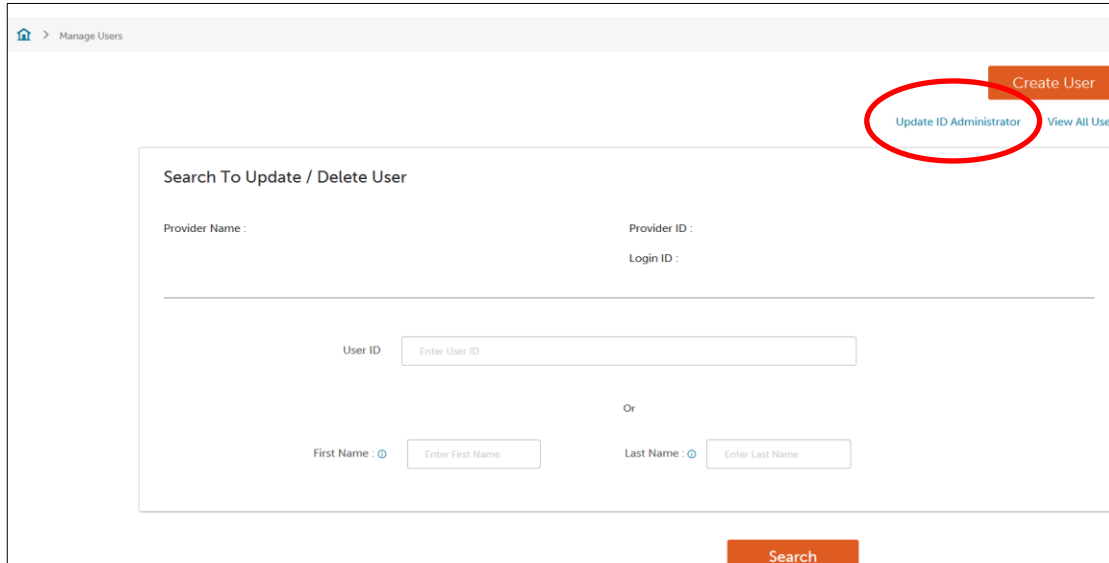


The screenshot shows a 'Delete User Confirmation' dialog box. It contains the following information: 'Provider Name', 'Provider ID', 'User Type', and 'Login ID'. Below this, it states 'The following user will be deleted.' and lists the user's details: 'User ID: 1508061813_SSALLY', 'First Name: Smith', 'Last Name: Sally', 'Phone Number: (313) 123-4567', 'Administrator: N', and 'Authorized Applications: Code Edit Explanation-CXT'. At the bottom, there are 'Delete' and 'Cancel' buttons, with a red arrow pointing to the 'Delete' button.

Update ID Administrator

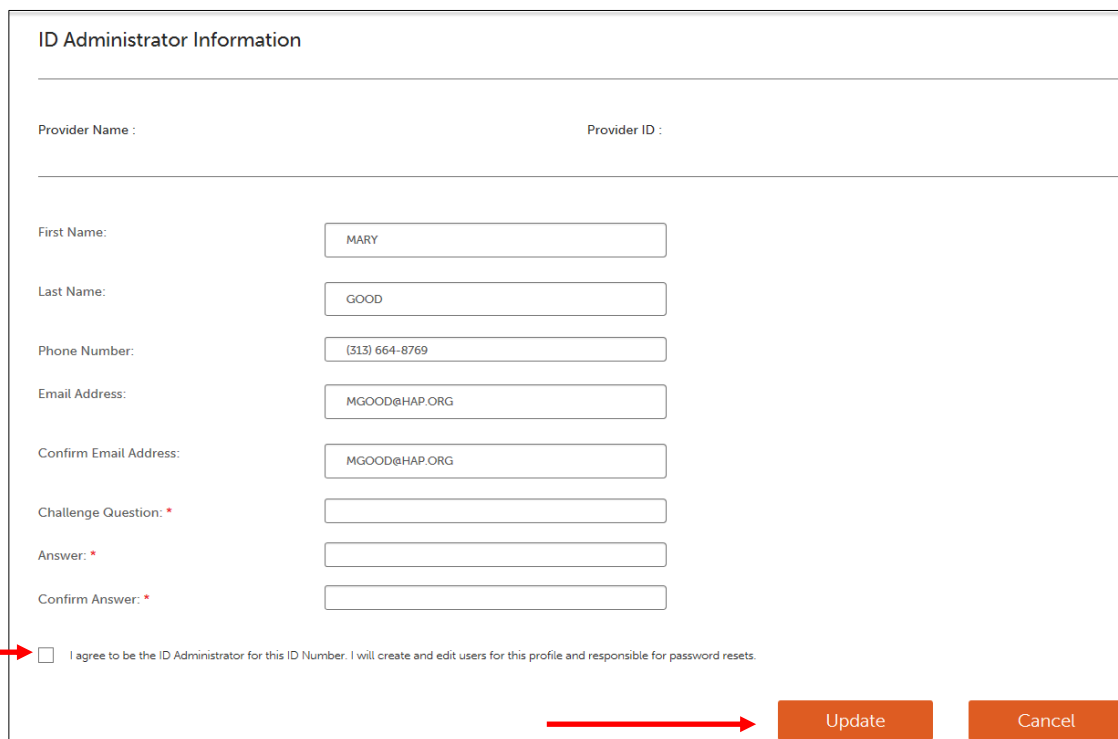
(use to change current ID Administrator to a new staff member)

1. From the Manager Users home screen, select *Update ID Administrator*.



The screenshot shows the 'Manage Users' interface. At the top right, there are three buttons: 'Create User', 'Update ID Administrator' (circled in red), and 'View All Users'. Below these buttons is a search form titled 'Search To Update / Delete User'. The form contains fields for 'Provider Name', 'Provider ID', and 'Login ID'. Below these is a horizontal line, followed by a 'User ID' field with a placeholder 'Enter User ID'. Below that is an 'Or' separator, followed by 'First Name' and 'Last Name' fields with placeholders 'Enter First Name' and 'Enter Last Name'. At the bottom right of the form is a 'Search' button.

2. Current ID Administrator information is displayed.
3. Update the fields with new information.
4. Check agreement statement.
5. Select *Update*.



The screenshot shows the 'ID Administrator Information' form. It contains fields for 'Provider Name', 'Provider ID', 'First Name' (with value 'MARY'), 'Last Name' (with value 'GOOD'), 'Phone Number' (with value '(313) 664-8769'), 'Email Address' (with value 'MGOOD@HAP.ORG'), and 'Confirm Email Address' (with value 'MGOOD@HAP.ORG'). Below these are three empty fields for 'Challenge Question', 'Answer', and 'Confirm Answer'. At the bottom left, there is a checkbox with a red arrow pointing to it, followed by the text: 'I agree to be the ID Administrator for this ID Number. I will create and edit users for this profile and responsible for password resets.' At the bottom right, there are two buttons: 'Update' and 'Cancel', with a red arrow pointing to the 'Update' button.

6. You'll receive an update *ID Administrator Confirmation* page.

