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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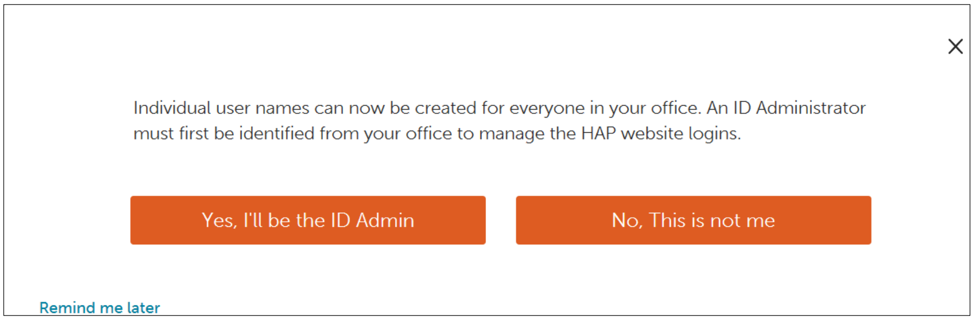
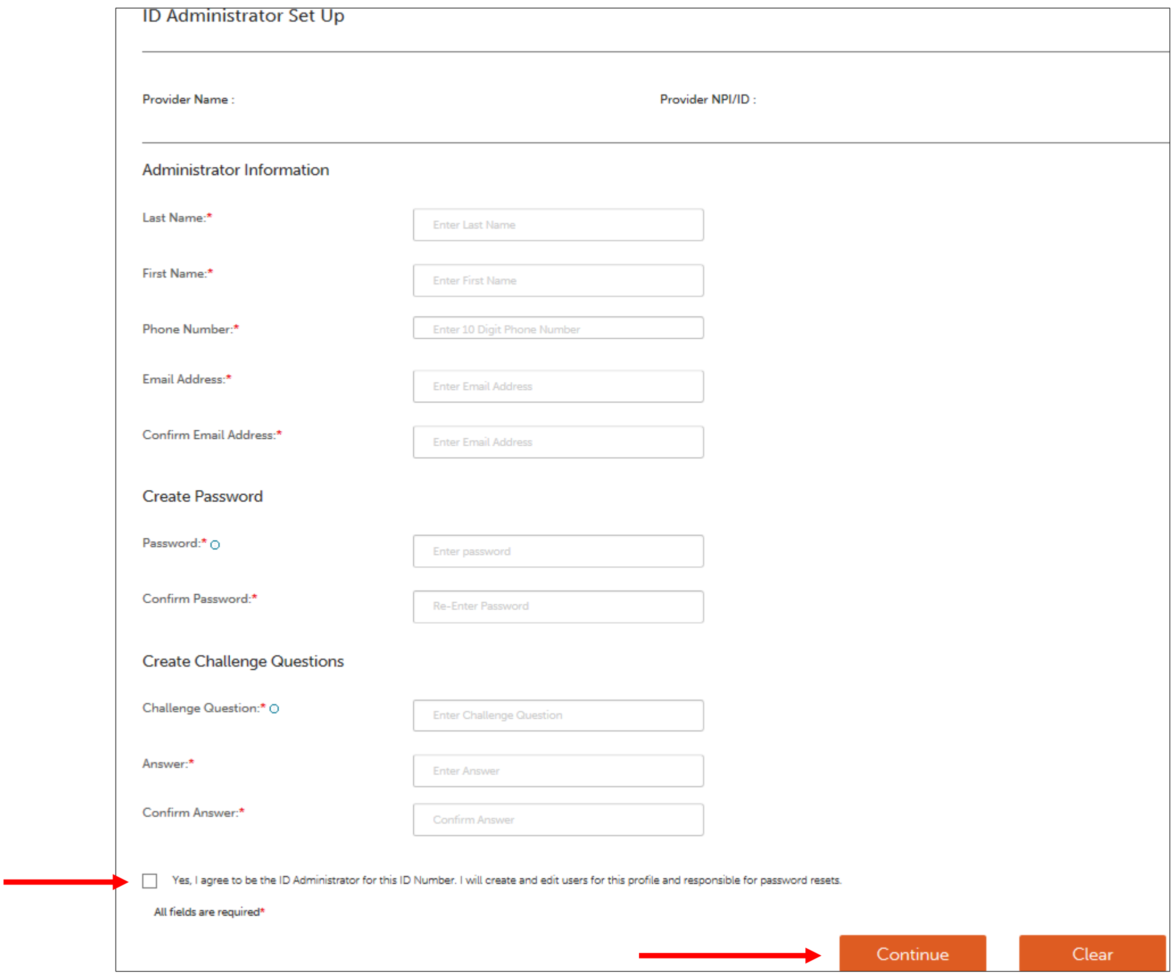
ID Administrator Set Up Instructions

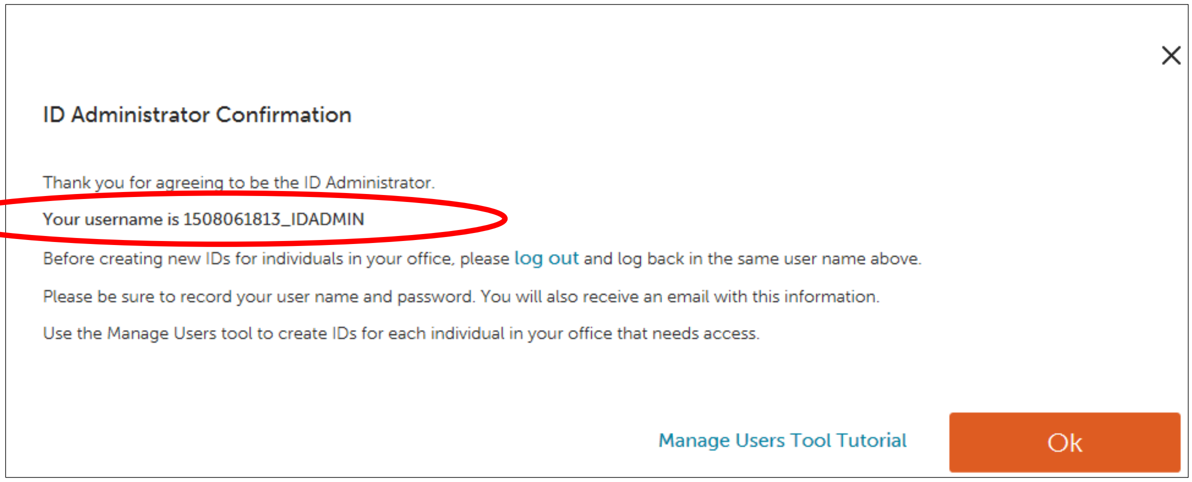
1. Log in at **hap.org.**
2. If the NPI you log in with hasn't been set up yet, you'll receive this pop up.
3. Select *Yes, I'll be the ID Admin*



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



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


ID Administrator Confirmation

Thank you for agreeing to be the ID Administrator.

Your username is 1508061813_IDADMIN

Before creating new IDs for individuals in your office, please log out and log back in the same user name above.

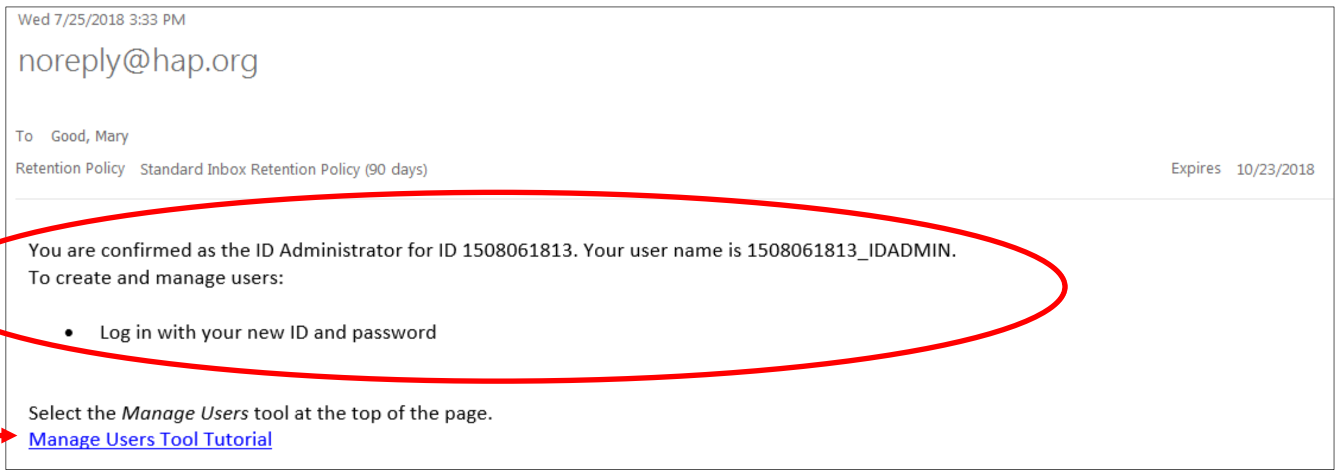
Please be sure to record your user name and password. You will also receive an email with this information.

Use the Manage Users tool to create IDs for each individual in your office that needs access.

Manage Users Tool Tutorial

Ok

8. You'll also receive a confirmation email.


Wed 7/25/2018 3:33 PM

noreply@hap.org

To Good, Mary

Retention Policy Standard Inbox Retention Policy (90 days) Expires 10/23/2018

You are confirmed as the ID Administrator for ID 1508061813. Your user name is 1508061813_IDADMIN.

To create and manage users:

- Log in with your new ID and password

Select the *Manage Users* tool at the top of the page.

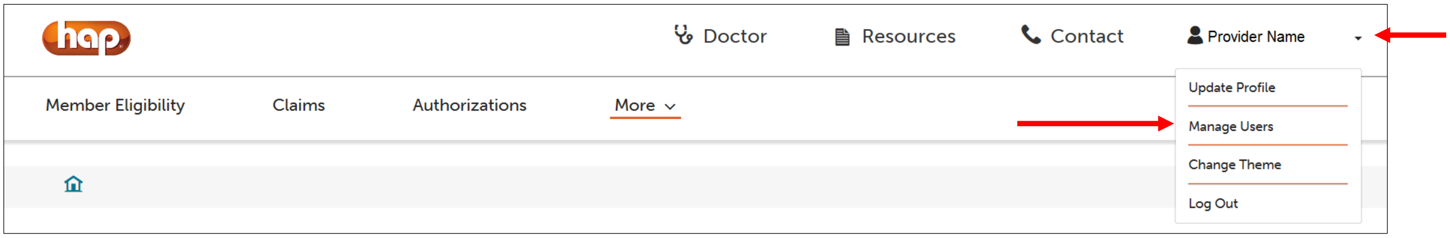
Manage Users Tool Tutorial

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.

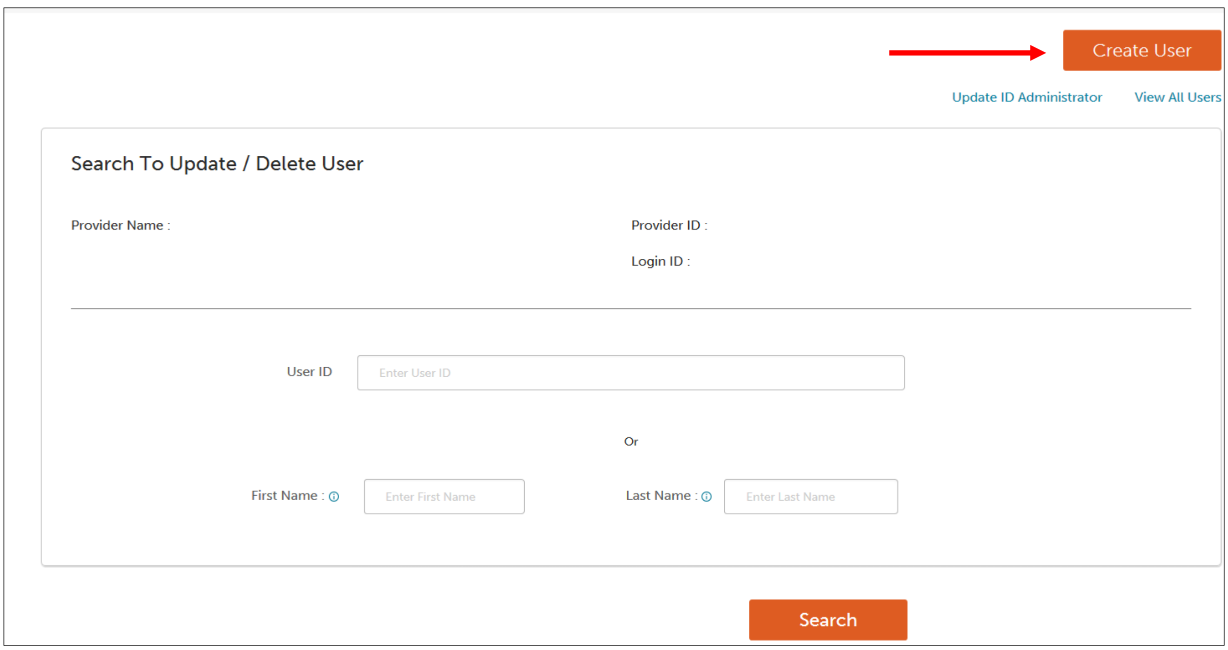
Manage User Instructions

Create a User

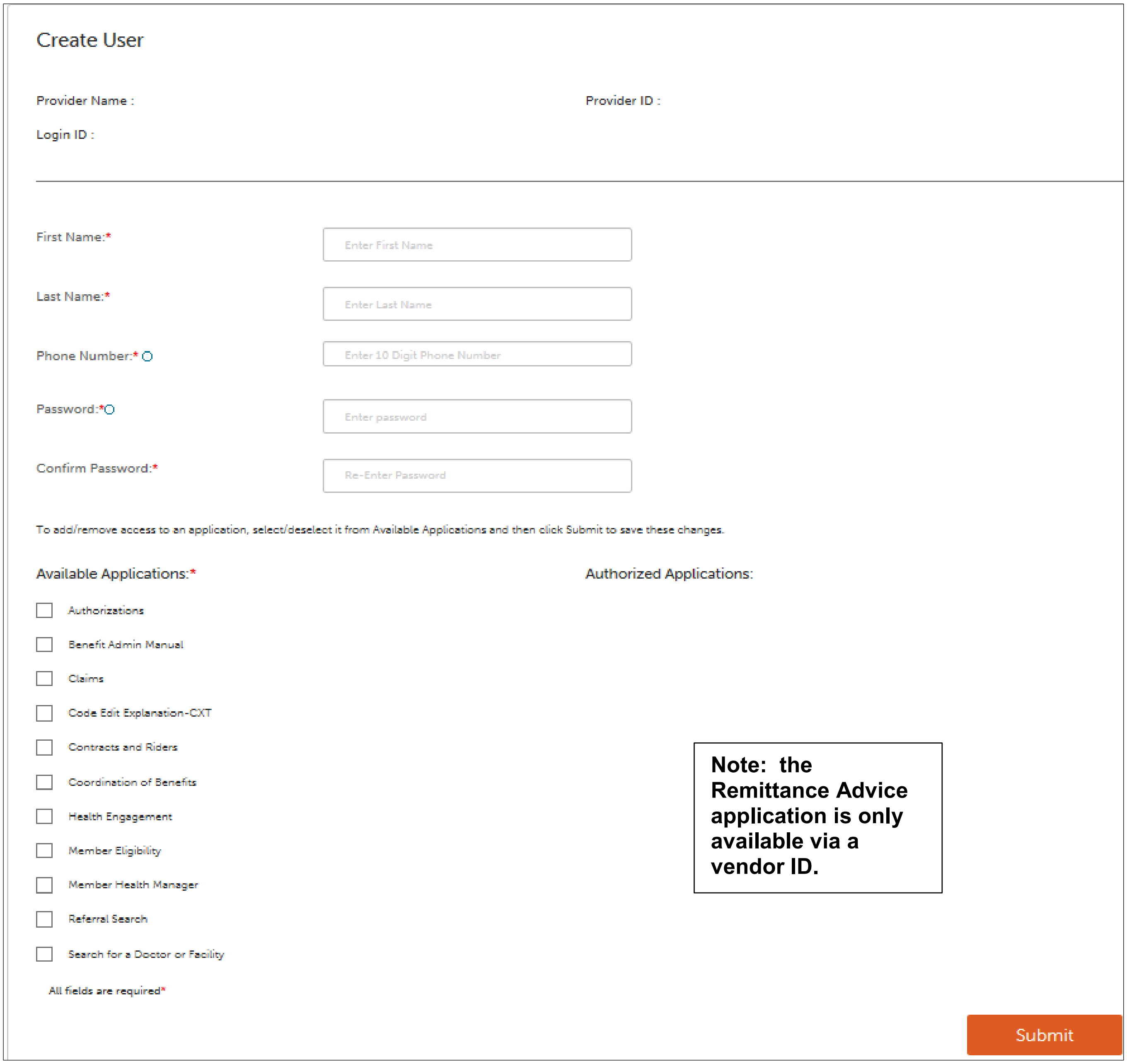
1. Log in at **hap.org with your** **ID Administrator username** **(NPI_IDADMIN)**
2. Under the name in the upper right corner, select the drop down then, *Manage Users.*



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:* Enter First Name

Last Name:* Enter Last Name

Phone Number:* Enter 10 Digit Phone Number

Password:* Enter password

Confirm Password:* Re-Enter 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:

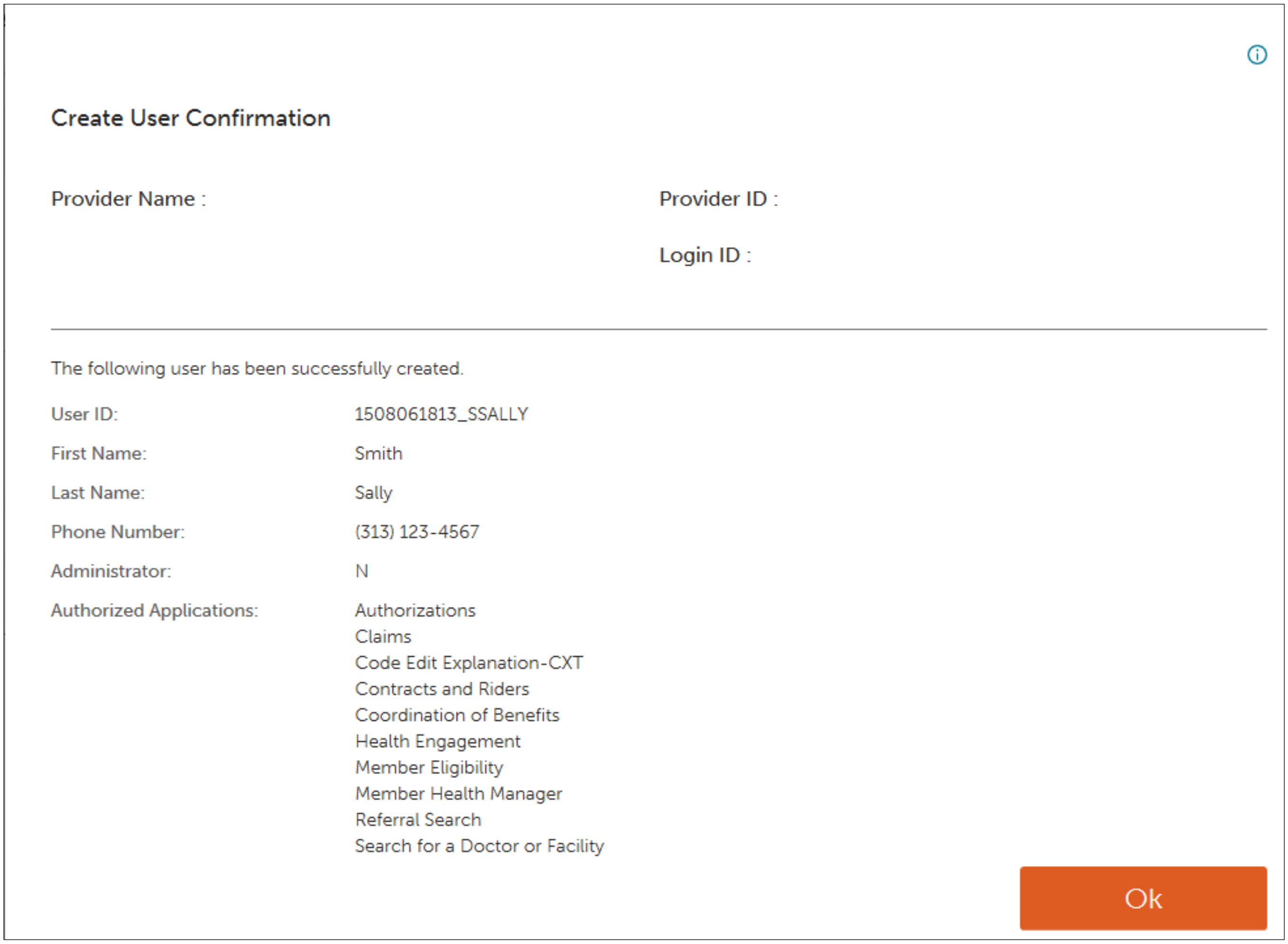
- [ ] Authorizations
- [ ] Benefit Admin Manual
- [ ] Claims
- [ ] Code Edit Explanation-CXT
- [ ] Contracts and Riders
- [ ] Coordination of Benefits
- [ ] Health Engagement
- [ ] Member Eligibility
- [ ] Member Health Manager
- [ ] Referral Search
- [ ] Search for a Doctor or Facility

All fields are required*

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

Submit

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



Create User Confirmation

Provider Name :

Provider ID :

Login ID :

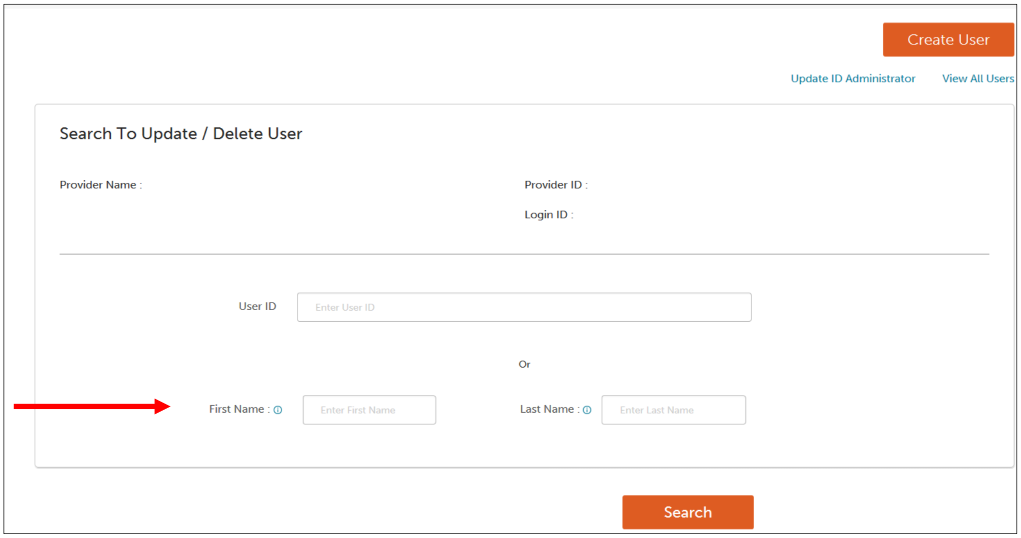
The following user has been successfully created.

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

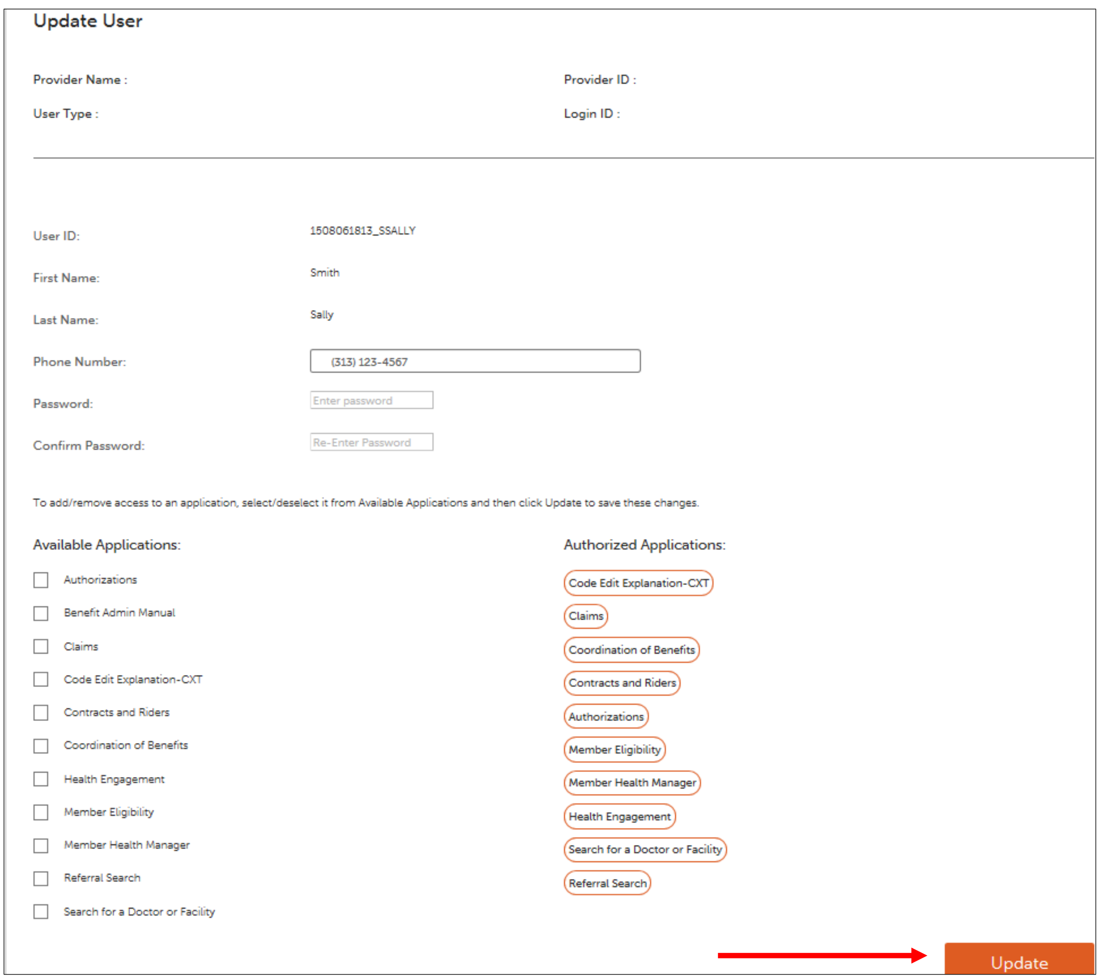
Ok

Update a User

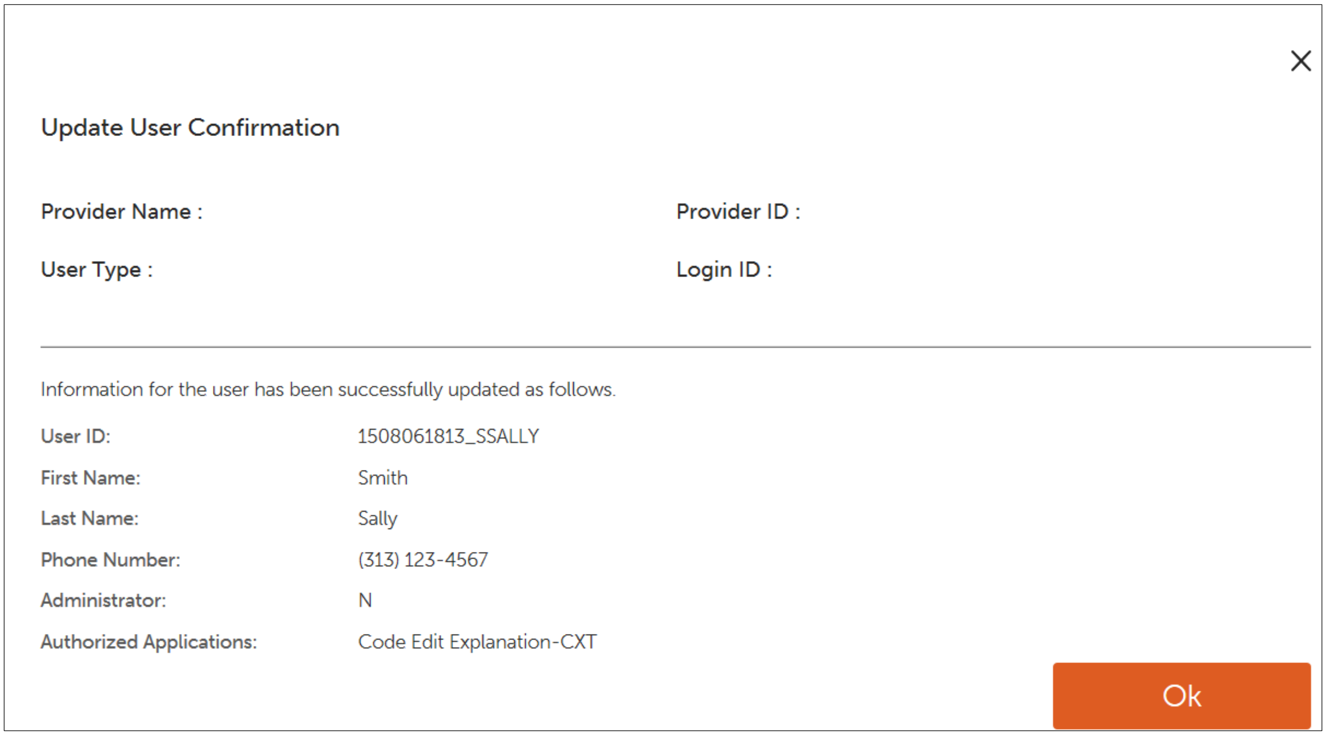
1. From the Manage Users home page, search for a user.



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



4. You'll receive an *Update User Confirmation* page.


Update User Confirmation

Provider Name :

Provider ID :

User Type :

Login ID :

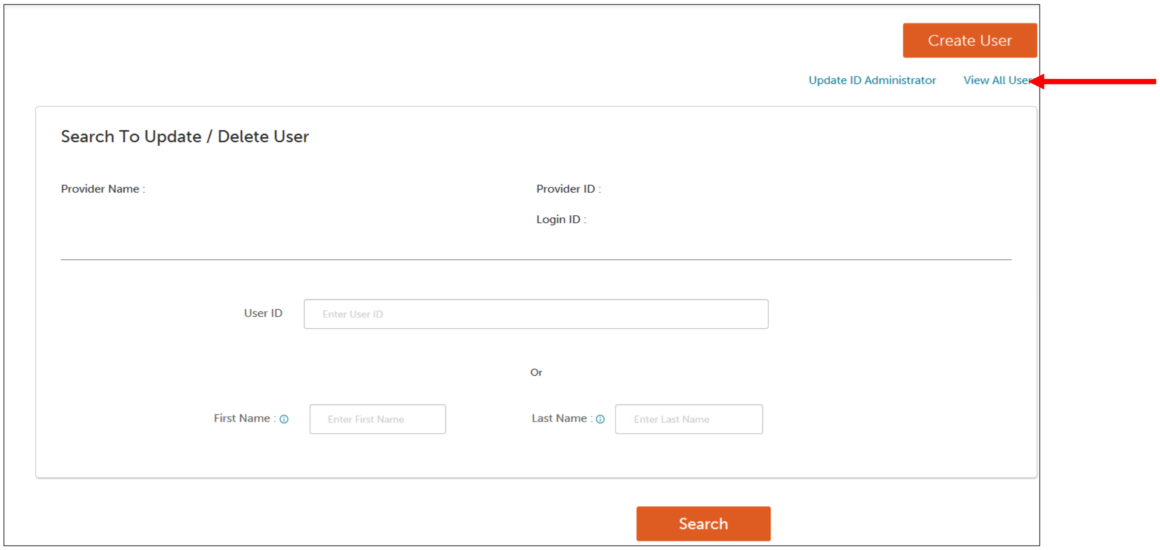
Information for the user has been successfully updated as follows.

User ID:	1508061813_SSALLY
First Name:	Smith
Last Name:	Sally
Phone Number:	(313) 123-4567
Administrator:	N
Authorized Applications:	Code Edit Explanation-CXT

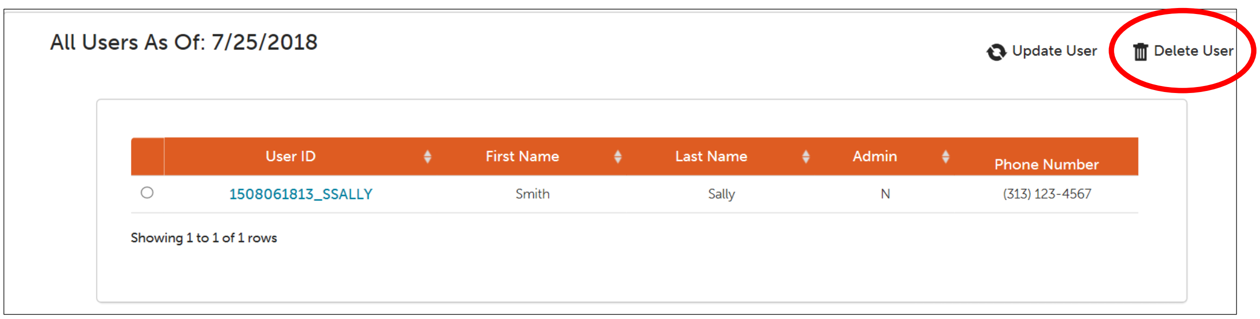
Ok

Delete a User

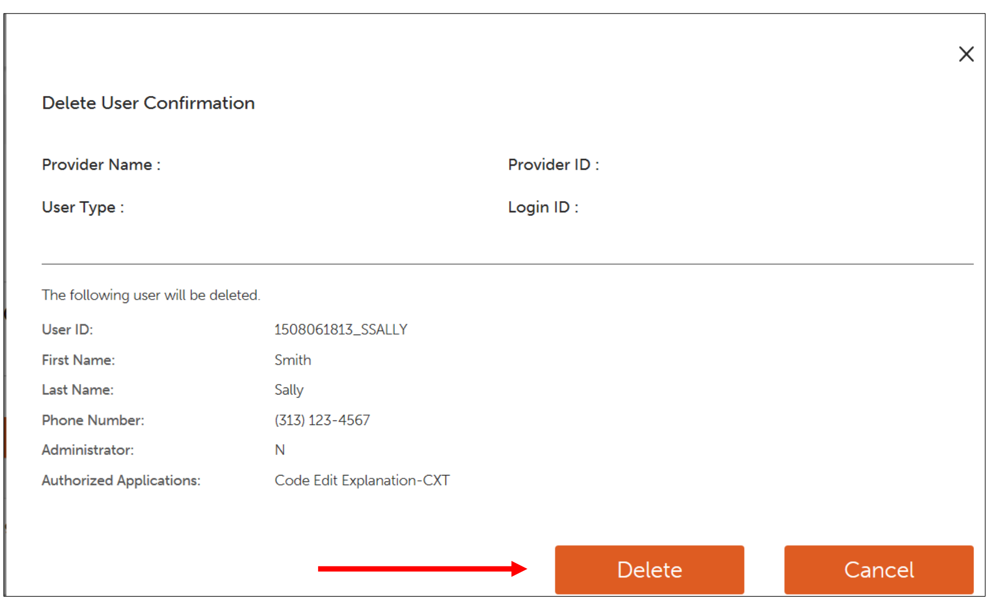
1. From the Manage Users home page, select *View All Users*.



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



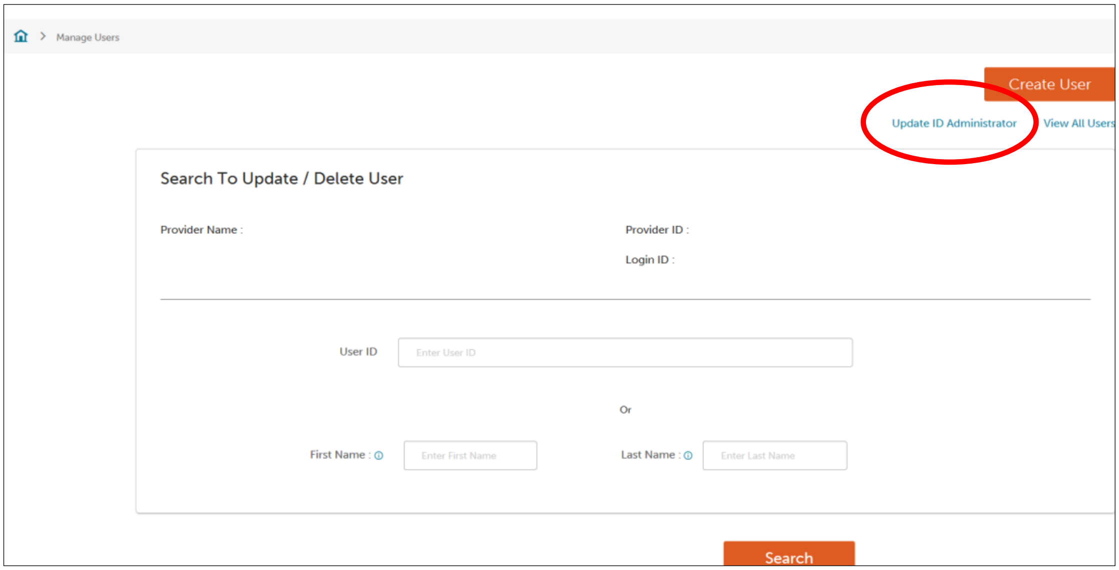
3. You'll receive a *Delete User Confirmation* page. If correct, select *Delete*.



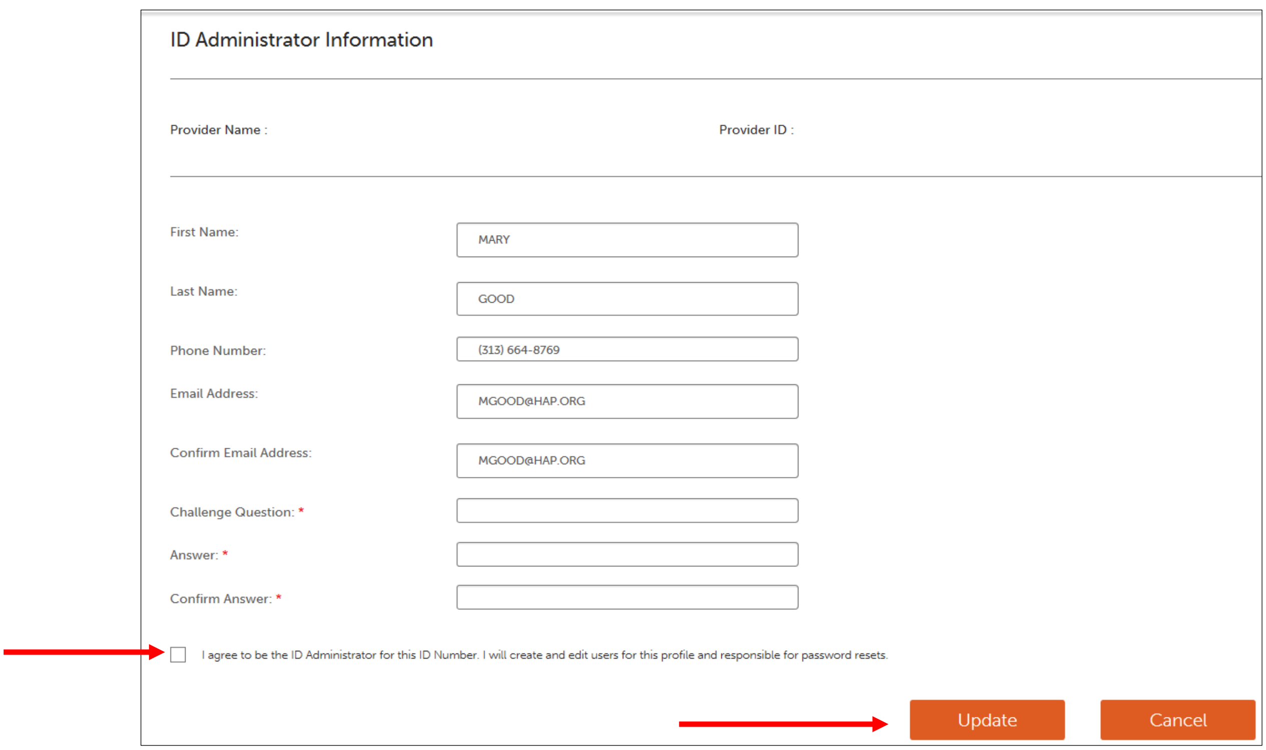
Update ID Administrator

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

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



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



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