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:
- Staff who access the applications on HAP’s secure provider portal
- Staff who access the Remittance Advice

Self-management of user IDs and passwords will eliminate delays in accessing these applications.

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

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ID Administrator Set Up Instructions

**Important!** The following instructions apply to:
- Individual NPI login
- Vendor login (for remittance advice access)

The steps are the same for both.

1. Log in at [hap.org](http://hap.org).
2. If the individual NPI or vendor ID 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 (see example below). Note: For vendor ID, the message is: Your username for accessing the Remittance Advice is Vendor ID#_IDADMIN.

8. You'll also receive a confirmation email. Note: For vendor ID, the message is: Your username for accessing the Remittance Advice is Vendor ID#_IDADMIN.

9. Now you can set up other users in your office when you log in with your new ID and password. Remember to use your new vendor ID and password to set up users who need to access the Remittance Advice.
Manage Users Instructions

Create a User

1. Log in at hap.org with your ID Administrator username (NPI_IDADMIN) or (Vendor ID#_IDADMIN) and password.
2. Select the drop down arrow next to Id Admin, 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.

Note: the Remittance Advice application is only available via a vendor ID.
9. 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_SALLY  
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.
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 this feature to change current ID Administrator or Vendor 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.

ID Administrator Confirmation

Thank you for updating the ID Administrator.

User ID: 1508051815_IDADMIN
First Name: MICKY
Last Name: MOUSE
Phone Number: (313) 664-8769
Email Address: MGGOOD@HAP.ORG

Ok