ID Administrator Setup and Manage User 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 prelweb1@hap.org.
Manage Users Instructions

Table of Contents

ID Administrator Set Up Instructions ................................................................. 2
Manage User Instructions ..................................................................................... 4
  Create a User ........................................................................................................ 4
  Update a User ...................................................................................................... 7
Delete a User ......................................................................................................... 9
Update ID Administrator ....................................................................................... 10
ID Administrator Set Up Instructions

Important! The following instructions apply to NPI login and Vendor login (remittance advice access). The steps are the same for both. If you registered online for access to hap.org after April 10, 2019, you’ve already agreed to be an ID Admin for an NPI or Vendor ID. You received an email from noreply@hap.org at the end of the registration process with your username(s).

1. Log in at hap.org.
2. If the 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.

![ID Administrator Confirmation](image1)

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.

![Confirmation Email](image2)

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 User Instructions

Create a User

1. Log in at hap.org with your ID Administrator username (**NPI_IDADMIN**) or (**Vendor ID#_IDADMIN**) and password.

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.

Note: the Remittance Advice application is only available via a vendor ID.
9. You’ll receive a *Create User Confirmation* page.
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.