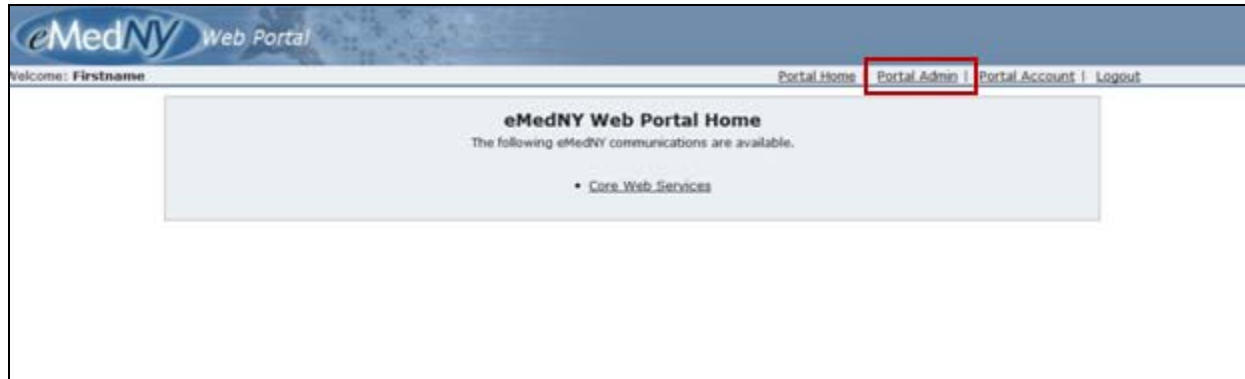




# Web Portal User Administration

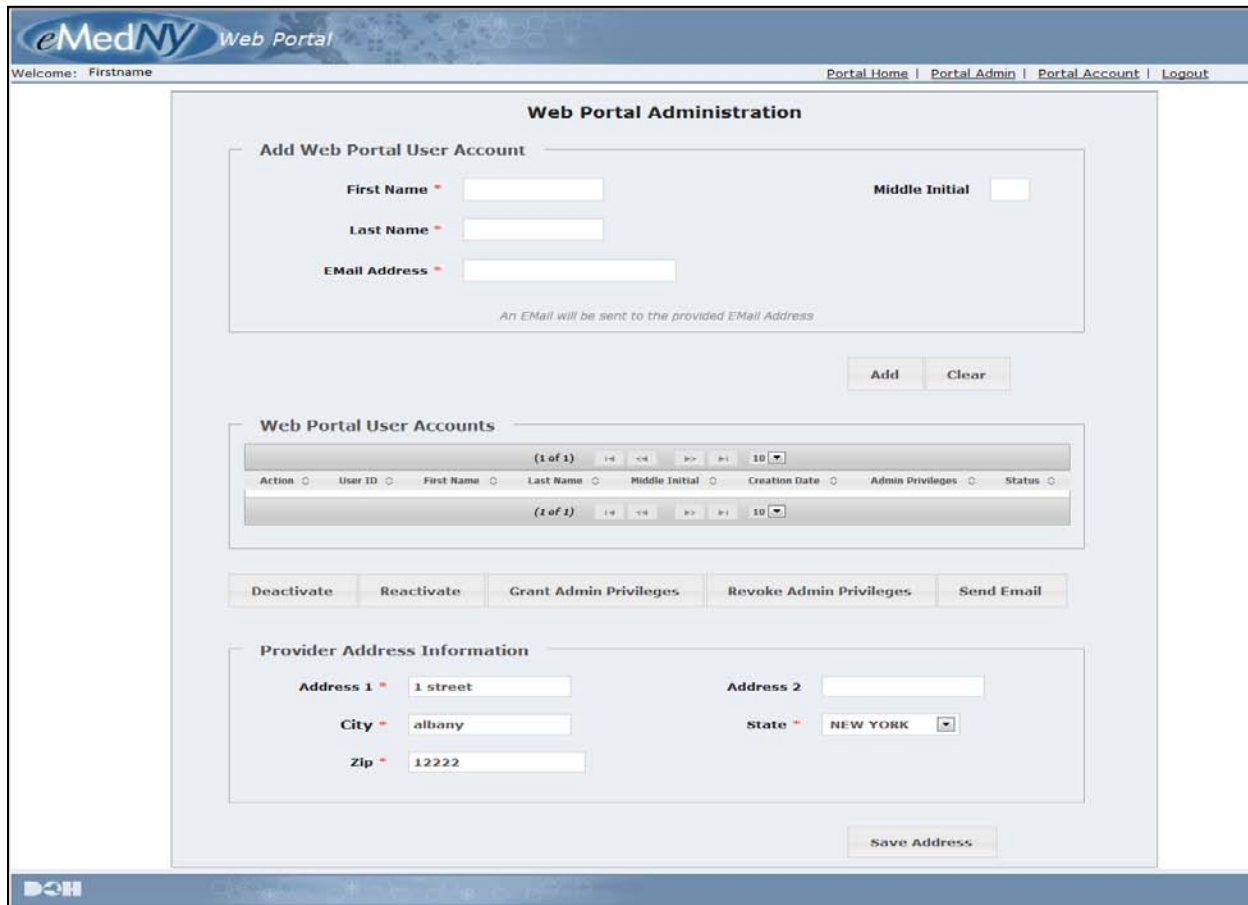
## Accessing Portal Administration

To add more users to this Web Portal account, click on 'Portal Admin' on the top right hand side.



## Add Web Portal User Account

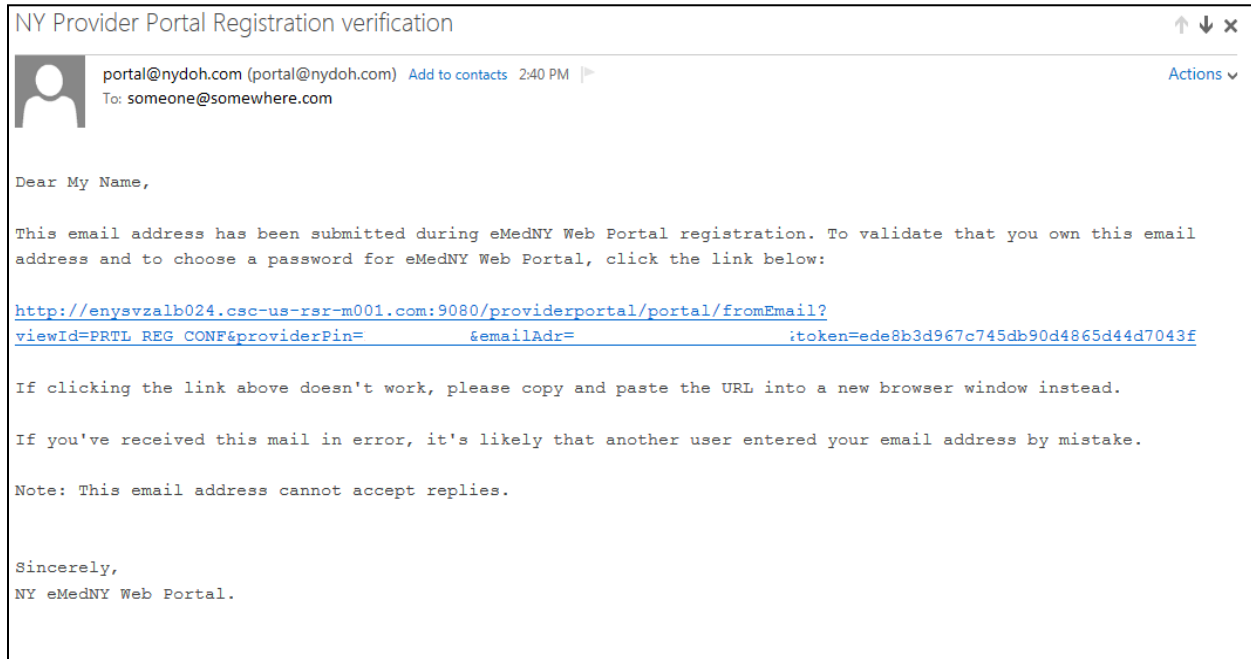
This screen will appear when 'Portal Admin' is selected. Enter the name (first and last) and email address. Click on 'Add' to add them to the list of users.





## Web Portal User Administration

Clicking the 'Add' button will generate an email to the email address entered in this field, confirming the recipient wants to participate in the Web Portal under this account. The status of that user account will be 'Pending' until he/she responds to the email.



**NOTE: The link in the email is only active for 24 hours.** If the link is not clicked within 24 hours, the administrator will have to go into the Portal Admin link in the Web Portal and send the email again.

Once the new user clicks the link, it will take them to the Web Portal registration screen. The user will enter their phone number and select a User ID. The User ID must be between 8-16 characters. Next, a HIPAA-compliant password must be created. The password must contain at least 8 characters with at least one number, at least one upper case letter, one lower case letter and one special character.



## Web Portal User Administration

**Complete Registration**

Fields with \* are required

**Personal Information**

First Name: \* My  
Last Name: \* Name  
Email Address: someone@somewhere.com  
Middle Initial:  
Phone Number: \*

**Account Information**

NPI: 999999999  
User Id: \*  
Choose Password: \*  
Confirm Password: \*  
Secret Question: \*  
Secret Answer: \*

I Agree to Medicaid Confidentiality Regulations

Submit Clear

The user will then enter a secret question and answer to be used to reset the password if needed. It is important to retain all this information as it will be used to access the Web Portal. The user then checks the box to agree to the Medicaid Confidentiality Regulations and hit 'Submit'. This will bring him/her to the Web Portal home page where he/she is now an active user.

Once the new user does this, under Portal Admin, the status will change from PENDING to ACTIVE.

### Web Portal User Accounts

All user accounts created under this account are displayed here. The administrator(s) will have the ability to deactivate, reactivate, grant and revoke administrative privileges to accounts that are not in a Pending status.

### Provider Address Information

You can change the provider address on file for the Web Portal account here. Please note that this will only change the address in the Web Portal, not any other addresses the provider has enrolled with eMedNY.