



## Provider Services Portal – Managing Domain Administrators

### Overview

Provider Services Portal (PSP) allows providers to control who can access and update their provider enrollment file. This includes the ability to **add, edit, or remove Domain Administrators**, the users responsible for maintaining provider information, submitting updates, and managing access for others.

This document provides step-by-step instructions on how to:

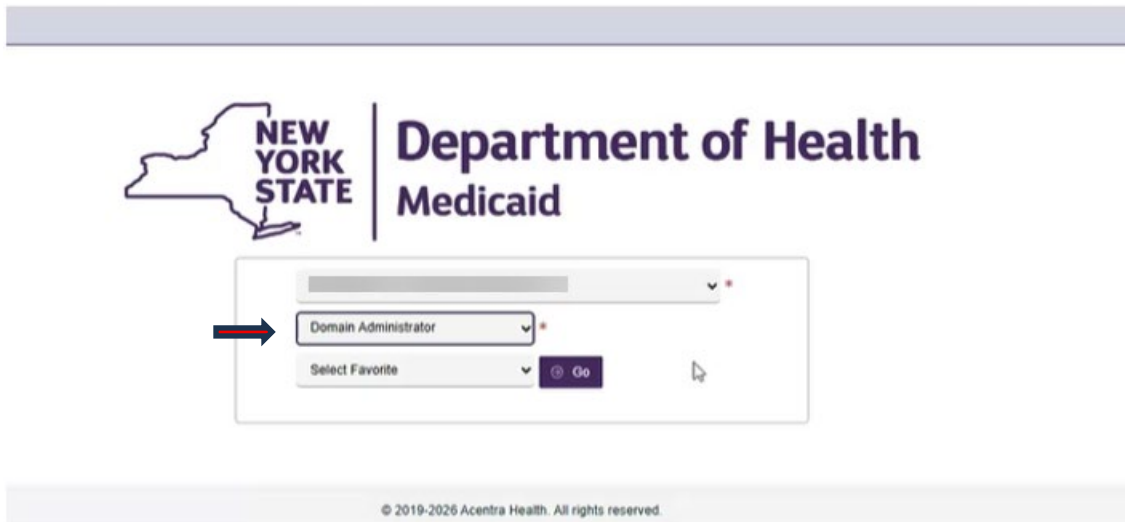
- **Add a Domain Administrator**
- **Edit an existing Domain Administrator**
- **Remove a Domain Administrator**

Providers should regularly review their list of authorized users to maintain security and compliance.

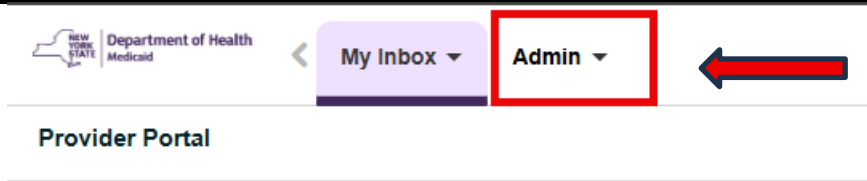
Please refer to the NY.GOV ID Quick Reference Guide for instructions on creating an NY.GOV ID Business account or any assistance with NY.GOV Business ID. [https://www.emedny.org/PSP/NYGOV\\_ID\\_Account\\_Overview.pdf](https://www.emedny.org/PSP/NYGOV_ID_Account_Overview.pdf)

### Adding new Domain Administrators

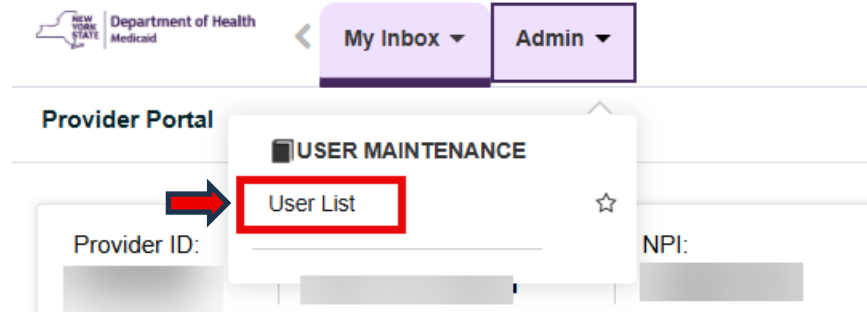
Once logged into the Provider Services Portal, **Select** the providers name from the domain drop down list.  
**Select** Domain Administrator as the profile.



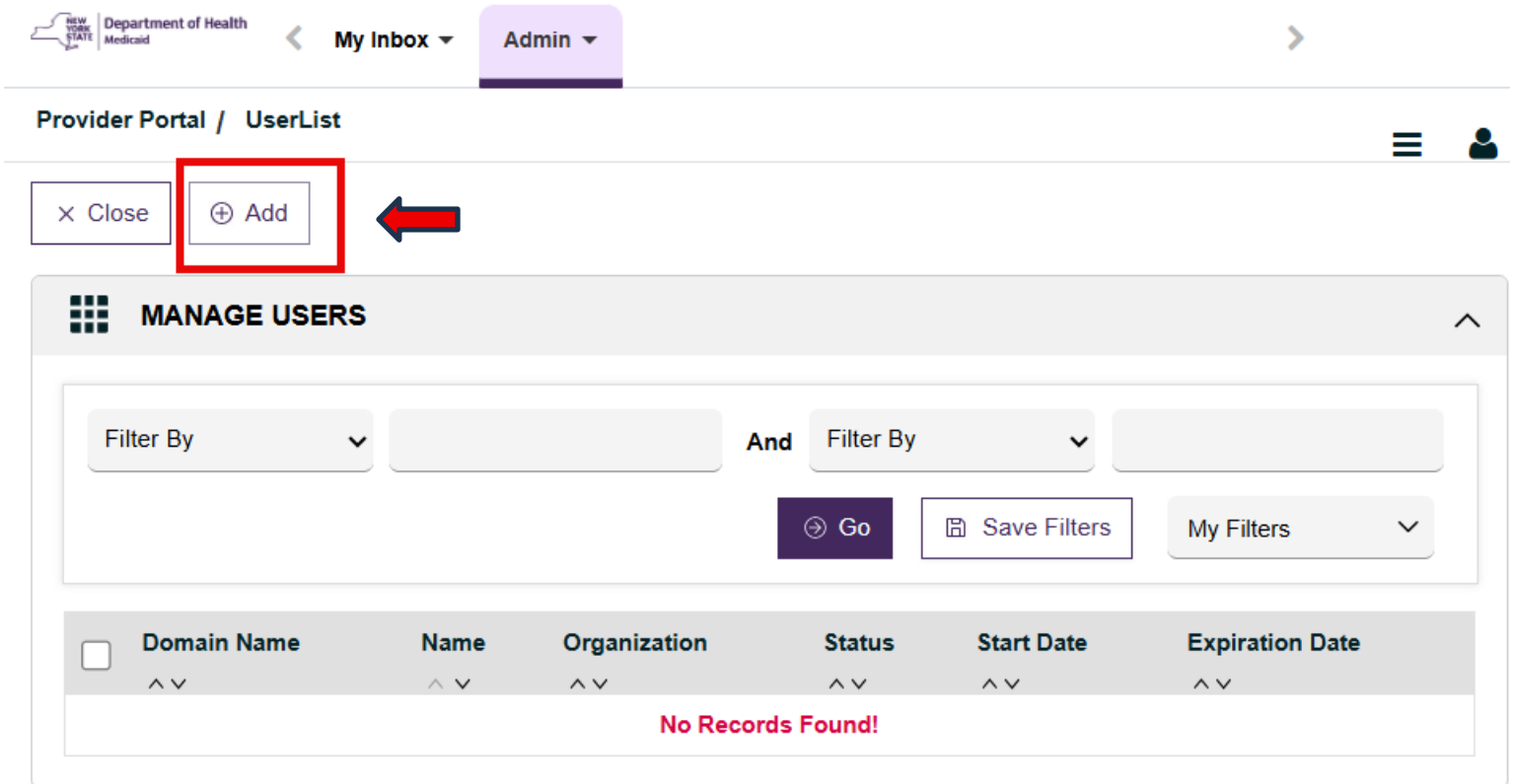
The domain administrator will be brought to their inbox; they will have to select **Admin**.



A drop down will appear where the option to choose User List appears, **click** on User List.



On the next page, you will see an option to **ADD** that you will need to **click** on to add a user.



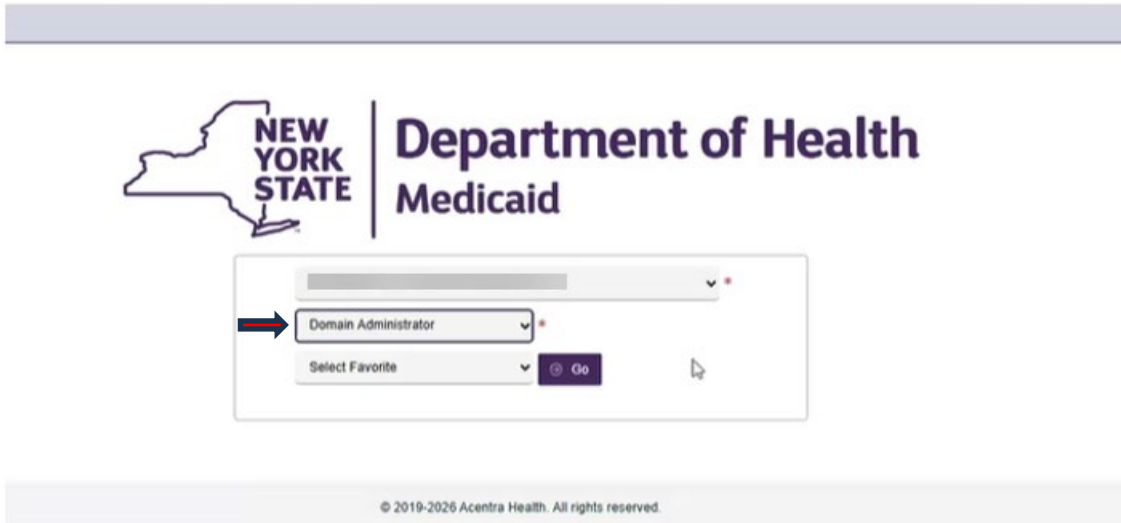
A new window will pop up; in this window you will enter the following information:

- The users NY.GOV Business ID
- The First and Last name
- Phone number and email address
- Please keep start date the day you are creating this user, and expiration date can be the 12/31/2999
- Select the profiles you wish the user to have and move over to the right

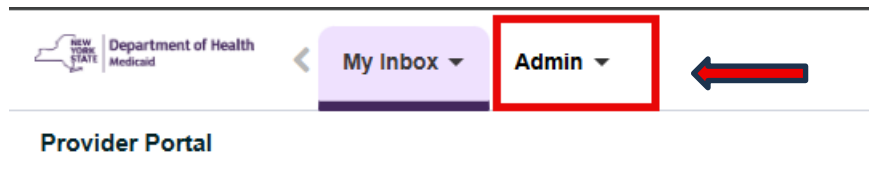


## Editing Domain Administrators information

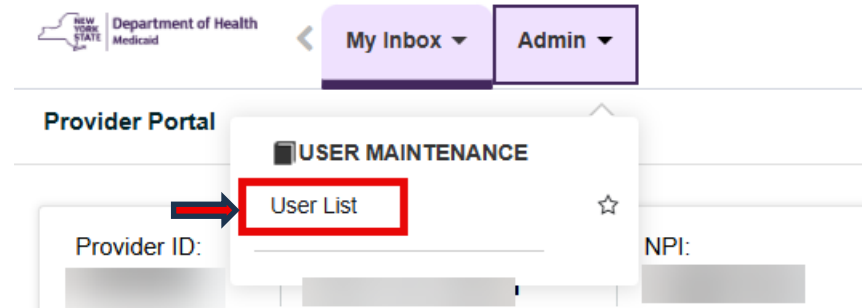
Once logged into the Provider Services Portal, **Select** the providers name from the domain drop down list.  
**Select** Domain Administrator as the profile.



The current domain administrator will be brought to their inbox; they will have to select **Admin**.



A drop down will appear where the option to choose User List appears, **click on User List**.



On the following page you will have to select **GO** before it shows the Domain names

Provider Portal / UserList

### MANAGE USERS

Filter By  And Filter By

My Filters

<input type="checkbox"/>	Domain Name	Name	Organization	Status	Start Date	Expiration Date
<input type="checkbox"/>		Doe, Jane	Provider	Approved	06/05/2026	12/31/2999

After you will want to **click** the Domain Name of the user you are looking to edit. The next page will supply you with the user’s information, you can edit the areas that need to be changed and **click** save to update.

Provider Portal / UserList / User Details

User Login ID: user123 Name: Doe, Jane

user123

First Name: \* Jane

Last Name: \* Doe

Domain Name:   Lock User / Comment:

Email: \*

Phone Number: \* (555) 123 - 4567

Start Date: 06/05/2026

Expiration Date: \* 12/31/2999

Remarks:

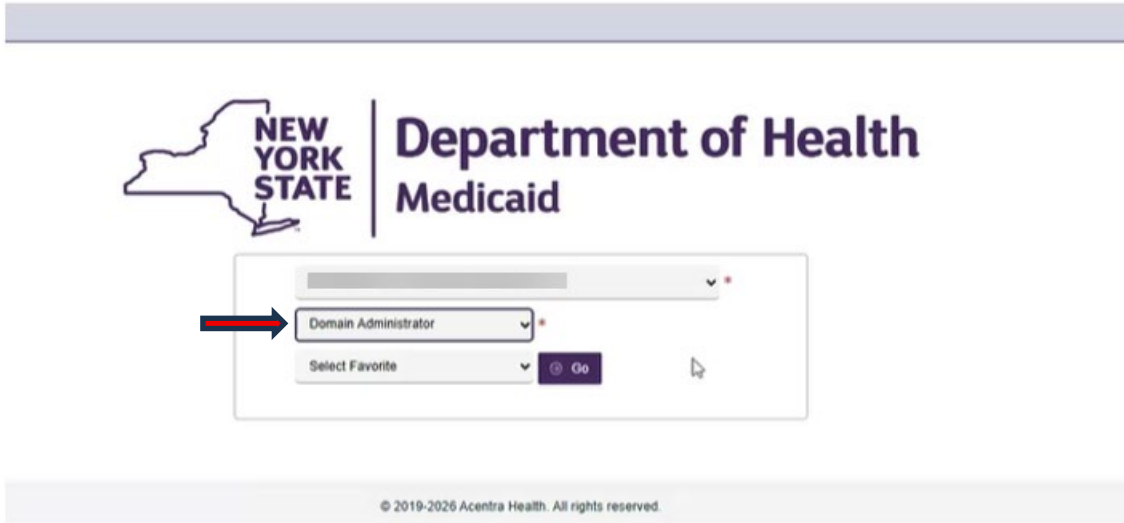
Available Profiles: Provider Enrollment Access, View Provider Enrollment

Selected Profiles: Domain Administrator

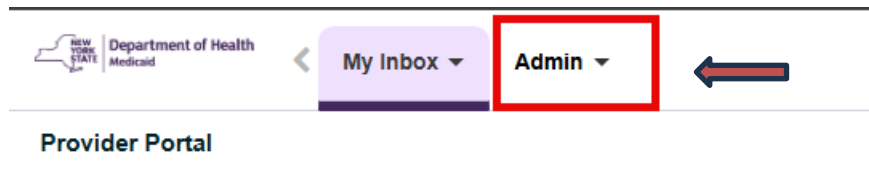
Once you hit save, you can **click** close out to finish.

## Removing Domain Administrators

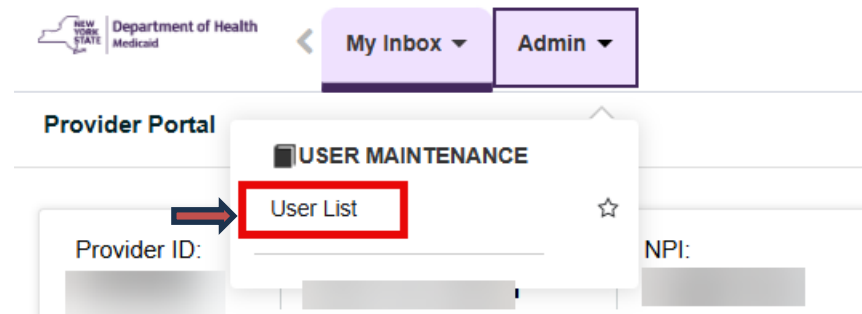
Once logged into the Provider Services Portal, you will choose the provider’s name, then under that **select** the profile of Domain Administrator.



The current domain administrator will be brought to their inbox; they will have to select **Admin**.



A drop down will appear where the option to choose User List appears, **click on User List**.



On the following page you will have to **select GO** before it shows the Domain names

Provider Portal / UserList

### MANAGE USERS

Filter By  And Filter By

My Filters

<input type="checkbox"/>	Domain Name	Name	Organization	Status	Start Date	Expiration Date
<input type="checkbox"/>		Doe, Jane	Provider	Approved	06/05/2026	12/31/2999

After you will want to **click** the Domain Name of the user you are looking to remove. The next page will supply you with the user's information, you can **edit the end date** for the user you are looking to remove, you will then **click** save to update. **Click** Close to go to previous page.

Provider Portal / UserList / User Details

User Login ID: **user123** | Name: **Doe, Jane**

User ID:

First Name: \*

Last Name: \*

Domain Name: **NASTRO EMILY ROSE 08388850 IND**  Lock User / Comment:

Email: \*

Phone Number: \*

Start Date:

**Expiration Date: \***

Remarks:

Available Profiles: **Provider Enrollment Access View Provider Enrollment**

Selected Profiles \*: **Domain Administrator**

After clicking close next under manage users you will see the end date that was updated.

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[Go](#) [Save Filters](#) [My Filters](#) ▼

Status	Start Date	Expiration Date
^ v	^ v	^ v
Approved	06/05/2026	06/05/2026