Creating users and adding profiles
ProviderOne system requirements

- Make sure you are using one of the following and your popup blockers are turned OFF:

<table>
<thead>
<tr>
<th>Computer operating systems</th>
<th>Internet browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>• 10</td>
<td>• 11</td>
</tr>
<tr>
<td>• 8.1</td>
<td>• 10</td>
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<td>• 8</td>
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<td>• 7</td>
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<tr>
<td>Macintosh</td>
<td>Google Chrome</td>
</tr>
<tr>
<td>• OS 10.12 Sierra</td>
<td>• 55.0.2883</td>
</tr>
<tr>
<td>• OS X 10.11 El Capitan</td>
<td>• 54.0.2840</td>
</tr>
<tr>
<td>• OS X 10.10 Yosemite</td>
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<tr>
<td>Firefox</td>
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<td>• 50.0.2</td>
<td></td>
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<tr>
<td>• 45.5.1 ESR</td>
<td></td>
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<tr>
<td>Safari</td>
<td></td>
</tr>
<tr>
<td>• 10.0.1</td>
<td></td>
</tr>
</tbody>
</table>
ProviderOne users

• HCA establishes System Administrators for your domain/NPI
  o The System Administrator is responsible for setting up users within their organization.
  o System Administrators assign profiles to users as necessary.
  o Staff can be assigned one or more security profiles to meet their job duties and provide them the level of access necessary in the system.
  o **Please note:** Each person that accesses ProviderOne must have their own user account. Generic or shared user accounts are not HIPAA compliant and are not allowed.

Visit the [ProviderOne Security](#) web page.
How to set up a user

- Log in with the **EXT Provider System Administrator** Profile.
- Click on **Maintain Users**.
- The system now displays the User List screen.
- Click on the **Add** button.
How to set up a user

• Required fields (*) for adding a user:
  o First Name
  o Last Name
  o User Login ID – is required but auto populates once name is entered
  o User Type – is required but default is Batch User
  o Date of Birth – must be entered MM/DD/CCYY
  o EID – must be different for each user
  o Start Date – will auto-populate with date user is added
  o Expiration Date – default is 12/31/2999
  o Password - this is a temporary password that should not be given to the user. It is only used to complete the Add User page.
  o Confirm the same password
  o Email for the user where initial login credentials will be sent and for use in the future for password resets
  o Phone Number – enter without dashes

See next slides for screen shots of the Add User fields.
How to set up a user

• Adding a user:

- Fill in all required boxes as described on previous slide.
- Click the **Next** button.
How to set up a user

• Complete remaining required fields on 2nd page:
  - Must be at least eight characters long
  - Must contain a letter
  - Must contain a number
  - Must contain at least one of the following special characters: , . ! @ $ % ^ & * ( ) _ + - < >

• Click the Finish button.
How to set up a user

• To display the new user:
  o In the **With Status** dropdown, select **In Review** and click **Go**.
  o The user’s name is displayed with In Review status.
  o Click the box next to the user’s name, then click the **Approve** button.
How to set up a user

• Once approved, a dialogue box will pop up, click **Ok**.

• Once clicked, another window will appear warning you that profiles must be added for this new user. Click **Ok** to complete approval.
How to set up a user

• The user is now in **Approved** status.

• Click on the **User Name** to access their user account and tell ProviderOne the functions they will perform in the system.
How to set up a user

• Adding Profiles:
  o On the Show menu click on Associated Profiles.
How to set up a user

• Adding Profiles:
  ○ Click on the **Add** button to select profiles.
How to set up a user

- Adding Profiles:
  - Highlight Available Profiles desired.
  - Click **double arrow button** and move to Associated Profiles box then click the **OK** button.
How to set up a user

• Adding Profiles:

- To Display the new profiles:
  - The **With Status** dropdown box should state **All**. Click **Go**.
  - The profiles are displayed with **In Review** status.
  - Click the box next to the profile name, then click the **Approve** button.
How to set up a user

- Once approved a dialogue box will pop up, click **Ok**.
How to set up a user

- The profile statuses are now **Approved**.

![Manage User Profiles](image)

- Click **Close** to return to User Details.
How to set up a user

• Setting up a user’s password – password requirements:
  o Must be at least eight characters long
  o Must contain a letter
  o Must contain a number
  o Must contain at least one of the following special characters: , . ! @ $ % ^ & * ( ) _ + - < >
  o Password will expire every 120 days
  o Password cannot be the same as the last five passwords

See next slides for screen shots of the User Details fields.
How to set up a user

• Setting up a user’s password
  
  o Enter a new temporary password and click **Save** and then **Close**.
  o This is the temporary password to provide to the new user.

  - Must be at least eight characters long
  - Must contain a letter
  - Must contain a number
  - Must contain at least one of the following special characters: , . ! @ $ % ^ & * ( ) _ + - < >

  ![User Details Form](image-url)
How to manage a user

- How to lock or end date a user:
  - Click Save and then Close.
  - To lock or unlock a User, click this box.
  - Users can also be end dated.

- Click Save and then Close.
How to manage a user

• If you have end dated the user, this change must be approved.
• Once you click Save, an Approve button will appear in the upper left corner of the User details screen.

![User Details](image)

• Click approve to finalize this change.
## Error messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Definition</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warning: Invalid Login password. Try again.</td>
<td>The password entered was incorrect.</td>
<td>Enter the correct password or contact your system administrator to reset the password.</td>
</tr>
<tr>
<td>Warning: Invalid Login UserID. Try again.</td>
<td>The user ID (i.e. username, login ID) is incorrect.</td>
<td>Enter the correct user ID. The user ID is case sensitive.</td>
</tr>
<tr>
<td>Warning: Invalid Domain Name. Try again.</td>
<td>The domain name (i.e. domain number) is incorrect.</td>
<td>Enter the correct domain name (i.e. domain number).</td>
</tr>
<tr>
<td>Warning: This EID already exists in this domain.</td>
<td>When adding a new user, the EID (employee ID number) is the same as another user assigned to this domain.</td>
<td>The employee ID number must be unique. Enter a different number for the employee ID to proceed.</td>
</tr>
</tbody>
</table>
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<tr>
<td>Warning: No User Profiles assigned to the User. Please contact Administrator.</td>
<td>There are no security profiles assigned to the user account</td>
<td>The system administrator will need to add user profiles to the account. The user cannot log in until the profiles are added.</td>
</tr>
<tr>
<td>Unable to complete request. Error Message: Unable to perform the specified SQL query.</td>
<td>This error normally occurs when a claim is being submitted, when the user uses the back arrow on the browser, or clicks the X in the upper right corner.</td>
<td>Turn off popup blockers on your browser and only use buttons or commands within the ProviderOne screens.</td>
</tr>
<tr>
<td>Warning: User ID is locked in the system. Please contact the System Administrator.</td>
<td>The user account is locked.</td>
<td>Use the “unlock” instructions on the <a href="#">ProviderOne Security webpage</a> or contact the system administrator.</td>
</tr>
<tr>
<td>Warning: Password Recovery answer does not match with the one in the system. Please try again.</td>
<td>The answer to your secret question is incorrect.</td>
<td>Enter the correct answer or contact the system administrator to reset the password.</td>
</tr>
</tbody>
</table>
Important resources

• ProviderOne Security email: provideronesecurity@hca.wa.gov
• ProviderOne Security phone: 1-800-562-3022 extension 59991

ProviderOne Security assists in setting up the initial login credentials of a domain’s System Administrator and can assist with password resets for System Administrator’s only. For all other issues or questions:

• Medical Assistance Customer Service Center:
  o Provider general questions – hours 7-4:30 pm
  o Provider claim line – hours 8 am to 12 Noon and 1:30-3:30 pm
  o 1-800-562-3022
  o Web form for submitting questions via email
• More training resources available on the ProviderOne Resources webpage.