

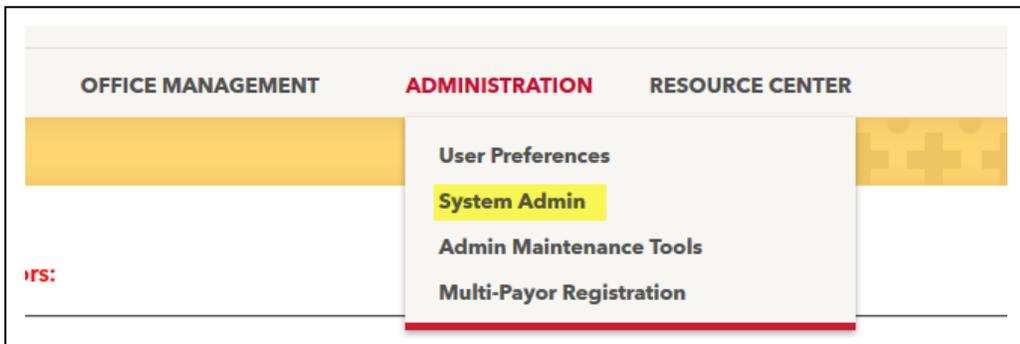
Adding, Deleting, and Modifying Users of Your HPHConnect Account

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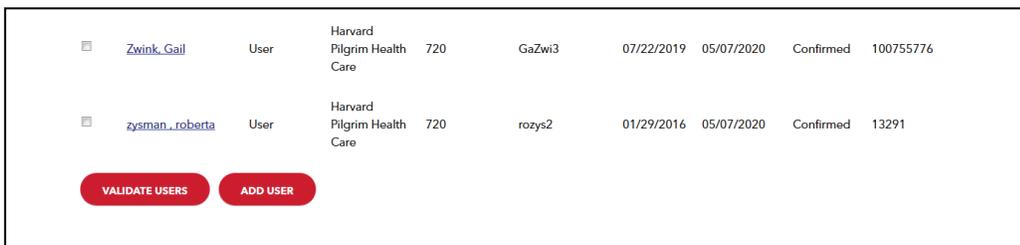
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How to Add New Users to Your HPHConnect Account

1. Log into HPHConnect and click on the "System Admin" link located in the Administration section on the top of the screen.



2. Click on the "Add User" button at the bottom of the User Maintenance screen.



3. Fill in all required fields on the Add User screen. (Required fields are designated by a red asterisk next to the field name.)

Add User

* First Name

Middle Initial

* Last Name

* E-mail Address

* Confirm E-mail Address

* Title
e.g., Office Manager

* Office Phone

Phone Ext

* Office Fax

Local Administrator:

* Indicates required field

4. When all required fields have been completed, scroll down and click on the "Add" button in the User Role Maintenance section.

User Role Maintenance

There are currently no User Roles defined for this user.

ADD

5. Select the appropriate role (access level) for the new user from the "Roles" drop-down and click "Select Role."

User Role Selection

Roles

- Provider - Back Office
- Provider - Front Office
- Provider - Main Office Contact
- Provider - Provider

Entity Lists

SELECT ROLE **CANCEL**

6. When the User Information screen redisplay, click "Submit."

User Information

View Audit

* First Name: Test

Middle Initial:

* Last Name: User

* E-mail Address: provider_ebusiness_services@harvardpilgrim.org

* Confirm E-mail Address: provider_ebusiness_services@harvardpilgrim.org

* Title: Back Office
e.g., Office Manager

* Office Phone: (999) 999-9999

Phone Ext:

* Office Fax: (999) 999-9999

Local Administrator:

SUBMIT

* Indicates required field

7. **IMPORTANT: IF YOU HAVE A POP-UP BLOCKER, YOU WILL NEED TO DISABLE IT AT THIS POINT.** In the User Role Maintenance section of the User Information screen, click on the "Print" button.

Healthcare Registration for Harvard Pilgrim Health Care

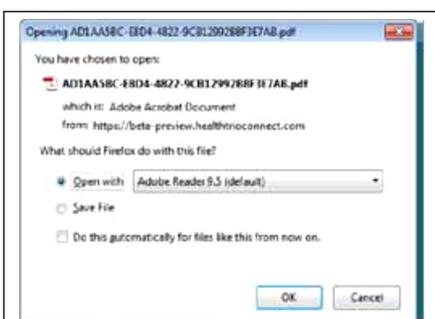
HealthTrio *connect* Office User List

User Name	User ID	Office Security Level	
User , Test	TeUse82	provider User	Print

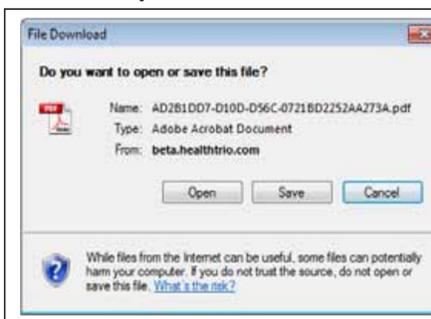
[Return to User Maintenance](#)

8. This will open the File Download window. (Note: If this screen does not open, go to Step 12.) Click on "Open."

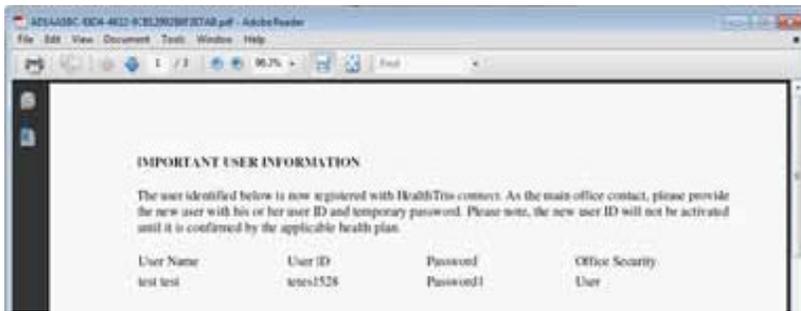
Firefox



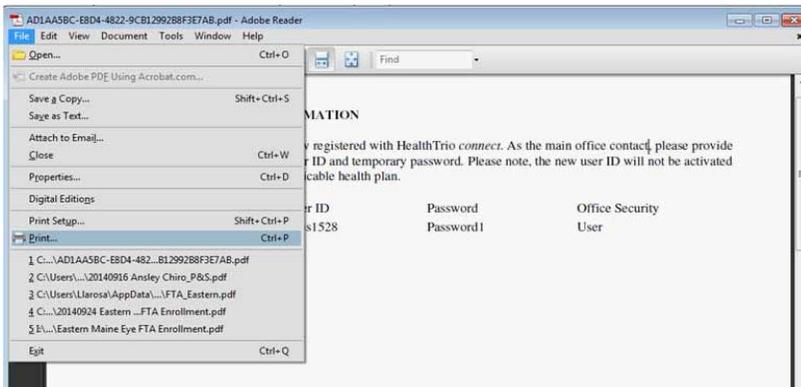
Internet Explorer



- This will open the Important User Information and the *User Agreement* in Adobe Acrobat.



- Click on the "File" menu at the top left corner of the screen and select "Print."



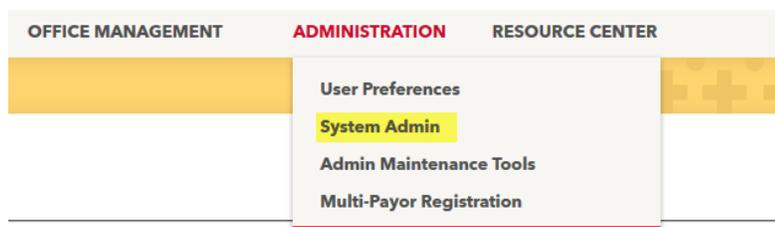
- A copy of the *User Agreement* and Important User Information will now print. The Important User Information page includes the user ID and the user's temporary password.

Please note: This is the only time you will have access to the user's temporary password. Please ensure that you print and retain this page.

- Forward this information to the new user and retain a copy for your records.
- Users will be required to sign an electronic *User Agreement* upon their first login to HPHConnect.

How to Delete Users from Your HPHConnect Account

- Log into HPHConnect and click on the "System Admin" link located in the Administration section on the top of the screen.



- When the User Maintenance screen displays with the lists of all users attached to your group. Click on the "name" of the user that needs to be deleted.

<input type="checkbox"/>	User_Test	User	Harvard Pilgrim Health Care	720	TeUse82	05/07/2020	Validation Required	102177011
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- When the User Information screen displays, scroll down and click the box next to the User Role under the User Role Maintenance section. Then, click "Remove."

This will open the Verification screen. You may enter a reason for the deletion and then click "Yes" or simply click "Yes." The user has now been removed from your account.

- You will receive the following confirmation.

Information

 **User Registration Successfully Removed**

The user registration has been successfully removed.

How to Modify User Information in Your HPHConnect Account

- Log into HPHConnect and click on the "System Admin" link located in the Administration section on the top of the screen.

- When the User Maintenance screen displays with the list of all users attached to your group, click on the "name" of the user whose demographics need to be modified.

<input type="checkbox"/>	User_Test	User	Harvard Pilgrim Health Care	720	TeUse82	05/07/2020	Validation Required	102177011
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3. The user's User Information screen displays where you can make changes to any of the demographic fields. When you have entered the needed changes, click on "Submit."

Please note: To complete the Main Office Contact access if the user has one of the following roles: Clinician, Clinician Designee-Main Office Contact, Main Office Contact or Provider please enable the Local Administrator button and complete the address fields.

User Information

Q View Audit

* First Name

Middle Initial

* Last Name

Time Zone:

* E-mail Address

* Confirm E-mail Address

* Title
e.g., Office Manager

* Office Phone

Phone Ext

* Office Fax

Local Administrator:

SUBMIT

* Indicates required field

4. You will receive the following confirmation: Request Submitted Successfully.

The User Role Update Form is to be completed to have access to the following roles:

- Clinician
- Clinician Designee - Main Office Contact
- Clinician Designee - Back Office

Please note: If you are requesting an update to the following roles - Clinician, Clinician Designee - Main Office Contact or Clinician Designee - Back Office, please submit the signed and completed [HPHConnect for Providers User Role Update Form](#). Forward the completed form to the Provider eBusiness Team via fax to **866-884-3844** or email as an attachment to **Provider_eBusiness_Services@point32health.org**