





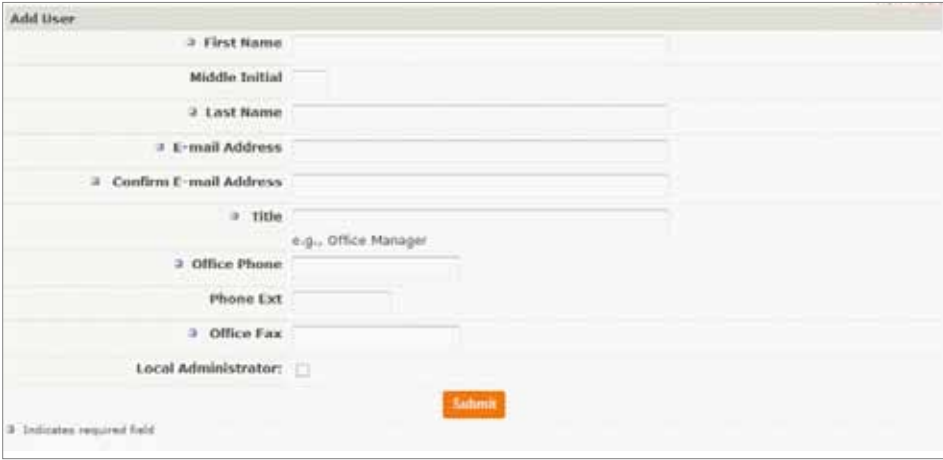

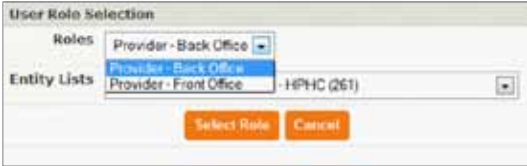
**Adding, Deleting, and Modifying Users
of Your *HPHConnect* Account
User Guide**

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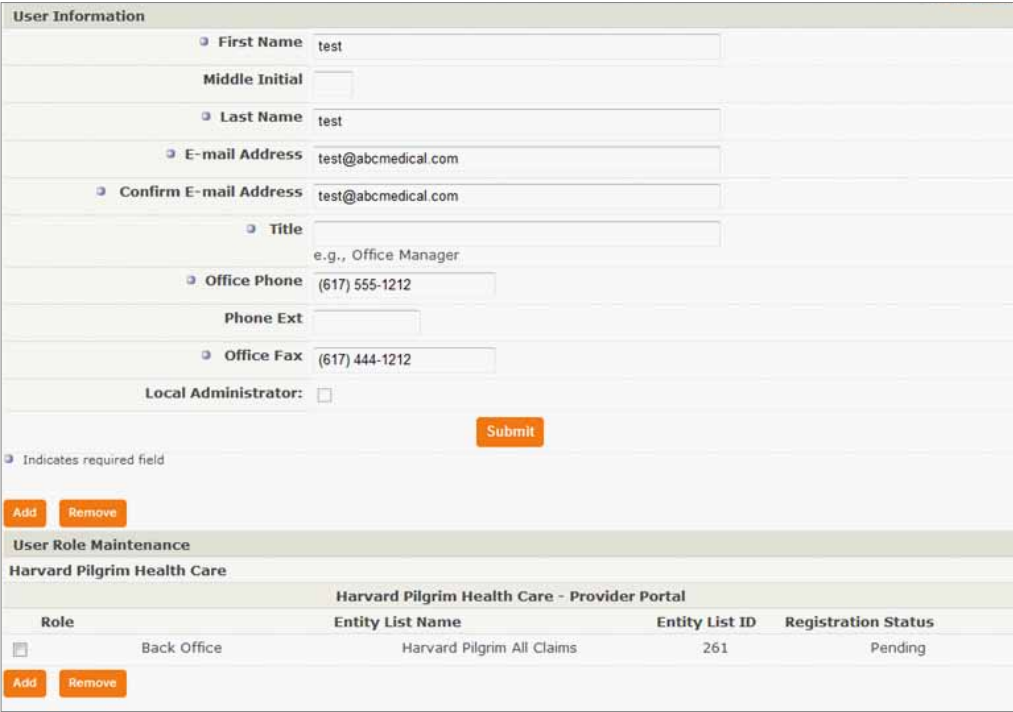


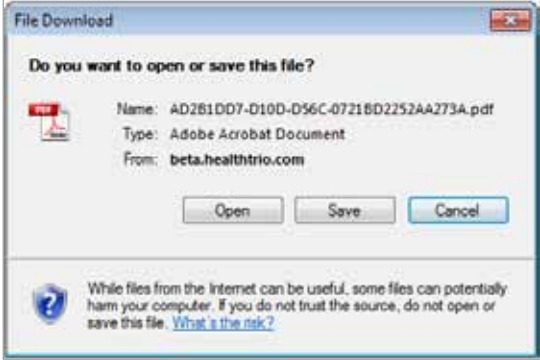
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How to Add New Users to Your HPHConnect Account


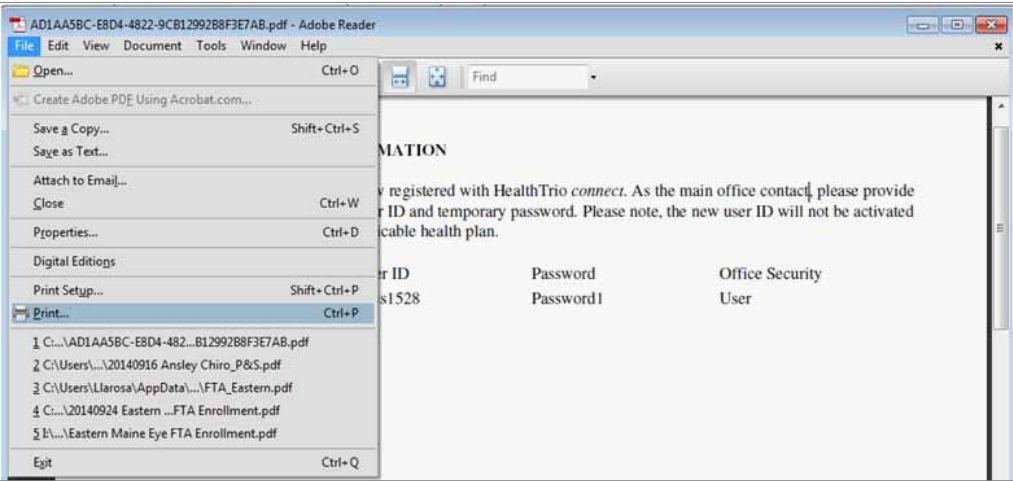
Adding Users Instructions

Step	Action
1	<p>Log into <i>HPHConnect</i> and click on the “System Admin” link located in the Administration section on the top left side of the screen.</p> 
2	<p>Click on the “Add User” button at the bottom of the User Maintenance screen.</p> 
3	<p>Fill in all required fields on the Add User screen. (Required fields are designated by a blue dot next to the field name.)</p> 
4	<p>When all required fields have been completed, scroll down and click on the “Add” button in the User Role Maintenance section.</p> 
5	<p>Select the appropriate role (access level) for the new user from the “Roles” drop-down and click “Select Role.”</p> 



(continued)

Step	Action
6	<p>When the User Information screen redisplay, click “Submit.”</p> 
7	<p>IMPORTANT: IF YOU HAVE A POP-UP BLOCKER, YOU WILL NEED TO DISABLE IT AT THIS POINT.</p> <p>In the User Role Maintenance section of the User Information screen, click on the “Print” button.</p> 
8	<p>This will open the File Download window. (Note: If this screen does not open, go to Step 12.) Click on “Open.”</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="315 1514 786 1902"> <p style="text-align: center;">Firefox</p>  </div> <div data-bbox="821 1514 1357 1902"> <p style="text-align: center;">Internet Explorer</p>  </div> </div>

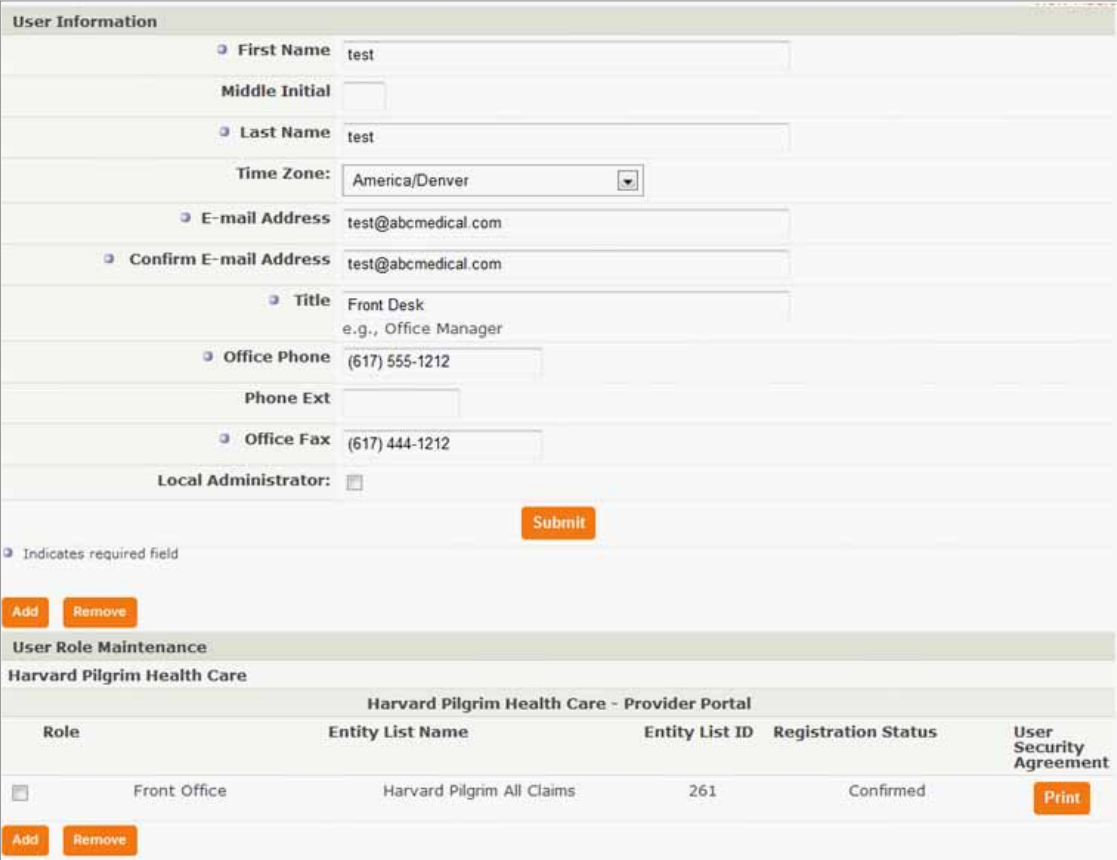


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Step	Action
9	<p>This will open the <i>Important User Information</i> and the <i>User Agreement</i> in Adobe Acrobat.</p> 
10	<p>Click on the “File” menu at the top left corner of the screen and select “Print.”</p> 

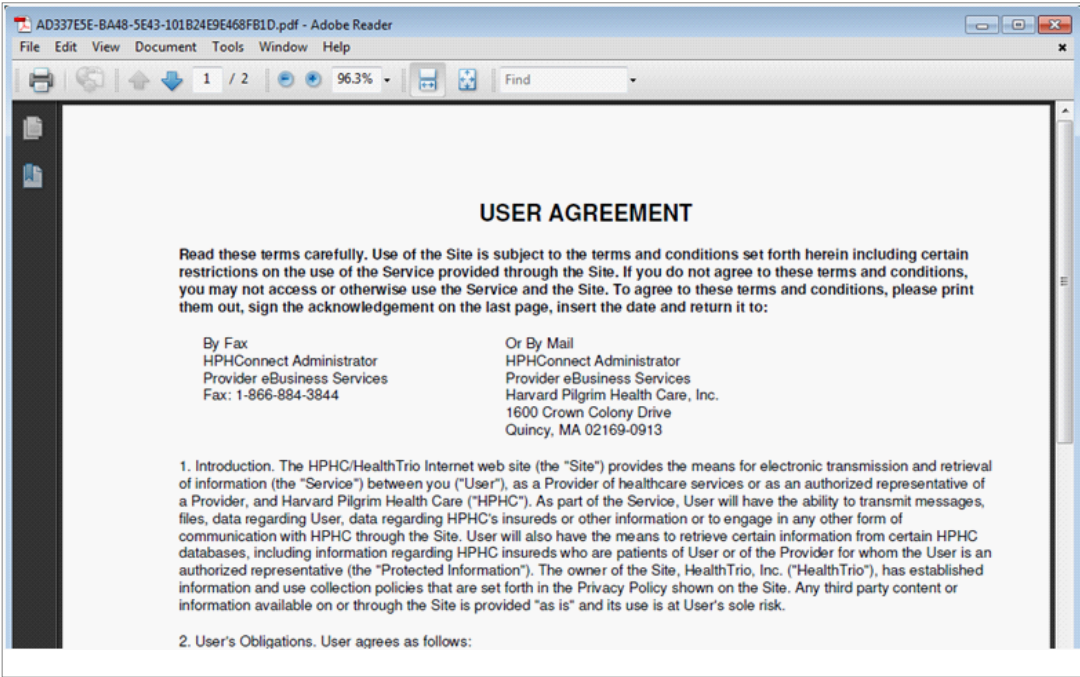
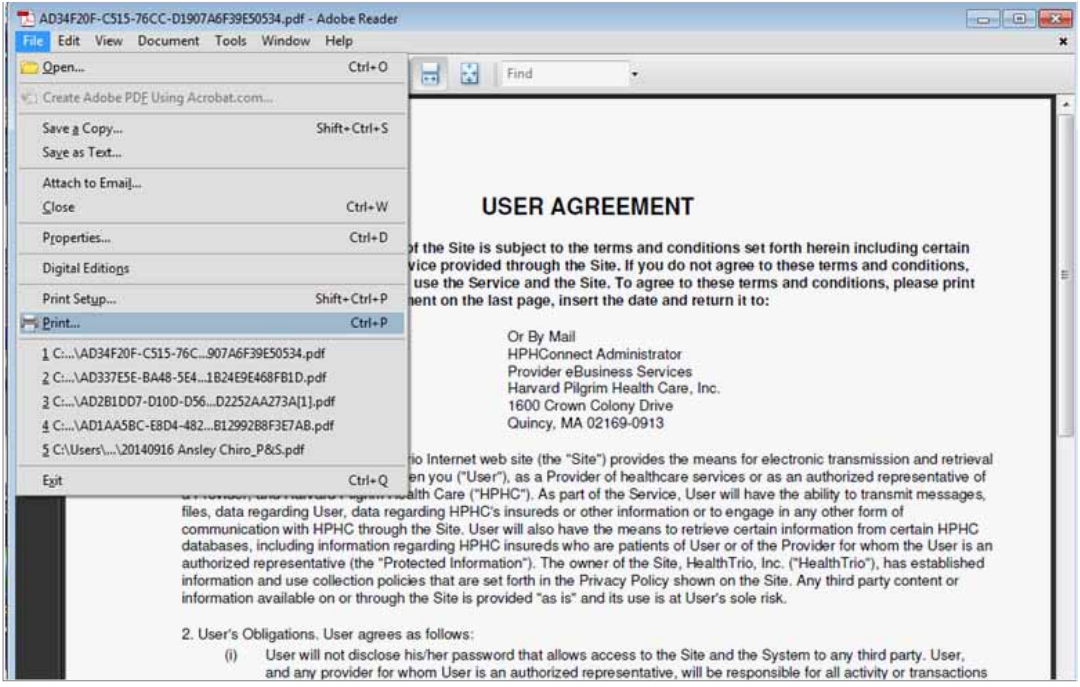
(continued)

Step	Action										
11	<p>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.</p> <p>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.</p> <ul style="list-style-type: none"> • Forward this information to the new user and retain a copy for your records. • Have the user sign the <i>User Agreement</i>, and complete section one by selecting his/her “Role.” • The signed <i>User Agreement</i> is required only for users requesting the following roles: Office Manager, Clinician, Clinician Designee-Office Manager, and Clinician Designee- Back Office. • Forward the signed <i>User Agreement</i> to the HPHConnect Administrator. (See contact information below.) • You will be notified by email, when the user has been confirmed. • Users will be required to sign an electronic <i>User Agreement</i> upon their first login to HPHConnect. <p>HPHConnect documents may be sent to the HPHConnect Authorization Team via fax or mail: Fax: 866-884-3844 Email: Provider_eBusiness_Services@HarvardPilgrim.org Mail: Harvard Pilgrim Health Care Attn: HPHConnect Administrator, 3rd Floor 1600 Crown Colony Drive Quincy, MA 02169</p>										
12	<p>If you were not able to print the <i>User Agreement</i>, click on the “System Admin” link.</p>  <p>The screenshot shows a navigation menu with two main sections: 'ADMINISTRATION' and 'REFERENCES'. Under 'ADMINISTRATION', there are three links: 'User Preferences', 'System Admin', and 'Admin Maintenance Tools'. The 'System Admin' link is highlighted in orange.</p>										
13	<p>On the User Maintenance screen, click on the “Name” of the newly added user.</p>  <p>The screenshot shows a table with the following data:</p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>test, test</td> <td>User</td> <td>hphc</td> <td>362</td> <td>Validated</td> <td>tetes1528</td> <td>08/21/2015</td> <td>Confirmed</td> <td>110375</td> </tr> </table>	<input type="checkbox"/>	test, test	User	hphc	362	Validated	tetes1528	08/21/2015	Confirmed	110375
<input type="checkbox"/>	test, test	User	hphc	362	Validated	tetes1528	08/21/2015	Confirmed	110375		

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Step	Action
14	<p>IMPORTANT: IF YOU HAVE A POP-UP BLOCKER, YOU WILL NEED TO DISABLE IT AT THIS POINT.</p> <p>When the User Information screen displays, scroll down and click on “Print” under the User Role Maintenance section.</p> 
15	<p>When the File Download screen displays, click “Open.”</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="282 1354 786 1759"> <p style="text-align: center;">Firefox</p>  </div> <div data-bbox="850 1354 1409 1759"> <p style="text-align: center;">Internet Explorer</p>  </div> </div>

(continued)

Step	Action
16	<p>This will open the <i>User Agreement</i> in Adobe Acrobat.</p> 
17	<p>Click on the “File” menu at the top left corner of the screen and select “Print.”</p> 




(continued)

Step	Action
18	<p>A copy of the <i>User Agreement</i> will now print.</p> <ul style="list-style-type: none">• Have the user sign the <i>User Agreement</i>, and complete section one by selecting their “Role.”• The signed <i>User Agreement</i> is required only for users requesting the following roles: Office Manager, Clinician, Clinician Designee-Office Manager, and Clinician Designee-Back Office.• Forward the signed <i>User Agreement</i> to the <i>HPHConnect</i> Administrator. (See contact information below.)• You will be notified by email when the user has been confirmed.• All users will be required to sign an electronic <i>User Agreement</i> upon their first login to <i>HPHConnect</i>. <p><i>HPHConnect</i> documents may be sent to the <i>HPHConnect</i> Authorization Team via fax or mail:</p> <p>Fax: 866-884-3844 Email: Provider_eBusiness_Services@HarvardPilgrim.org Mail: Harvard Pilgrim Health Care Attn: HPHConnect Administrator, 3rd Floor 1600 Crown Colony Drive Quincy, MA 02169</p>

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How to Delete Users from Your HPHConnect Account



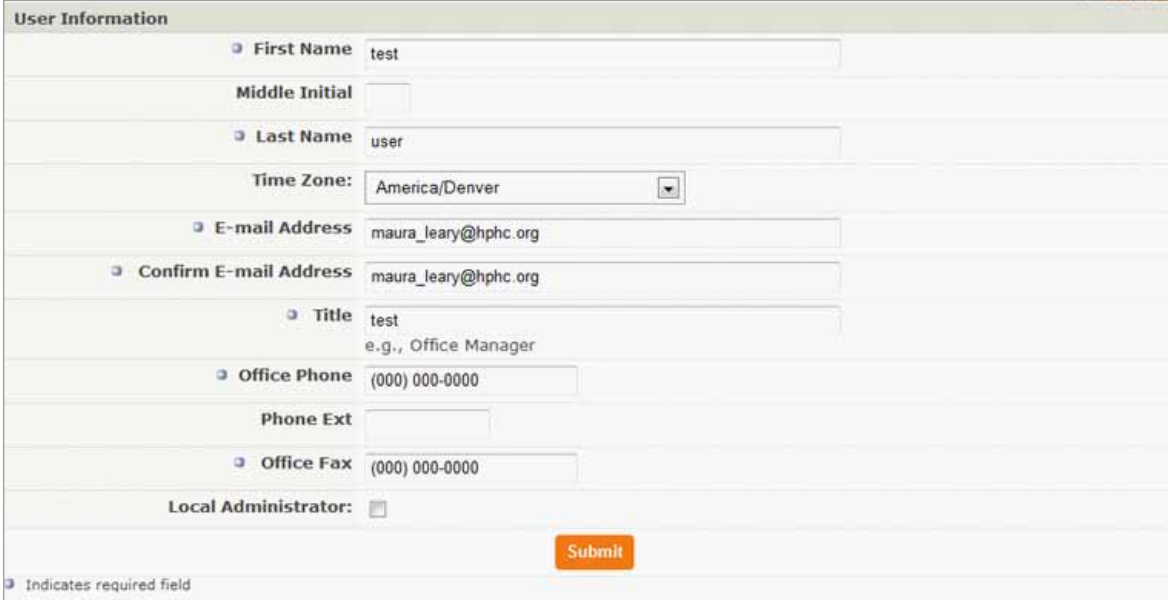

Deleting Users Instructions

Step	Action
1	<p>Log into <i>HPHConnect</i> and click on the “System Admin” link located in the Administration section on the top left side of the screen.</p> 
2	<p>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.</p> 
3	<p>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.”</p>  <p>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.</p>

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How to Modify User Information in Your HPHConnect Account

Modifying User Information Instructions

Step	Action
1	<p>Log into HPHConnect and click on the “System Admin” link located in the Administration section on the top of the screen.</p>  <p>The screenshot shows a navigation menu with two main sections: 'ADMINISTRATION' and 'REFERENCES'. Under 'ADMINISTRATION', there are three links: 'User Preferences', 'System Admin', and 'Admin Maintenance Tools'. The 'System Admin' link is highlighted in orange.</p>
2	<p>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.</p>  <p>The screenshot shows a table with columns for user information. The first row is highlighted in orange, indicating it is selected. The data in the first row is: 'test, test', 'User', 'hphc', '362', 'Validated', 'tetes1528', '08/21/2015', 'Confirmed', and '110375'.</p>
3	<p>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.”</p>  <p>The screenshot shows a 'User Information' form with the following fields: <ul style="list-style-type: none"> First Name: test Middle Initial: (empty) Last Name: user Time Zone: America/Denver (dropdown menu) E-mail Address: maura_leary@hphc.org Confirm E-mail Address: maura_leary@hphc.org Title: test (with a note: e.g., Office Manager) Office Phone: (000) 000-0000 Phone Ext: (empty) Office Fax: (000) 000-0000 Local Administrator: <input type="checkbox"/> A 'Submit' button is located at the bottom right of the form. A legend at the bottom left indicates that a blue arrow icon indicates a required field. </p>
4	<p>You will receive the following confirmation: Request Submitted Successfully.</p>  <p>The screenshot shows a confirmation message box with a green checkmark icon. The text reads: 'Request Submitted Successfully', 'User Information Has Been Changed', and a link to 'Return to Previous Page'.</p>