NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Managing User Accounts

Provider Administrator User Guide
Long Term Care Providers
Version 01
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Contents

Introduction

The NC DHHS ABCMS allows provider administrative users to view and manage the user accounts associated with their providers. From the **User Accounts** screen, you may:

- Search for an Existing User
- Enable/Disable a User Account
- Add a New User
- Edit an Existing User's Account Information
- Reset a User's Password

Searching for an Existing User

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.

The **Status** field defaults to **Enabled**. If you are unable to find a user, it may be because the user's account is locked due to too many incorrect password attempts. Clearing the **Status** dropdown box will enable you to search for all users in the system regardless of status.

2. Click the **Search** button for a list of all user accounts for your provider or select a search criterion (for example, enter a user name) and then click **Search**. **User Search Results** will show all possible matches to your search criteria.

UserName ▲	Name	Email	Type	Status	Is Pending	Actions
alstonsunrise	Alston, Christy	christy.alston@dhhs.nc.gov	Provider	Enabled	No	Edit / Disable / Delete / Add Note / Upload Document
CCameron	Cameron, Cheryl	Cheryl.Cameron@dhhs.nc.gov	State	Enabled	No	Edit / Disable / Add Note / Upload Document
						Edit / Disable

Any portion of a username or email address may be entered to perform the search.

Note

Enabling/Disabling a User Account

If a user has been locked out of the ABCMS due to too many incorrect password attempts, an administrator will need to enable the user's account. If a user is no longer with the provider, an administrator will need to disable the user's account.

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.

Administration: User Accounts

Required

User Account

Status:
Enabled

Address Line 1:

* Is Pending:
No

Address Line 2:

* Username:

City:

* First Name:

State:

* Last Name:

Zip:

* Email:

Phone:

* User Type:

* Roles

Position Title:

Comment:

Back to Search   Save

2. To enable a locked user account, select **"Locked"** from the Status drop down list and click the Search button. A list of locked accounts will display. Click the **Enable** link for the user in the **Actions** column, and the system will change the status of the user account to "**Enabled**." The user will be allowed to log in.

Administration: User Accounts
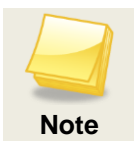
Filter Criteria

Type:		First Name:	
Role:		Last Name:	
Status:		Username:	
Provider:		Is Pending:	
		Email:	

Search

Add New User

User Search Results

UserName ▲	Name	Email	Type	Status	Is Pending	Actions
alstonsunrise	Alston, Christy	christy.alston@dhhs.nc.gov	Provider	Enabled	No	Edit Disable Delete Add Note Upload Document
CCameron	Cameron, Cheryl	Cheryl.Cameron@dhhs.nc.gov	State	Enabled	No	Edit Disable Add Note Upload Document
						Edit Disable

Enabling a user does not reset the password. The user can use the **Forgot Password** link on the login screen to reset his or her password.

Note

3. To disable a user account, select "Enabled" from the **Status** drop down list and click the **Search** button. A list of enabled accounts will display. Click the **Disable** link for the user in the **Actions** column, and the system will change the status of the user account to "Disabled." The user will NOT be allowed to log in.

Administration: User Accounts

Filter Criteria

Type:	First Name:
Role:	Last Name:
Status:	Username:
Provider:	Is Pending:
	Email:

Search

Add New User

User Search Results

UserName	Name	Email	Type	Status	Is Pending	Actions
alstonsunrise	Alston, Christy	christy.alston@dhhs.nc.gov	Provider	Enabled	No	Edit Disable Delete Add Note Upload Document
CCameron	Cameron, Cheryl	Cheryl.Cameron@dhhs.nc.gov	State	Enabled	No	Edit Disable Add Note Upload Document
						Edit Disable

Adding a New User

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.

2. Click the **Add New User** button. The **User Accounts** screen appears.

Administration: User Accounts
Required

User Account

Status:	Address Line 1:
Enabled	
* Is Pending:	Address Line 2:
No	
* Username:	City:
* First Name:	State:
* Last Name:	Zip:
* Email:	
Phone:	
* User Type:	
* Roles	
Position Title:	
Comment:	

Back to Search   Save

3. Enter the user's information. In the **Username** text box, enter a unique username for the account. Other required information includes the user's **First Name**, **Last Name**, and **Email** address. The **User Type** will always be "Provider."
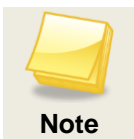
> As an administrator, you will need to communicate the username to the user. For security reasons, the ABCMS does not email usernames
>
> **Note**

4. In **Role(s)**, select the roles for the user. User roles control what a user can see and do in the system. It is possible for a user to have more than one role. When this occurs, the user will have access to all the functions for the roles they are assigned. Click the **Selected** checkbox for each role that you want to assign to the user account you are creating. If the user account you are creating has permission to create additional user accounts, click the **Grantable** checkbox if you want the user to be able to grant the user role to other users.

For example, you might create an account for Sally that has a Provider Admin user role, in which case you would click the **selected** checkbox, but you don't want Sally to be able to give that user role to other users; therefore you would leave the **Grantable** checkbox unselected.

5. Click **Assign Providers** to connect the user account to one or more providers. The **Assign Providers** dialog box appears. Begin typing the provider name in the **Search for Provider** text box. After typing in the first three letters, the system will return all possible matches. Select a provider by clicking on the provider's name. The provider name will appear in the **Providers Assigned to the User** section. Click **Save.**
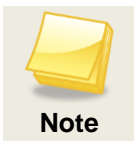
|	
Note	At any time you may remove an assigned provider from a user account by returning to the **Assign Providers** dialog box and clicking **Remove**.

6. After assigning a provider, click the **Save** button on the **User Accounts** screen to add the user to the system. The system will auto-generate a password for the user and send it to the user at the email address entered for the user in the account you just created.
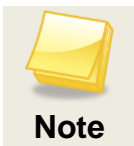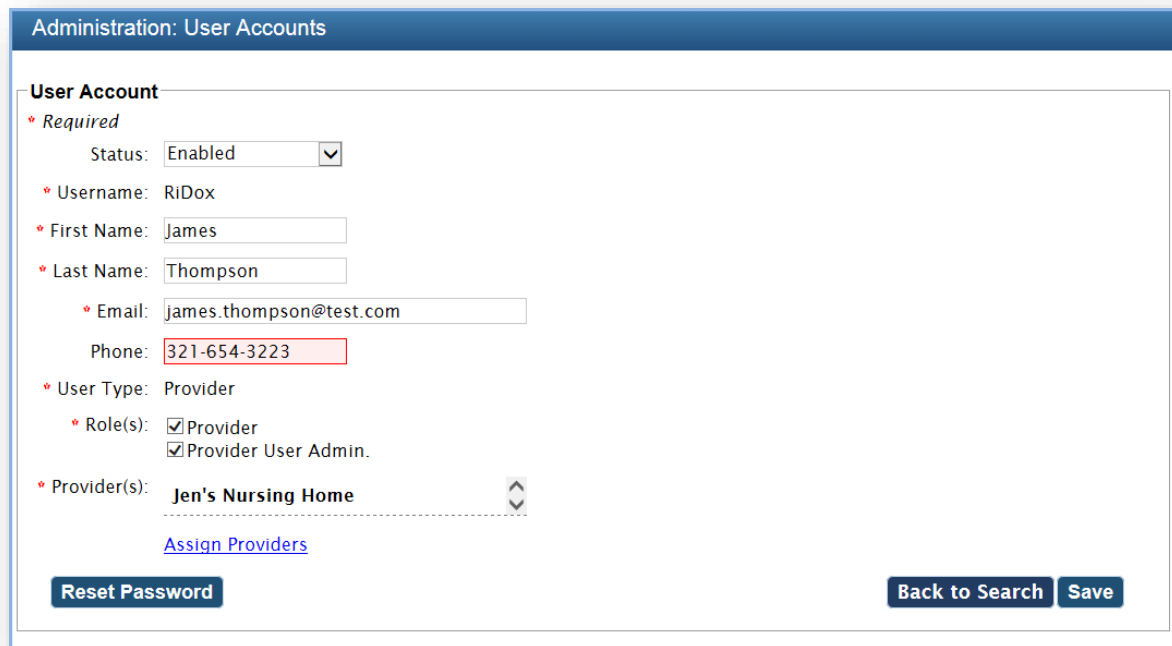
Note	If **Is Pending** is set to "Yes" the user password will not be generated until the value is changed to "No." In this way, an administrator can setup many user accounts at once ahead of time and then "activate" them all at once by changing **Is Pending** to "No." Go to the **Admin > Password Maintenance** screen to do this.

Editing an Existing User's Account Information

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.

2. Click the **Search** button for a list of all user accounts for your provider or select a search criteria (for example, enter a user name) and then click **Search**.

3. In the **User Search Results**, click the **Edit** link in the **Actions** column for the user whose information you wish to edit. The **User Account** screen appears.

4. Edit the user information as desired and click **Save**. (You cannot edit the **Username**.)

Resetting a User's Password

As a provider system administrator, you can reset a user's password. To do this, click **Reset Password** on the **User Account** edit screen. An email will be sent to the user with a new temporary password.

Users can reset their own password using the **Forgot Password** button on the login screen or by clicking on the **Change My Password** button on the **My Account** page.

The system requires users to change their passwords every 90 days.

User Roles

System Administrator- The person selected by the provider to hold the main account for the NC DHHS ABCMS and has the authority to add system users.

System Users- Provider staff selected to have access to the system for completing background checks on applicants.