Job Aid: Provider Portal Security Access Administrator

Overview

This job aid is designed to help security access administrators (SAAs) add, disable, and review provider employee user accounts in the Vaya Health (Vaya) Provider Portal.

Section 1: Getting Started

Please note: To manage provider employee user access to the Provider Portal, the organization's SAA must first complete the Network Provider Systems Access Administrator Designation form, available on the Vaya Provider Central website at https://providers.vayahealth.com/learning-lab/forms.

Step 1

Log in to the Provider Portal at:
https://providerportal.vayahealth.com

Step 2

On the Provider Portal homepage, select "**Users**" on the left side of the screen. The User screen will appear.
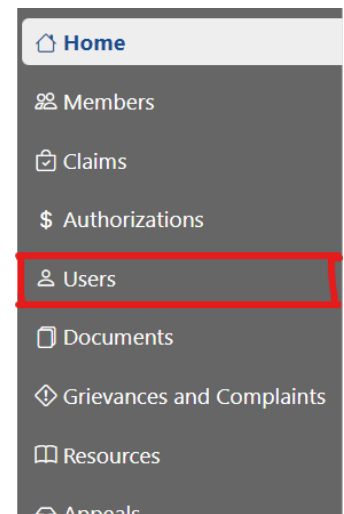
Section 2: Adding a User

Step 1

On the User screen, select "**New User**" from the menu on the right side of the screen. A new user form will appear.

Step 2

Complete the new user form by entering the employee's first name, last name, organization, email, and phone number.

Step 3

Choose the user's sign-in method from the following options in the drop-down menu:
- Local Active Directory (LAD) (select this option if you are unsure)
- Federated/Corporate Active Directory (FAD)
- Microsoft
- Google (Gmail/Google)

Step 4

Select "**Save**" to add the user to the system.

Step 5

You will be directed back to the User page. From this page, you can view all your organization's employees with access to the Provider Portal.

Section 3: Importing Users

Please note: This function works best when importing two to five users.

Navigating the Page

Step 1

On the Provider Portal homepage, select "**User**" on the left side of the screen.

The User page will appear.

Step 2

Select "**Import user**" from the menu on the right side of the screen.

Importing Users from a Spreadsheet

Step 1

Create an Excel spreadsheet with the following information: employee's email, first name, last name, sign-in method, and phone number.

Step 2

Select "**Choose a File**" in the middle of the screen and locate the Excel spreadsheet.

Step 3

Select "**Import**". A table will appear on the screen showing the users who were added.

Section 4: Importing Users (Bulk Import)

Please note: This function works best when adding six or more users.

Navigating the Page

Step 1

On the Provider Portal homepage, select "**Users**" from the menu on the left side of the screen.

The User page will appear.

Step 2

Select "**Bulk Import**" from the options on the left side of the screen.

The Bulk Import page will appear.

Importing Users

Step 1

Create an Excel spreadsheet with the following information: employee's email, first name, last name, sign-in method, and phone number.

Step 2

Select "**Choose a File**" in the middle of the screen and locate the Excel spreadsheet.

Step 3

Select "**Import**". A table will appear on the screen showing the users who were added.

Section 5: Disabling a User

Step 1

On the Provider Portal homepage, select "**Users**" from the menu on the left. The User page will appear.

Step 2

Review the list of users and locate the name of the employee whose access needs to be disabled.

Step 3

Click the "**Disable**" button at the end of the employee's row.

Step 4

Select "**Ok**" in the window that appears. The user will no longer have access to the Provider Portal.

Section 6: Re-enabling a User

You may re-enable a user whose access was accidentally disabled.

Step 1

On the User page, review the list of users and locate the user whose access was disabled.

Step 2

On the far right, select "**Enable**". The user's access to the Provider Portal will be restored.