



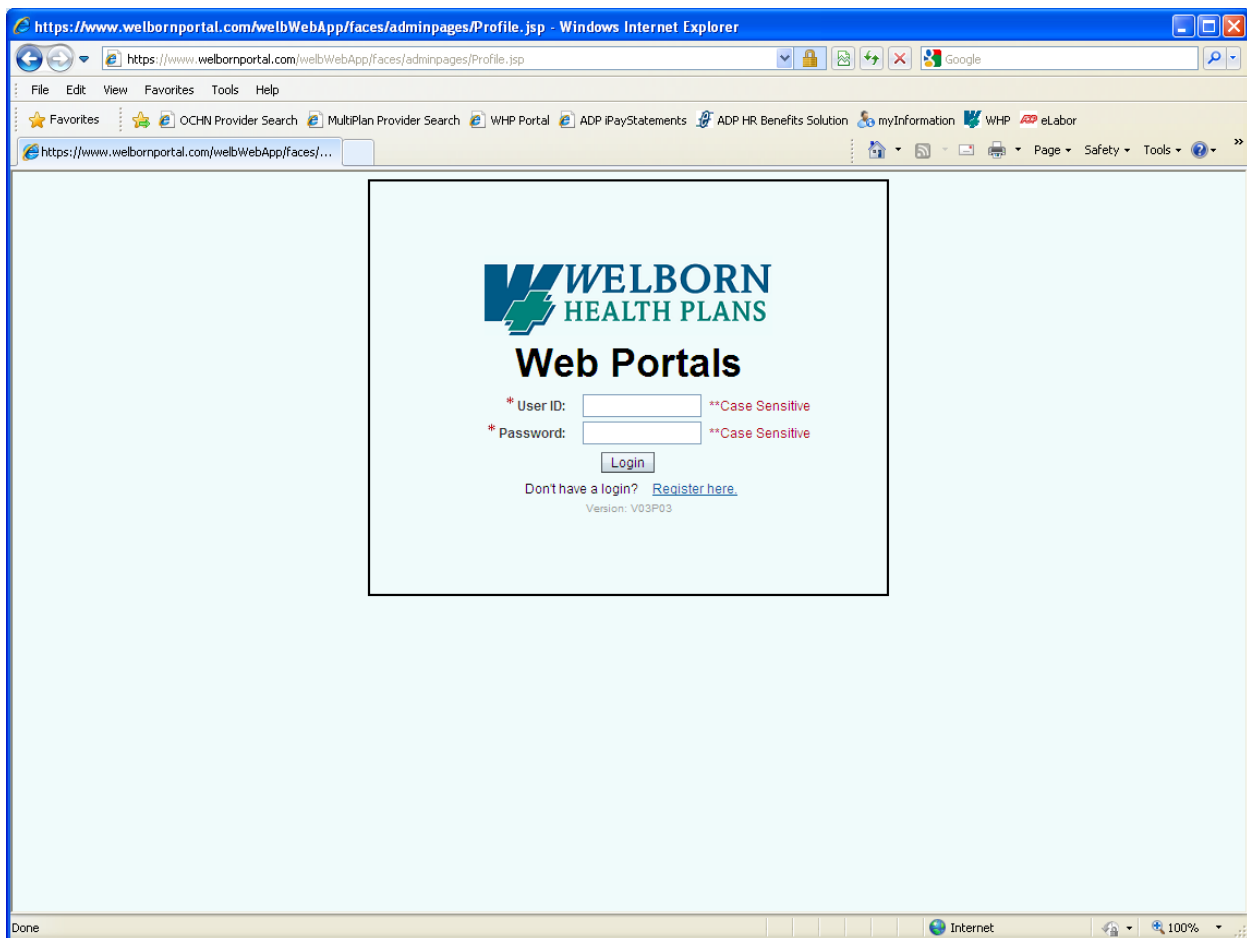
# Provider Portal

## How to Register as a Standard User

### Provider Standard User Registration

The provider standard user registration page is accessed via the registration link on the login page. This page is used to gather user registration and validation information for provider standard users.

**NOTE: This page is only for use by provider standard users. Provider super-users must contact the site administrator to be granted super-user access. No provider standard users can be registered until a provider super-user has been created by the site administrator for a particular provider or providers.**



The screenshot shows a web browser window with the URL <https://www.welbornportal.com/welbWebApp/faces/SignOn.jsp>. The page title is "Please enter your information to register to use the site". There is a "Back" link in the top right. The form contains the following fields and options:

- \* = required fields
- \* First Name (text input)
- \* Last Name (text input)
- \* User ID (text input) \*\*Case Sensitive
- \* Password (text input) \*\*Case Sensitive
- \* Confirm Password (text input) \*\*Case Sensitive
- Radio buttons for role selection: Member, Provider (selected), Employer
- \* Address 1 (text input)
- Address 2 (text input)
- Address 3 (text input)
- \* City (text input)
- \* State (dropdown menu, currently "Select One")
- \* Zip Code (text input)
- E-mail (text input)
- \* Contact Phone (text input)
- 10 digit number with area code (with or without dashes)
- \* Provider ID (text input) \*\*Please enter the ID provided by your health plan
- \* Provider Group Code (text input) \*\*Set by the Provider Administrative User
- Submit button

The function of the fields, buttons and links available on the provider standard user registration page are described below:

### Registrant Name / User ID and Password Request Group

**First Name (Required):** The user must enter his or her first name.

**Last Name (Required):** The user must enter his or her last name.

**User ID (Required):** The user must enter the user ID which he or she wishes to use to login to the web portal. The user ID entered will be checked to ensure that it is unique within the database. If the user ID selected is not unique, the user will be prompted to choose another ID.

**Password (Required):** The user must enter a password which he or she wishes to use to login to the web portal.

**Confirm Password (Required):** The user must re-enter the password that they have selected. This password will be compared to what was entered in the password field and if the entries do not match an error will be generated asking the user to re-enter and re-confirm the password they have selected.

## **Registrant Address / Contact Information Group**

**Address 1 (Required):** The user must enter his or her street address.

**Address 2 (Optional):** The user may enter additional address information.

**Address 3 (Optional):** The user may enter additional address information.

**City (Required):** The user must enter the city associated with his or her street address.

**State (Required):** the user must enter the state associated with his or her street address.

**Zip Code (Required):** The user must enter the zip code associated with his or her street address.

**E-mail (Required):** The user must enter his or her e-mail address in this field.

**Contact Phone (Required):** The user must enter his or her contact phone number.

## **Registrant Validation Group**

**Provider ID (Required):** The user must enter a valid provider ID in this field. This ID was given to the provider group's super user when they were added to the system by the site administrator. This field is used for validation purposes only. The data that a registrant will have access to is determined by the provider super-user via his or her administration page. The registrant will only have access to the provider data that the super-user grants them access to during validation.

**Provider Group Code (Required):** The user must enter the provider group code in this field. This code was given to the provider group's super user when they were added to the system by the site administrator. This code will be supplied to the registrant by his or her provider group super-user if they are authorized to access the web portal and interact with the provider group's data (as defined by current HIPAA guidelines). The code supplied in this field determines the validation queue that the access request will be routed to.

## **Provider Registration Radio Group**

The "provider" radio button must be selected for users wishing to register as standard provider users.

## **Submit Button.**

The user must click this button to submit their registration information. If registration is successful the user will be directed to a "Successful Registration" page. Otherwise, one or more errors will be displayed on the registration page which the user must correct.

When all the errors have been corrected the user can click the submit button again to have the registration information validated.

***NOTE: Upon successful registration, a provider standard user is placed in an "interim" status and their request to access the web portal is sent to his or her super-user's validation queue. Until the provider group's super-user validates the access request, the registrant will only be able to log in and access the "Welcome" page. Once validated, the registrant will be able to log in and interact with the provider group's data.***