

# NewMMIS Job Aid: Update Accounts

As an authorized provider user, you will need to make changes to subordinate accounts such as changing services, resetting passwords or removing subordinate accounts that are no longer in use. This job aid describes how to:

- Change services assigned to a subordinate account.
- Reset a subordinate account password.
- Remove a subordinate account from a provider list.

## Update a Subordinate Account

On the **Provider Online Service Center** home page:

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.
3. Choose the Provider ID Service/Location from the Provider drop down menu.

(Note: This is the Provider ID/SL that is tied to the subordinate you need to update.)

On the **Subordinates Search** panel:

4. Click **Search**.

On the **Subordinates Search Results** panel:

5. Click the name of the subordinate you want to update.

On the **Update Subordinate** panel:

6. Move the services to the correct column, **Available Services/Assigned Services**, based on whether or not you want the subordinate to have access to them.
7. Click **Submit**.

On the **Confirmation** panel:

8. Click **Close** after verifying that your update has been performed.

## Reset a Subordinate Account Password

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From the **Provider Online Service Center** home page:

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.
3. Choose the **Provider ID Service/Location** from the **Provider** drop down menu.  
(Note: This is the **Provider ID/SL** that is tied to the subordinate you need to reset password for)

On the **Subordinates Search** panel:

4. Click **Search**.

On the **Subordinates Search Results** panel:

5. Click the name of the subordinate you want to update.

On the **Update Subordinate** panel:

6. Click **Reset Password**.

On the **Confirmation** panel:

7. Click **Close** after verifying that your update has been performed.

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## Remove a Subordinate Account From a Provider

On the **Provider Online Service Center** home page:

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.
3. Choose the **Provider ID Service/Location** from the **Provider** drop down menu.  
(Note: This is the **Provider ID/SL** that is tied to the subordinate you need to remove)

On the **Subordinates Search** panel:

4. Click **Search**.

On the **Subordinates Search Results** panel:

5. Click the name of the subordinate you want to update.

On the **Update Subordinate** panel:

6. Click **Remove**.

On the **Confirmation** panel:

7. Click **Close** after verifying that your update has been performed.