# Job Aid: Link Accounts

The Primary User is responsible for managing access to their organization's information on the MMIS Provider Online Service Center (POSC). The Primary User can create subordinate accounts and assign services, such as Claim Submission and Status, for staff members. The Primary User can also link staff member accounts to other providers and billing entities to perform functions on behalf of their organization.

The Primary User within each organization must ensure that each person who requires access is assigned a unique user ID. Sharing user IDs and passwords is a violation of the Virtual Gateway (VG) Terms and Conditions. Each user is prompted to agree with the VG Terms and Conditions upon initial sign-in on any Commonwealth VG-hosted application (MMIS, for example). Each user must be made aware that they are responsible for the use of the ID and that it may be terminated if the user violates the VG Terms and Conditions.

The primary user will need to make subordinate account changes, such as changing services, resetting passwords, or removing subordinate accounts that are no longer in use. The Primary User must ensure that a backup Primary User (administrator) is assigned to support user access requests and resolve issues in the Primary User's absence.

This job aid describes how to link a subordinate account (User ID) to a provider.

## Link Accounts

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

1. Click **Administer Account**.
2. Click **Manage Subordinate Accounts**.

3. Choose the Provider ID/Service Location (PID/SL) from the Provider dropdown menu.

   ***Note***: *This is the PID/SL that you want to link the subordinate to.*



4. On the **Link Subordinate** panel, enter the **Username** of the subordinate.

   ***Note***: *This is the Virtual Gateway User ID that was generated at the time this User's account was created.*

5. Move the services you want the subordinate to have access to from the **Available Services** column to the **Assigned Services** column by clicking the forward arrow key.

6. Click **Submit**.