

NewMMIS Job Aid: Update Accounts

As an authorized primary user, you are responsible for maintaining access to your organization's information within the MMIS POSC. It must be accurately maintained to ensure that only those persons who should have access to your organization's data can view, submit, or receive information on behalf of your organization. This includes terminating user IDs once a staff person or affiliate has left the organization or terminated the affiliation. Please ensure that a back-up administrator has been assigned to support user access requests and issues in the primary user's absence.

The Primary User must ensure that each person that 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 (e.g., MMIS). 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 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:

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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 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

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**.

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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.