User Management – Update User Profile
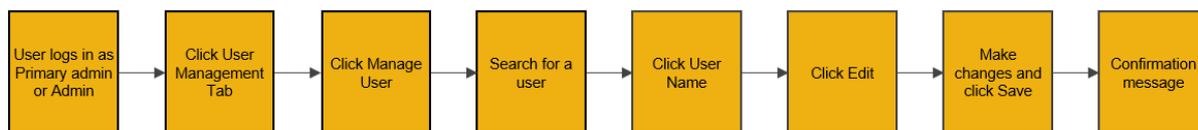
Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview of the process for updating user profile information.

| User logs in as Primary admin or Admin | → | Click User Management Tab | → | Click Manage User | → | Search for a user | → | Click User Name | → | Click Edit | → | Make changes and click Save | → | Confirmation message |

Let us look at the steps in detail for updating user profiles.

Purpose: Update User Profiles.

Step 1:	1. From the **EmblemHealth Home** page, click the **User Management** tab. **Note:** The User Management tab is only visible on the home page for Primary Admin and Admin users. 2. From the drop-down menu, select **Manage User.**
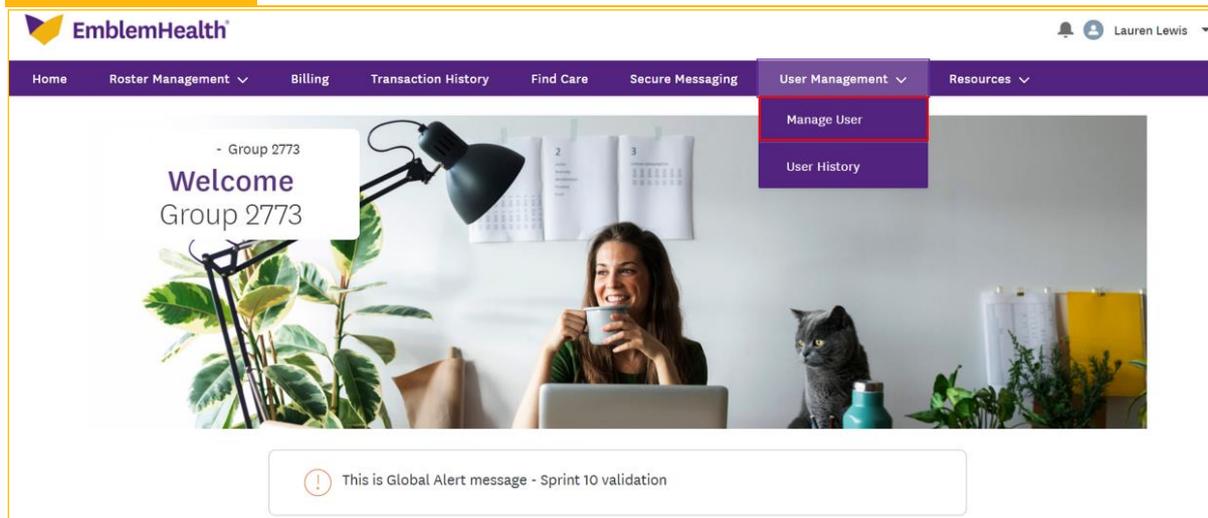
Step 2:

1. Select a **User Name** from the list of users.

Home > User Management

- GROUP 2773

User Management

Add New Portal User

User Role
--None--

🔍 Search ⓘ

Reset Search

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
Smith, John	johnsmith@eh.com	johnsmith@emblemhealth.com	6789998212	01/28/2022	05/16/2022	Active	Employer All Access
Jones, Samantha	samjones@eh.com	samjones@eh.com	2327861831	12/10/2021	02/14/2022	Active	Admin
James, Mark	markjames@nomail.com	markjames@nomail.com	4368922941	12/20/2021	01/28/2022	Active	Employer All Access
Doe, Jane	janedoe@eh.com	janedoe@eh.com		12/20/2021	01/28/2022	Active	Employer All Access

Step 3:

The User Detail Information screen displays.
1. Click **Edit** to change and update the user profile details.

Home > User Detail Information

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User Detail Information

Reset Password   Deactivate User   Retrigger Welcome Email

⌄ User Information

Edit

First Name
John

Last Name
Smith

User Name
johnsmith@eh.com

Mobile
6789998212

Phone

Extension

Email ID
johnsmith@emblemhealth.com

User Role
Employer All Access

Groups Associated to User   ⌄

Subgroups Associated to User   ⌄

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Step 4:

1. Edit the user information as needed. In this example, we changed the user role.
   Note: The Email ID is the email address you wish to associate with the user's account.
2. Click **Save**.

Edit User

Salutation

First Name*
John

Middle Name

Last Name*
Smith

Mobile
(678) 999-8212

Phone

Extension

Email ID
johnsmith@emblemhealth.c

User Role*
Employer Billing Access

Please enter user name in an email format

User Name*
johnsmith@eh.com

*Required information

Save

Cancel

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Step 5:

The User Detail Information page displays.
1. View the updated user profile information.

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User Detail Information

[Reset Password]   [Deactivate User]   [Retrigger Welcome Email]

⌄ User Information

[Edit]

First Name	Last Name	User Name
John	Smith	johnsmith@eh.com

Mobile	Phone	Extension
6789998212		

Email ID	User Role	
johnsmith@emblemhealth.com	Employer Billing Access	

Groups Associated to User   ⌄

Subgroups Associated to User   ⌄

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Step 6:

(Optional) View the update made to the user's profile in User History.
1. Click the **User Management** tab and from the drop-down menu select **User History**.

Home	Roster Management ∨	Billing	Transaction History	Find Care	Secure Messaging	User Management ∨	Resources ∨	Co-browsing with Agent

Manage User

User History

Home > User Detail Information

- GROUP 2773

User Detail Information

Reset Password   Deactivate User   Retrigger Welcome Email

∨ User Information

Edit

First Name
John

Last Name
Smith

User Name
johnsmith@eh.com

Mobile
6789998212

Phone

Extension

Email ID
johnsmith@emblemhealth.com

User Role
Employer Billing Access

Groups Associated to User   ∨

Subgroups Associated to User   ∨

Step 7:

The User History screen displays.
1. View the update made to the user's profile in the User History table.
   Note: Specific information can be searched for in the **Search** bar.

Home > User History

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User History

🔍 Search ⓘ

User Name	Event Description	Old Value	New Value	Date/Time Created	Updated By
John Smith	Role	Employer All Access	Employer Billing Access	05/16/22 06:09 PM	Lewis, Lauren

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Thank You