

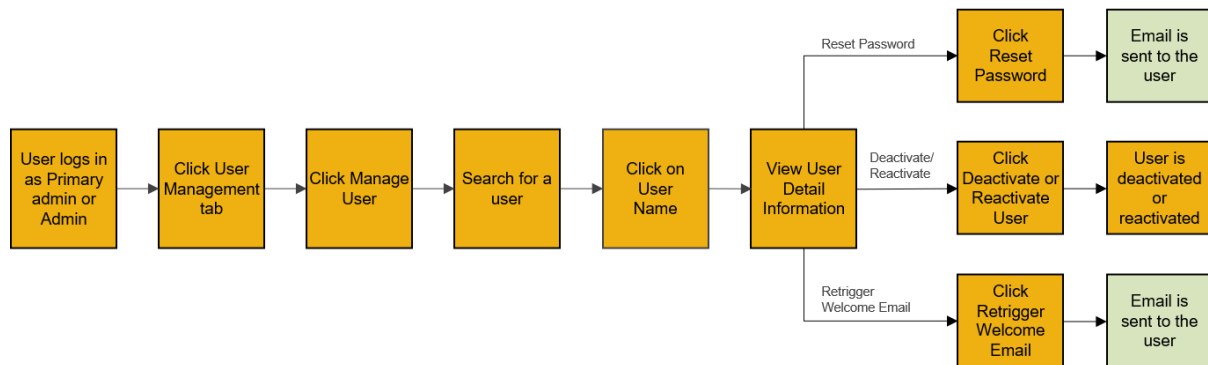
User Management – Deactivate/Reactivate User

Quick Reference Guide (QRG)



User Management – Deactivate/Reactivate User

This Quick Reference Guide (QRG) will provide an overview of the process for Deactivating or Reactivating a user.



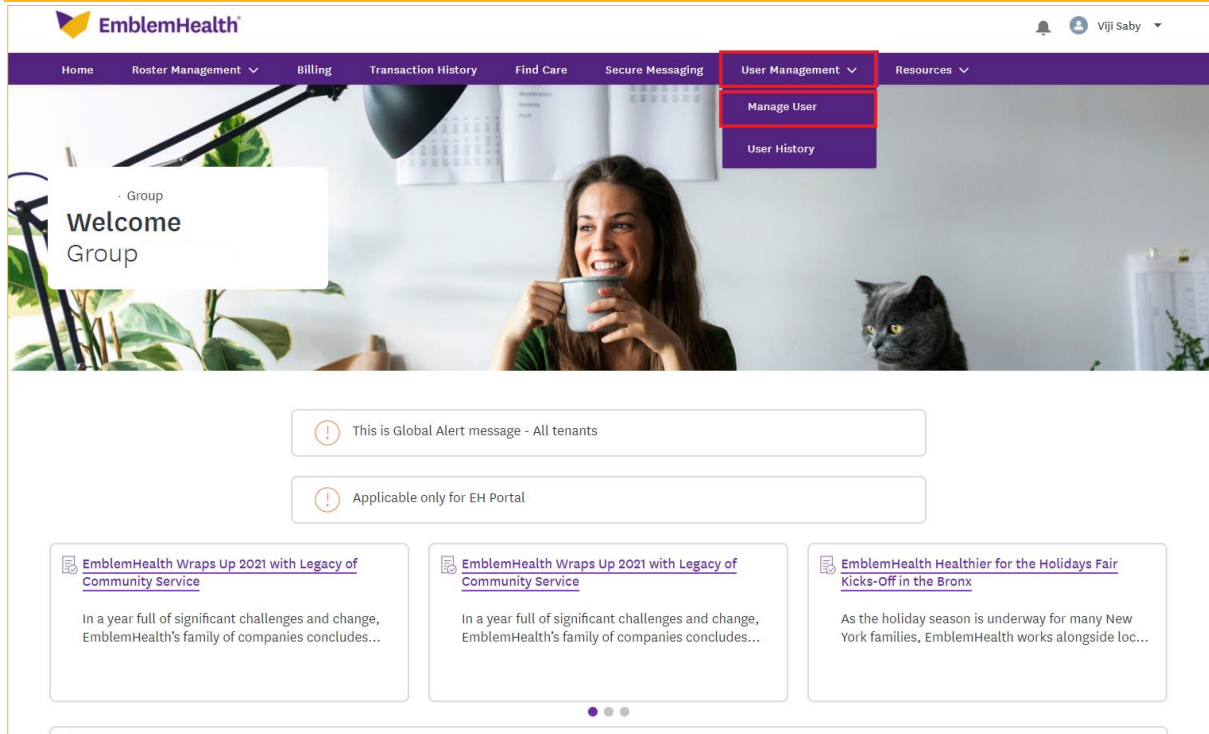
Let us look at the steps in detail for Deactivating/Reactivating a User.

Purpose: Deactivate or Reactivate a User.



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:

The User Management screen displays.
1. Select a **User Name** from the displayed list.

Home > User Management

- GROUP

User Management

[Add New Portal User](#)

Q Search ⓘ Reset Search User Role --None--

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
yellow, brown	brown@yellow.com	h_prasad@emblemhealth.com		12/14/2021	12/14/2021	Active	Employer All Access
PARestricted, Test	testpa_bothra@emblemhealth.com	p_bothra@emblemhealth.com	(989) 898-9898	12/01/2021	12/01/2021	Active	Admin
AdminRestricted, test	deepa.baskar@cognizant.com	deepa.baskar@cognizant.com		12/01/2021	12/02/2021	Active	Primary Admin

TOTAL RECORDS: 3



Step 3:

The User Detail Information screen displays.
1. Click **Deactivate/Activate User**.
Note: The **Deactivate User** button will only appear if the user is currently active.

Home > User Management > User Detail Information

- GROUP

User Detail Information

[Reset Password](#) [Deactivate User](#) [Retrigger Welcome Email](#)

▼ User Information [Edit](#)

First Name	Last Name	User Name
brown	yellow	brown@yellow.com
Mobile	Phone	Extension
Email ID	User Role	

User Management – Deactivate/Reactivate User



Step 4:

The Confirmation screen displays.

1. Click **Yes** to Deactivate/Reactivate the user.

Note: The User Detail Information page will display. If the user was deactivated, the **Activate User** option will appear and vice versa.

Home > User Management > User Detail Information

GROUP

Warning

Are you sure you want to Deactivate the user?

Yes No

Welcome Email triggered successfully

Retrigger Welcome Email

Edit

First Name: brown, Last Name: yellow, User Name: brown@yellow.com

Mobile, Phone, Extension



Step 5:

The Confirmation screen displays.

1. View the confirmation message that the user was deactivated.

Note: If the user was deactivated, the **Activate User** option will appear and vice versa.

Home > User Management > User Detail Information

GROUP

User Detail Information

Reset Password Activate User Retrigger Welcome Email

User deactivated successfully

Retrigger Welcome Email

Edit

First Name: brown, Last Name: yellow, User Name: brown@yellow.com

Mobile, Phone, Extension

User Management – Deactivate/Reactivate User



Step 6:

(Optional) View the update made to the user's status in User History.

1. Click the **User Management** tab and from the drop-down menu select **User History**.

The screenshot shows the EmblemHealth user management interface. The 'User Management' dropdown menu is open, and 'User History' is highlighted. The main content area shows 'User Detail Information' for a user named 'brown yellow'. There are buttons for 'Reset Password', 'Activate User', and 'Retrigger Welcome Email'. A message indicates 'User deactivated successfully'. Below this, there is a section for 'User Information' with an 'Edit' button. The user details include: First Name: brown, Last Name: yellow, User Name: brown@yellow.com, Mobile, Phone, and Extension.



Step 7:

The User History screen displays.

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

The screenshot shows the 'User History' screen. It features a search bar at the top. Below the search bar is a table with the following data:

User Name	Event Description	Old Value	New Value	Date/Time Created	Updated By
brown yellow	Status	Active	Inactive	4/1/22 5:18 PM	Saby, Viji

Thank
You

