User Management – Deactivate/Reactivate User

Quick Reference Guide (QRG)

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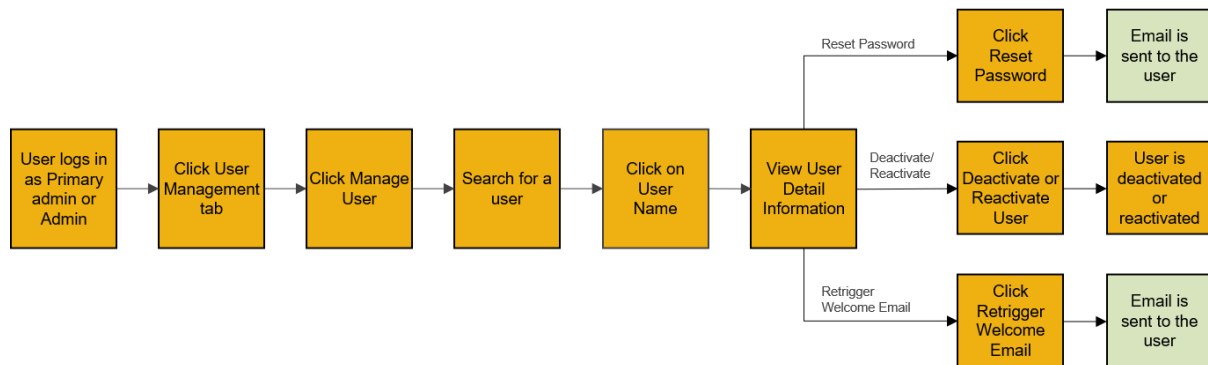

Let us look at the steps in detail for Deactivating/Reactivating a User.

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**.

User Management – Deactivate/ Reactivate User
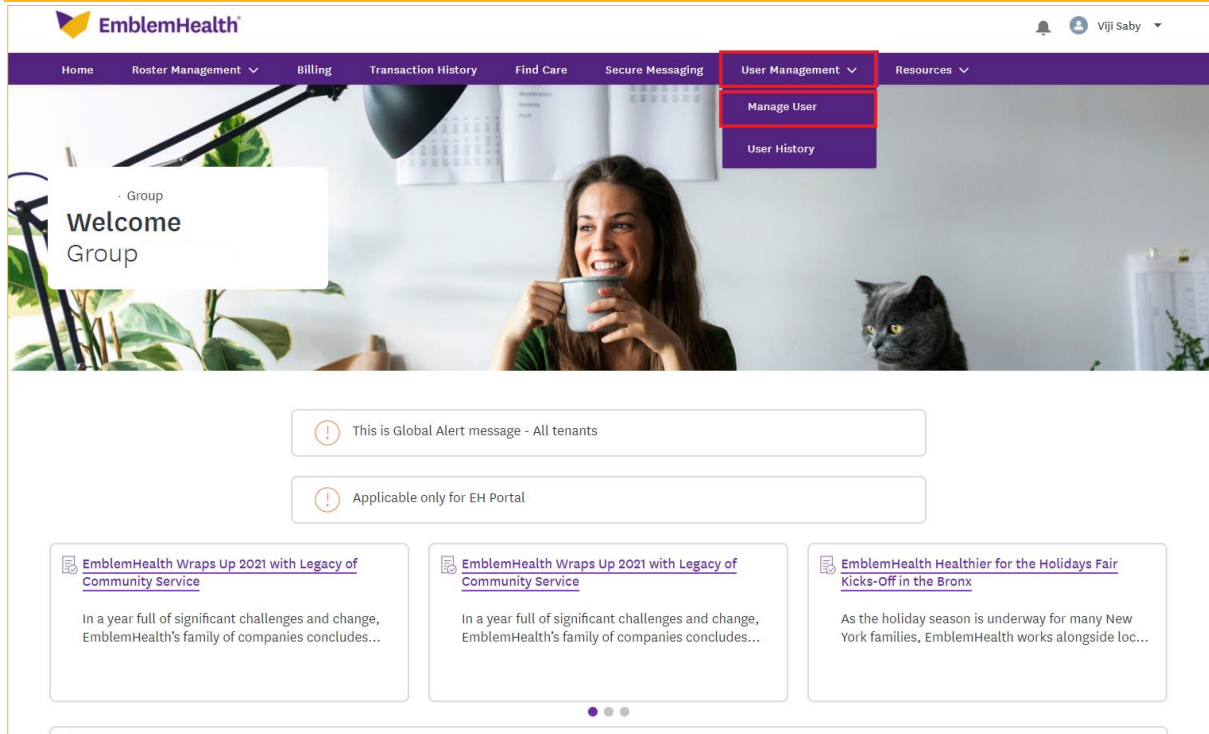
Step 2:

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

Home > User Management

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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

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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

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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

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Warning

Are you sure you want to Deactivate the user?

[Yes]   [No]

Retrigger Welcome Email

Welcome Email triggered successfully

∨ User Information

Edit

First Name	Last Name	User Name
brown	yellow	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

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User Detail Information

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

User deactivated successfully

∨ User Information

Edit

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

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**.

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.

Thank
You