

How do I **add users** to my account?



Use this document if you have staff who require access to your account to assist you in administrative and billing tasks. The steps shown here are for adding a user to your account. Other functionality, including editing a user and their access as well as suspending or deleting a user is in the user guide which is available from the User Access & Permissions application (see “Learn more” below).

My Account

Molly Manager

Profile & security questions
Update password
Log out >

Business profile
TELUS Provider ID 200125113

Make changes to your business profile
Associate a provider
Merge accounts
Associate to a head office

User access and permissions >
Manage who can access the portal and what they can do

My TELUS Health services >
See all the TELUS services available to you and your practice

Step 1: User access & permissions link.

Login to the provider portal and select the My Account () menu and then select the **User access & permissions** link.

User Access & Permissions

Use the fields below to filter existing users.
Click on any row from the list to update user's profile.

Display Name First Name Last Name

New User

Step 2: Create a new user.

Click the **New User** button to start the process.

Step 3: Enter the user's identifying information.

Enter the first, last and display name for your new user. Specify the language of your user (ENG or FR) which will determine the language of the portal when your user logs in.

The email address is optional. If you do not specify one, the default email address for the account will be used for this user.

New user [User Access & Permissions Guide](#)

First Name * Middle Name Last Name * Display Name *

Language Email Address Phone Number

info@mydomain.com xxx-xxx-xxxx

Step 4: Select the user's roles.

You can select multiple roles for your user. The roles determine the applications to which the user will have access. The roles that are available for selection depend on your service(s) (WSIB or eClaims) and your account type (independent provider, organization or head office). Below are some common user roles. The complete list is available in the user guide.

Role	Description
<input type="checkbox"/> Merge administrator	This role will allow the user to access the Merge Account
<input type="checkbox"/> User Administrator	This role will allow the user to create, search and modify users
<input type="checkbox"/> WSIB HC Bill Submission	This role will allow the user to access the WSIB Health Bill Submission applications

Step 5: Select the user's work location and submit.

Work Location(s)

WSIB Location(s)

For active users with WSIB Bill Submission role, select at least one WSIB work location.

Work Location ID	Address
<input type="checkbox"/> 2118059	4000 STE CATHERINE STREET WEST SUITE 102 MONTREAL QC H3Z 1P1 CANADA

Cancel Submit

You will need to specify the user's work location. If you select a WSIB bill submission role, you need to select at least one WSIB work location. Similarly if you have selected an eClaims submission role, you will need to select at least one eClaims location. Click the **Submit** button when you are ready to confirm the new user.

Learn more

To access the **User Access & Permissions** user guide, browse to the application as described in Step 1. The user guide is located in the top right-hand corner of the application.

