



Provider Portal

User Management Guide

May 2018

User Management Guide

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Preface

Purpose

The purpose of the User Management Guide is to help you become familiar with the User Management module of the Provider Portal application. The document guides you through the software and provides information on its functionality.

Audience

The User Management Guide is intended for user administrators needing to manage user profiles within the Provider Portal. Users of the Provider Portal can have privileges that allow them, for example, to submit claims, configure payment information, or manage physician referrals.

To use the User Management module and this document, you require a basic knowledge and understanding of Windows applications and Web browsers.

Graphics

Due to the customizable nature of the Provider Portal, the User Management user interface shown in the graphics in this document may differ from your user interface. The appearance of your user interface depends on your software configuration, on your operating system, and on your site's individual configuration. This document provides a general overview of the User Management interface using graphics that illustrate the global settings available.

Typographic conventions

The typographic conventions used in this guide help you to identify the type of information that is presented.

CONVENTION	USE
Bold	Bold text highlights items you can select in the User Management interface, including buttons, tabs, and menu selections. Also used in the identification of dialog boxes and windows.
<i>Purple Italic</i>	<i>Purple Italic</i> text indicates that the text is linked to related section of the document. When you click on a link, the related text is displayed.

CONVENTION	USE
<i>Italic</i>	<i>Italic</i> text indicates a book title, and highlights important terms and information.

Introduction

The User Management module of the Provider Portal allows organizations to create and manage their own user base. User administrators can add and update user profile information, set role permissions, and assign a user to a work location.

Users of the Provider Portal itself can be given roles or privileges that allow them, for example, to submit claims, configure payment information, or manage physician referrals.

User roles

A user role defines permissions for users to perform a group of tasks. Predefined roles with a predefined set of permissions are identified according to the needs of the organization.

The user role list that is displayed when creating and updating a user profile reflects the permissions and/or services that you have for registered with TELUS.

The table below lists all possible user role values; however, it is normal to see only the values that apply to you.

Table 1 *Predefined user roles*

ROLE	DESCRIPTION
eClaims Service Applicable Roles	
eClaims Submission	Allow the user to access the eClaims application.
EFT Payment Administrator	Allow the user access the EFT portlet in order to configure the banking information for eClaims and EFT registrations.
User Administrator	Allow the user to create, search, and update users.
WSIB Non-Healthcare Service Applicable Roles	
LMR EAS Administrator	Allow the user to submit payments through the LMR-EAS (Labour Market Re-entry – Employer Audit Services) application.

ROLE	DESCRIPTION
LMR EPS Administrator	Allow the user to submit payments through the LMR-EPS application.
WSIB NHC Bill Submission	Allow the user to access the Workplace Safety and Insurance Board (WSIB) Non-Healthcare Bill Submission applications.
WSIB Payment Administrator	Allow the user to submit payments through the EFT web application.
User Administrator	Allow the user to create, search, and update users.
Dental EFT Service Applicable Roles	
EFT Payment Administrator	Allow dental providers to submit payments through the EFT web application.
User Administrator	Allow the user to create, search, and update users.
WSIB Healthcare Service Applicable Roles	
Physician Referral	Allow the user to access the Physician Referral web application.
WSIB HC Bill Submission	Allow the user to access the WSIB Healthcare Bill Submission applications.
WSIB Payment Administrator	Allow the user to submit payments through the EFT web application.
User Administrator	Allow the user to create, search, and update users.
Unmanaged EFT Service Applicable Roles	
EFT Payment Administrator	Allow the user to submit payments through the EFT web application.
User Administrator	Allow the user to create, search, and update users.

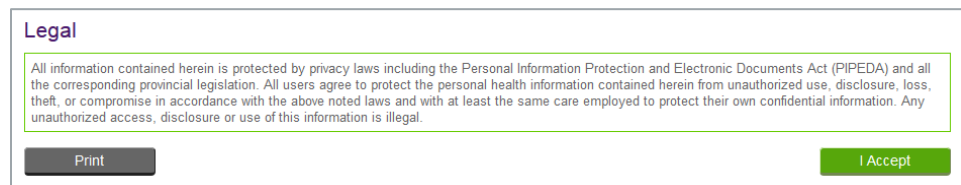
Getting started

Access the User Management module

Access to the User Management module is managed by the organization's user administrator.

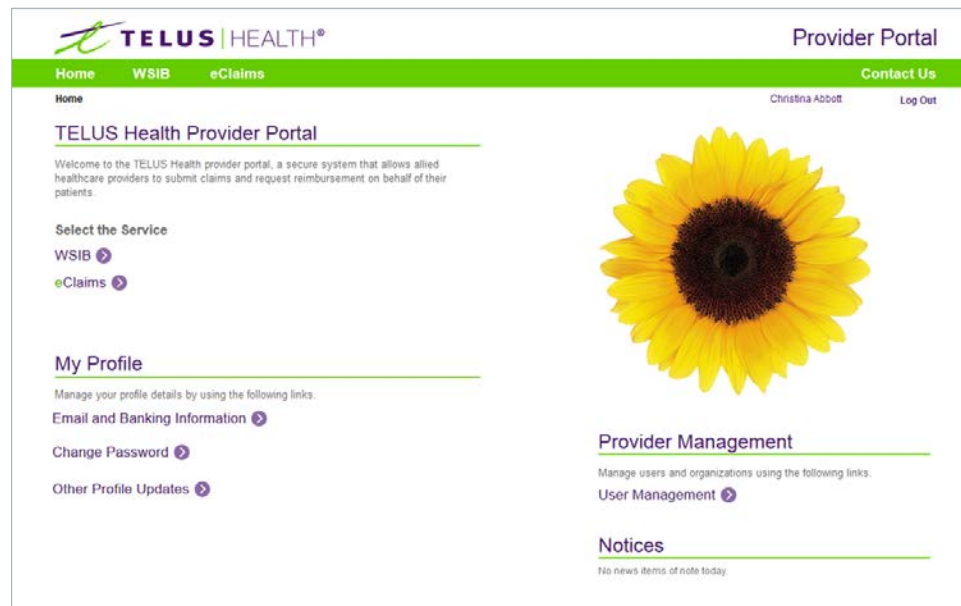
- 1 From the TELUS Health Provider Portal Welcome page, log in with your user name and password.

The **Legal** page is displayed.



- 2 Click **I Accept** to agree to the legal conditions governing the use of the Provider Portal.

The **Home** page appears.



Note: *If this is your first time logging in, you will be prompted to change your password and create your security questions.*

Note: *You may also be asked to enter your email and banking information. As a user administrator, you can ignore the prompt for banking information.*

Access the User Management module

- 3 In the **Provider Management** section, click the **User Management** link to launch the User Management module.

User Management

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 Role Status

 Active

 1-10 of 21 1 2 3 > Last

Username	Display Name	First Name	Last Name	Email	Roles	Status
AA003325923	Ammar Ayaz	Ammar	Ayaz		eClaims Submission WSIB HC Bill Submission EFT Payment Administrator User Administrator	Active
BV003325923	Buu Vuong	Buu	Vuong	Buu.Vuong@telus.com	eClaims Submission WSIB HC Bill Submission EFT Payment Administrator User Administrator	Active
CA003325923	Christina Abbott	Christina	Abbott		eClaims Submission WSIB HC Bill Submission EFT Payment Administrator User Administrator	Active

User Management

The **User Management** module has three primary windows that allow you to manage your organization's user profiles:

- *User Management window*
- *New User window*
- *Update User window*

User Management

User Management window

The **User Management** window displays the list of existing system users, as well as filter fields that can be used to refine the user list. By default, the list is filtered for users whose status is Active.


The screenshot shows the 'User Management' window. At the top, there are filter fields for 'Display Name', 'First Name', 'Last Name', and 'Role'. A 'Status' dropdown menu is set to 'Active'. There are 'Filter' and 'Reset' buttons. Below the filters is a 'New User' button. A table lists users with columns for Username, Display Name, First Name, Last Name, Email, Roles, and Status. The table shows three users: Ammar Ayaz, Buu Vuong, and Christina Abbott. Each user row has a trash icon for deletion.

Username	Display Name	First Name	Last Name	Email	Roles	Status
AA003325923	Ammar Ayaz	Ammar	Ayaz		eClaims Submission WSIB HC Bill Submission EFT Payment Administrator User Administrator	Active
BV003325923	Buu Vuong	Buu	Vuong	Buu.Vuong@telus.com	eClaims Submission WSIB HC Bill Submission EFT Payment Administrator User Administrator	Active
CA003325923	Christina Abbott	Christina	Abbott		eClaims Submission WSIB HC Bill Submission EFT Payment Administrator User Administrator	Active

The **User Management** window is comprised of the window elements listed in the table below.

Table 2 Elements of the User Management window

FIELD OR BUTTON	DESCRIPTION
Filtering	
Display Name	The user's full name, which is displayed next to the Log Out link at the top right of the window.
First Name	The user's first name.
Last Name	The user's family name.
Role	The role or roles assigned to the user, which indicates the user's permissions within the system. For further information, see User roles on page 2.
Status	The status of the user's account (active or inactive).
Filter	Filters the list using the entered values.
Reset	Clears the filter fields, and resets the Status field to Active .

FIELD OR BUTTON	DESCRIPTION
New User	Launches the New User window, where a new user account can be created.
Filter results (in addition to those above)	
Username	The unique, system-generated ID for the user account.
Email	The user's email address.
Delete User 	Deletes the associated user account.

New User window

The **New User** window lets you enter the information needed to create a new user account. You can give each new user a role, which allows the user to have certain permissions and perform certain actions in the system. You can also assign the user to one or more work locations.

New user

First Name *

Middle Name

Last Name *

Display Name *

Language

Email Address

Phone Number

Roles *

Role	Description
<input type="checkbox"/> eClaims Submission	This role will allow the User to access the eClaims application
<input type="checkbox"/> EFT Payment Administrator	This role will allow the user to configure the banking information for eClaims and EFT registrations
<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

Work Location(s)

WSIB Location

Work Location ID	Address	IDB #
117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA	100326109

eClaims Location(s)

For active users with eClaims submission role, select at least one eClaims work location.

Work Location ID	Address
<input checked="" type="checkbox"/> 117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA

Cancel

Create

User Management

The **New User** window is comprised of the window elements listed in the table below. Fields marked with an asterisk (*) are mandatory.

Table 3 *Elements of the New User window*

FIELD OR BUTTON	DESCRIPTION
First Name	The user's first name.
Middle Name	The user's middle name or names.
Last Name	The user's family name.
Display Name	The user's full name, which is displayed next to the Log Out link at the top right of the window.
Language	The user's preferred official language.
Email Address	<p>The user's email address in the format "info@mydomain.com", which is used to send login credentials to the user.</p> <hr/> <p>Note: <i>The user's email address can be used only if the user has provided a unique address that is different from the one indicated at the time of registration. If an email is not entered, then the login credential emails are sent to the email associated with the billing number.</i></p> <p>Note: <i>If the same email address is to be used to create more than one user account, you will need to remove the address after the emails have been sent. Otherwise, the user will experience system errors. For further information, see Remove the user's email address on page 14.</i></p> <hr/>
Phone Number	The user's telephone number in the format "xxx-xxx-xxxx".
Roles	
Role	<p>The name of the user role. User roles determine the user's permissions within the system.</p> <p>The displayed roles are associated to the logged-in administrator's organization.</p> <p>For further information, see User roles on page 2.</p>

FIELD OR BUTTON	DESCRIPTION
Description	A description of the permissions the user will have and/or the actions that the user will be able to perform within the system.
Work Locations	
Work Location ID	The unique, system-generated identifier for the work location to which the user will submit claims. The displayed work locations are associated with the logged-in administrator's provider record.
Address	The address of the work location.
IDB #	The unique provider identification number for the WSIB location.
Cancel	Cancels the creation of the new user profile.
Create	Submits the new user profile.

User Management

Update User window

The **Update User** window allows you to view and update a user's profile information and permissions. You can get to this window by selecting a user from the list on the **User Management** page.

The screenshot shows the 'Update user' window with the following sections:

- User Profile:** Status (Active), Username (SD003325923), CPR ID (3325923), Created (2018-05-02), Last Update (2018-05-02). Fields for First Name (Sonny), Middle Name (Alexander), Last Name (Driscoll), and Display Name (Sonny Driscoll) are present.
- Contact Info:** Language (English), Email Address (sonny@mydomain.com, info@mydomain.com), and Phone Number (451-222-5959, xxx-xxx-xxxx).
- Roles:** A table with columns 'Role' and 'Description'. Roles include 'eClaims Submission', 'EFT Payment Administrator', 'User Administrator', and 'WSIB HC Bill Submission', each with a checkbox.
- Work Location(s):** A table with columns 'Work Location ID', 'Address', and 'IDB #'. One location is listed: 117066, 16 Rockfield Dr etobicoke ON M9B 1S1 CANADA, 100326109.
- eClaims Location(s):** A table with columns 'Work Location ID' and 'Address'. One location is listed: 117066, 16 Rockfield Dr etobicoke ON M9B 1S1 CANADA.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom.

The **Update User** window is comprised of the window elements listed in the table below. Fields marked with an asterisk (*) are mandatory.

Table 4 Elements of the Update User window

FIELD OR BUTTON	DESCRIPTION
Status	The status of the user's account (active or inactive).
Username	The unique, system-generated ID for the user account.
CPR ID	The unique identifier generated by the Central Provider Registry (CPR) system.
Created	The date on which the user profile was created.
Last Update	The date on which the user profile was last updated.
First Name	The user's first name.
Middle Name	The user's middle name or names.

FIELD OR BUTTON	DESCRIPTION
Last Name	The user's family name.
Display Name	The user's full name, which is displayed next to the Log Out link at the top right of the window.
Language	The user's preferred official language.
Email Address	<p>The user's email address in the format "info@mydomain.com", which is used to send login credentials to the user.</p> <hr/> <p>Note: <i>The user's email address can be used only if the user has provided a unique address that is different from the one indicated at the time of registration. If an email is not entered, then the login credential emails are sent to the email associated with the billing number.</i></p> <p>Note: <i>If the same email address is to be used to create more than one user account, you will need to remove the address after the emails have been sent. Otherwise, the user will experience system errors. For further information, see Remove the user's email address on page 14.</i></p> <hr/>
Phone Number	The user's telephone number in the format "xxx-xxx-xxxx".
Roles	
Role	<p>The name of the user role. Only roles associated with the user's permissions are displayed.</p> <p>For further information, see User roles on page 2.</p>
Description	A description of the permissions the user will have and/or the actions that the user will be able to perform within the system.
Work Locations	
Work Location ID	The unique system-generated ID for the user's work location. Only work locations associated with the user's permissions are displayed.
Address	The address where the user provides services.

User Management

FIELD OR BUTTON	DESCRIPTION
IDB #	The unique provider identification number for the WSIB location.
Cancel	Cancels the updates to the new user profile.
Submit	Submits the changes to the user profile.

Administrative Tasks

As a user administrator, you can perform a number of administrative tasks to manage the Provider Portal user base.

- *Create a new user profile*
- *Filter the user list*
- *Remove the user's email address*
- *View a user profile*
- *Update a user profile*
- *Delete a user profile*
- *Disable and reactivate a user profile*

Create a new user profile

You will typically receive user requests for access to the Provider Portal via email, after the user's manager has approved the access permissions for claims entry or administrator rights.

To create a new profile

- 1 From the **User Management** window, click **New User**.
The **New User** window is displayed.

New user

<small>First Name *</small> <input type="text"/>	<small>Middle Name</small> <input type="text"/>	<small>Last Name *</small> <input type="text"/>	<small>Display Name *</small> <input type="text"/>
<small>Language</small> <input type="text"/>	<small>Email Address</small> <input type="text" value="info@mydomain.com"/>	<small>Phone Number</small> <input type="text" value="xxx-xxx-xxxx"/>	

Roles *

Role	Description
<input type="checkbox"/> eClaims Submission	This role will allow the User to access the eClaims application
<input type="checkbox"/> EFT Payment Administrator	This role will allow the user to configure the banking information for eClaims and EFT registrations
<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

Work Location(s)

WSIB Location

Work Location ID	Address	IDB #
117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA	100326109

eClaims Location(s)
For active users with eClaims submission role, select at least one eClaims work location

Work Location ID	Address
<input checked="" type="checkbox"/> 117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA

Administrative Tasks

- 2 Enter the user's personal information, ensuring that all mandatory fields are completed.

Note: Before entering the email address, please review the notes in the description of the Email Address field in Table 4.

- 3 Select the role or roles to be assigned to the user.

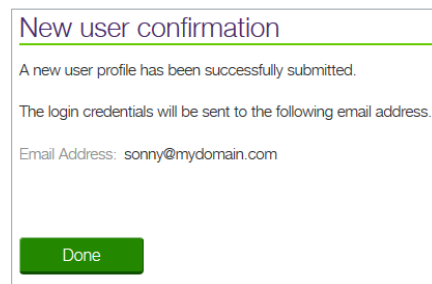
Note: As a user administrator, you can create a user administrator account for another person by assigning the User Administrator role to a user profile.

- 4 Select one or more work locations for which the user will submit claims, as required.

Tip: You can select more than one role and more than one work location for the selected user, as needed.

- 5 Click **Create**.

The **New User Confirmation** window is displayed, indicating the email address to which the user's login credentials will be sent.



The screenshot shows a window titled "New user confirmation". The text inside the window reads: "A new user profile has been successfully submitted." followed by "The login credentials will be sent to the following email address." and "Email Address: sonny@mydomain.com". At the bottom of the window is a green button labeled "Done".

- 6 Click **Done**.

The **User Management** window is displayed.

Note: When the user profile is created, the system automatically generates a unique user name and associates the user to the organization's CPR ID or IDB number.

Note: If the user's email address has been entered, an email is sent to the new user providing his or her user name and temporary password, along with a link to the portal.

Filter the user list

Filtering the user list lets you display only users having specific attributes.

To filter the user list

- 1 From the **User Management** window, enter or select one or more values in the filter fields.

Remove the user's email address



User Management

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

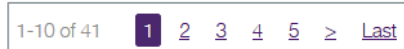
Display Name First Name Last Name Role Status

2 Click **Filter**.

The user list is redisplayed to show only the names that match the filter criteria.

Username	Display Name	First Name	Last Name	Email	Roles	Status
SD003325923	Sonny Driscoll	Sonny	Driscoll	sonny@mydomain.com	eClaims Submission EFT Payment Administrator	Active

Tip: When more than 10 users are retrieved, use the navigation bar to view additional pages of results.



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Tip: Sort the user list by clicking on a column header. Click once to sort in ascending order, then click again to sort in descending order.

Remove the user's email address

The email address associated with the user during account creation must be different from the one used to register the provider in the system. For this reason, if the same email address is to be used to create more than one user account, you will need to remove the address after the login emails have been sent.

To remove the email address

- 1 From the **User Management** window, [filter the user list](#) or use the navigation bar to locate the user whose email address you want to remove.
- 2 Click the **Username** in the user list to select the required user.

Administrative Tasks

The **Update User** window is displayed.

Update user

Status *
Active

Username
SD003325923

CPR ID
3325923

Created
2018-05-02

Last Update
2018-05-02

First Name *
Sonny

Middle Name
Alexander

Last Name *
Driscoll

Display Name *
Sonny Driscoll

Language
English

Email Address
sonny@mydomain.com
info@mydomain.com

Phone Number
451-222-5959
xxx-xxx-xxxx

Roles *

Role	Description
<input checked="" type="checkbox"/> eClaims Submission	This role will allow the User to access the eClaims application
<input checked="" type="checkbox"/> EFT Payment Administrator	This role will allow the user to configure the banking information for eClaims and EFT registrations
<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

Work Location(s)

WSIB Location

Work Location ID	Address	IDB #
117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA	100326109

eClaims Location(s)
For active users with eClaims submission role, select at least one eClaims work location.

Work Location ID	Address
<input checked="" type="checkbox"/> 117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA

Cancel Submit

3 From the **Email Address** field, delete the email address that is displayed.

4 Click **Submit**.

The **Update user confirmation** dialog is displayed.

Update user confirmation

The user profile has been successfully updated.

Status: Active

Done

5 Click **Done**.

The **User Management** window is displayed.

View a user profile

To view a user profile

1 From the **User Management** window, [filter the user list](#) or use the navigation bar to locate the user you want to view.

- Click the **Username** in the user list to select the user.
The **Update User** window is displayed.

Update user

Status *	Username	CPH ID	Created	Last Update
Active	SD003325923	3325923	2018-05-02	2018-05-02

First Name *	Middle Name	Last Name *	Display Name *
Sonny	Alexander	Driscoll	Sonny Driscoll

Language	Email Address	Phone Number
English	sonny@mydomain.com info@mydomain.com	451-222-5959 xxx-xxx-xxxx

Roles *

Role	Description
<input checked="" type="checkbox"/> eClaims Submission	This role will allow the User to access the eClaims application
<input checked="" type="checkbox"/> EFT Payment Administrator	This role will allow the user to configure the banking information for eClaims and EFT registrations
<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

Work Location(s)

WSIB Location

Work Location ID	Address	IDB #
117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA	100326109

eClaims Location(s)

For active users with eClaims submission role, select at least one eClaims work location.

Work Location ID	Address
<input checked="" type="checkbox"/> 117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA

Cancel
Submit

- Review the user's profile, then click **Cancel** to leave the user's profile unchanged.
The **User Management** window is displayed.

Update a user profile

To update a user profile

- From the **User Management** window, *filter the user list* or use the navigation bar to locate the user you want to update, as required.

Administrative Tasks

- Click the **Username** in the user list to select the required user. The **Update User** window is displayed.

The 'Update user' window displays the following information:

- Status:** Active (dropdown menu)
- Username:** SD003325923
- CPH ID:** 3325923
- Created:** 2018-05-02
- Last Update:** 2018-05-02
- First Name:** Sonny
- Middle Name:** Alexander
- Last Name:** Driscoll
- Display Name:** Sonny Driscoll
- Language:** English (dropdown menu)
- Email Address:** sonny@mydomain.com, info@mydomain.com
- Phone Number:** 451-222-5959, xxx-xxx-xxxx

Roles:

Role	Description
<input checked="" type="checkbox"/> eClaims Submission	This role will allow the User to access the eClaims application
<input checked="" type="checkbox"/> EFT Payment Administrator	This role will allow the user to configure the banking information for eClaims and EFT registrations
<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

Work Location(s):

Work Location ID	Address	IDB #
117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA	100326109

eClaims Location(s):

For active users with eClaims submission role, select at least one eClaims work location.

Work Location ID	Address
<input checked="" type="checkbox"/> 117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA

Buttons: Cancel, Submit

- Update the user's personal information, as required, ensuring that all mandatory fields are completed.

Note: Before entering the email address, please review the notes in the description of the Email Address field in Table 4.

- Update the user's role, as required.

Note: As a user administrator, you can grant user administrator access for another person by assigning the User Administrator role to the user's profile.

- Update the user's work location, as required.

Tip: You can select more than one role and more than one work location for the selected user, as needed.

- Click **Submit**.

The **Update user confirmation** dialog is displayed.

The 'Update user confirmation' dialog displays the following information:

- Title:** Update user confirmation
- Message:** The user profile has been successfully updated.
- Status:** Active
- Button:** Done


- Click **Done**.
The **User Management** window is displayed.

Delete a user profile


The system allows administrators to delete both active and inactive user accounts. There is no **Delete user** icon next to the logged-in administrator name so that the administrator is unable to delete his or her own account.

To delete a user

- From the **User Management** window, [filter the user list](#) or use the navigation bar to locate the user you want to delete, as required.

Username	Display Name	First Name	Last Name	Email	Roles	Status	
SD003325923	Sonny Driscoll	Sonny	Driscoll	sonny@mydomain.com	eClaims Submission EFT Payment Administrator	Active	

- Click the **Delete User**  icon next to the user row.
The **Delete User** confirmation window is displayed.

 **Delete User**

You have chosen to delete the following user:

Name: Acadia Ace
 Username: AA003200729
 Status: Active

Once deleted, this user will be removed from the system and cannot be retrieved.

Note: The **Delete** action is **permanent**; once the deletion has been confirmed, the user profile cannot be reinstated. If you delete a user profile in error, you need to create a new profile for the user.

- Click **Delete**.
The user profile is deleted from the system.

Disable and reactivate a user profile

In some cases, it may be necessary to disable a user profile temporarily; for example, during a leave of absence. Therefore, the system provides the ability to disable an account for a period of time. The user account can then be reactivated when the employee returns.

To disable a user profile

- From the **User Management** window, [filter the user list](#) or use the navigation bar to locate the user profile you want to disable, as required.

Administrative Tasks

- Click the **Username** in the user list to select the required user. The **Update User** window is displayed.

Update user

Status *
Active

Username: SD003325923 CPH ID: 3325923 Created: 2018-05-02 Last Update: 2018-05-02

First Name *
Sonny

Middle Name
Alexander

Last Name *
Driscoll

Display Name *
Sonny Driscoll

Language
English

Email Address
sonny@mydomain.com
info@mydomain.com

Phone Number
451-222-5959
xxx-xxx-xxxx

Roles *

Role	Description
<input checked="" type="checkbox"/> eClaims Submission	This role will allow the User to access the eClaims application
<input checked="" type="checkbox"/> EFT Payment Administrator	This role will allow the user to configure the banking information for eClaims and EFT registrations
<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

Work Location(s)

WSIB Location

Work Location ID	Address	IDB #
117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA	100326109

eClaims Location(s)
For active users with eClaims submission role, select at least one eClaims work location.

Work Location ID	Address
<input checked="" type="checkbox"/> 117066	16 Rockfield Dr etobicoke ON M9B 1S1 CANADA

Cancel Submit

- In the **Status** field, select **Inactive**.

- Click **Submit**.

The **Update user confirmation** dialog is displayed, showing the status as **Inactive**.

Update user confirmation

The user profile has been successfully updated.

Status: Inactive

Done

- Click **Done**.

The **User Management** window is displayed.

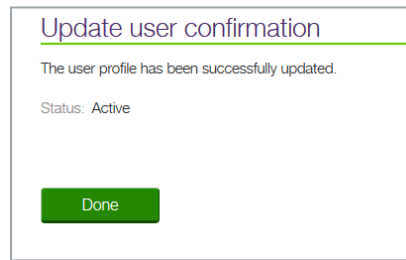
To reactivate a user profile

- Locate the user and navigate to the **Update User** window as described in steps 1 and 2 above.
- In the **Status** field, select **Active**.

Disable and reactivate a user profile

- 3 Click **Submit**.

The **Update user confirmation** dialog is displayed, showing the status as **Active**.



- 4 Click **Done**.

The **User Management** window is displayed.

TELUS Health Solutions is a leading provider of information and communication technology for the health industry. We develop, implement, and manage healthcare applications, communication technology processes, and industry consulting services that optimize the efficiency of caregivers, drive better decisions, and foster prevention in the health system.

