Job Aid:
ProviderCONNECT Systems Access Administrator

Overview

The purpose of this job aid is to help systems access administrators (SAAs) add, disable, resend, and review provider employee user profiles in the Vaya Partners ProviderCONNECT portal. SAAs are now able to add multiple contracted Taxpayer Identification Numbers (TINs) per user under one login.

Note: The organization's SAA is designated during the contracting process. An organization can replace their SAA by completing the Network Provider Systems Access Administrator Designation form. This form is available on the **Forms** page of Vaya Partners' ProviderCENTRAL at: https://providers.vayapartners.org/forms.

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Section 1: Getting Started

Step 1

Log into ProviderCONNECT at https://providers.vayapartners.org/portal.

Step 2

Select **Users** from the menu on the left side of the ProviderCONNECT portal homepage. The **User** page will appear.

Section 2: Adding a User

Step 1

Select **New User** from the **User** screen menu on the right side. A new user form will appear.

Step 2

Complete the new user form by entering the employee's first name, last name, organization, email, and phone number.

Step 3

Use the blue **Add Corporation** button to add a TIN to the form. Repeat this step if the user needs access to multiple contracted TINs.

Note: You can only add a user to a TIN if you have access to that TIN.

Step 4

Select **Save** to add the user to the system.

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Section 3: Resending Employee Login Details

Step 1

Review the list of users on the **Users** page and locate the name of the employee receiving the login information.

Step 2

Select the employee's name from the list.

Step 3

Select **Resend Invitation**. Select **OK** when a message displays that reads, "Resending the user's invitation will reset their username and password if they are a Local AD user."

Note: Do not be concerned about what kind of user the selected employee is, as all user types will receive the resent invitation.

Step 4

Select the **Resend Invitation Box** again. A checkmark will then appear in the box. Select **Save**.

Section 4: Importing Users (Bulk Import) – Navigating the Page

Note: The **Bulk Import** function works best when adding six or more users.

Step 1

Select **Bulk Import** from the options on the left side of the **Users** page. The **Bulk Import** page will appear.

Section 5: Importing Users (Bulk Import)

Note: To download and review a sample Excel spreadsheet for reference, select **Sample File** under **Import Users**.

Step 1

Select **Choose a File** from the middle of the screen. Locate the spreadsheet you wish to use.

Note: The spreadsheet must be in .xlsx format.

Step 2

Select **Preview** to show the list of users.

Step 3

Select **Import**. A table will appear that displays added users.

Note: The new users' sign-in method and corporation will match those of the SAA.

Section 6: Disabling a User

Step 1

Review the list of users on the **Users** page and locate the name of the employee whose access you wish to disable.

Step 2

Select the **Disable** button at the end of the employee's row.

Step 3

Select **Ok** from the window that appears. The user no longer has access to ProviderCONNECT.

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Section 7: Enabling a User

Note: You can restore access for a user whose access was previously disabled.

Step 1

Review the list of users on the **Users** page and locate the name of the employee whose access you wish to restore.

Step 2

Select the **Enable** button at the end of the employee's row.

Step 3

Select **Ok** from the window that appears. You have now restored the user's access to ProviderCONNECT.

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