



Provider Guide: eQSuite[®] User Administrator

Each provider group or clinic will have at least one user designated as their User Administrator

This guide explains the elevated functions of a User Administrator.

Each provider group/clinic/practice will have a unique Medicaid number. Each group must designate one or more users as their system administrator(s).

If you haven't done so already please complete the request form by clicking on the link below

[Request for eQSuite[®] Access Form](#)

If you need instructions on navigating the PAR Portal, eQSuite[®] please review the [Welcome to eQSuite[®] Provider Guide](#).

For instructions for submitting a PAR please review our step-by-step provider guide

[How to Submit a PAR](#)

An eQSuite[®] **User Administrator** is an eQSuite[®] portal user whose account contains the ability to add, edit or remove other user accounts within the system. They also have the ability to modify specific user account functions.

If you have been set up as the **User Administrator**, the following instructions will guide you as you add, edit or delete a user.

As a User Administrator, you cannot unlock user accounts. If you or one of your users gets locked out, please assign a new password to the user. Please note, it will take about 5 minutes the change to be effective.

- Log in to the eQSuite[®] Portal via the [ColoradoPAR](#) website

- When looking at the home screen of the eQSuite® portal, hover your cursor over the arrow on the top right of the screen to have the bar scroll to the right.



- Once the bar has scrolled to the right, select the **User Administration** tab. Click on this tab.



Add a New User


- It is a User Administrator's role to add all new users within their organization to allow them the ability to access eQSuite.
- On the top left corner of this screen, Click on Add New User.

User Administration								
Add New User								
	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Menu	Edit							
Form	Edit							

- You will see this blank entry form which you can fill in to create the new account.

Creating an account this way will not create a new *user administrator*. It will create a regular user account.

User Edit

Menu Errors	User Name:	<input type="text" value="At least 6 chars. lower cas"/>	Allow to run reports:	<input type="checkbox"/>	Choose a status to receive email for:
	First Name:	<input type="text"/>	Allow to enter requests:	<input type="checkbox"/>	Pended for Info <input type="checkbox"/>
	Last Name:	<input type="text"/>	Allow to view provider letters:	<input type="checkbox"/>	LOI <input type="checkbox"/>
	Password:	<input type="text"/>	Allow to view physician letters:	<input type="checkbox"/>	At Recon <input type="checkbox"/>
	Email:	<input type="text"/>			Administrative Hold <input type="checkbox"/>
	In activeDate:	<input type="text"/> 			Awaiting Required Attachments <input type="checkbox"/>
	Phone Number:	<input type="text" value="() -"/>			Approved <input type="checkbox"/>
	Extension:	<input type="text"/>			Partially Denied <input type="checkbox"/>
					Denied <input type="checkbox"/>
					Recon Completed <input type="checkbox"/>

[Save Changes](#) [Back to User List](#)

- When filling out this form, you must fill in all fields except inactive Date. **DO NOT** enter an Inactive Date. You will create the username and password for this employee account and the user will be able to update their password upon login.
- To effectively manage PARs, a user will need **ALL** of the boxes on the right side of this screen selected.

User Edit

Menu
Errors

<p>User Name: <input type="text" value="At least 6 chars. lower cas"/></p> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Email: <input type="text"/></p> <p>In activeDate: <input type="text"/> </p> <p>Phone Number: <input type="text" value="() - -"/></p> <p>Extension: <input type="text"/></p>	<p>Allow to run reports: <input checked="" type="checkbox"/></p> <p>Allow to enter requests: <input checked="" type="checkbox"/></p> <p>Allow to view provider letters: <input checked="" type="checkbox"/></p> <p>Allow to view physician letters: <input checked="" type="checkbox"/></p>	<p>Choose a status to receive email for:</p> <p>Pen ded for Info <input checked="" type="checkbox"/></p> <p>LOI <input checked="" type="checkbox"/></p> <p>At Recon <input checked="" type="checkbox"/></p> <p>Administrative Hold <input checked="" type="checkbox"/></p> <p>Awaiting Required Attachments <input checked="" type="checkbox"/></p> <p>Approved <input checked="" type="checkbox"/></p> <p>Partially Denied <input checked="" type="checkbox"/></p> <p>Denied <input checked="" type="checkbox"/></p> <p>Recon Completed <input checked="" type="checkbox"/></p>
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Save Changes
Back to User List

- Once you have entered all necessary information, click on **save changes** to create this account.
- Please let your employee know that once they login with password your have crated they have the option to change the password.

Delete a User Account

- A User Administrator MUST follow these steps to inactivate a user if said user is no longer within their organization or if they are no longer in a role needing this access.
- Open a user in the same way as you would edit a user account. Once their account is open, add an **inactive date**. The date you select is the date that their account will no longer be active. Click **save changes** once that date is entered.

User Edit

Menu Errors

UserID: 107250


User Name:

First Name: Allow

Last Name: Allow

Password:


Email:

In activeDate: 

Phone Number:

Extension:

[Save Changes](#) [Back to User List](#)



How to change password:

Click on Update My Profile



Type in New Password, click on Save Changes

User Edit

Menu

Errors

UserID: _____

User Name: _____

First Name:

Last Name:

Password:

Email:

In activeDate: 

Phone Number:

Extension:

Allow to view provider letters: Choos

Allow to view physician letters:

[Save Changes](#) ←