Objective	Create/Modify MN–ITS User Access
Performed by	Assigned MN–ITS Primary Administrators (PA) or MN–ITS Secondary Administrators (PPA)
Background	This guide instructs the PA or PPA how to create, disable or delete user accounts, apply specific user roles, update information and reset passwords

About User Administration

1. The PA role is automatically assigned to the person within the organization who initially registers their name and NPI/UMPI in MN–ITS.

2. A PA is able to create or modify both a PPA's or User's information and access, as well as their own. A PA is able to assign the role of PPA to more than one person.

3. The PPA is able to create or modify assigned User information and access, as well as their own.

4.   An assigned User is able to change only their personal contact information and password.

5. To re-assign a PA's role to a different person than originally indicated, change a PA's account status or reset a PA's password, contact the MHCP Provider Call Center at **(**651) 431-2700 or 1-800-366-5411, option 6.

6. The **Modify User** function allows a **PA or PPA** to change:

    - User Name

    - MN–ITS Role

    - Account Status – Enable, disable or delete Users

    - Contact information – Update phone/fax numbers (e-mail addresses - PA only)

    - Passwords – Reset a temporary password

    - Allow or limit a User's access to:

        - **MN–ITS Functions** – Select the Interactive Functions you want the User to have

        - **Mailbox Folders** – Select folders appropriate for related functions

        - **Applications/Forms/Lists** – Select, if applicable

Access the User Administrator Function

1. Log in to MN–ITS.

2. Select **User Administration** from the left menu.

Create a New User

1. Select the ⎡ Create User ⎤ button.

2. Complete all **bolded** (required) information.

3. In the MN–ITS Role drop-down box, select MN–ITS User or MN–ITS Secondary Admin (PPA), as appropriate.

4. Create a temporary **New Password** for the User.

5. In the **User Access** sections, determine the appropriate Functions/Folders and/or Applications/Forms/Lists to which you would like the User to have access. To see a list of Access/Views available, select your provider type.

6. Choose ⎡ Submit ⎤ at the bottom of the page.

7. A confirmation will display the newly created user ID.

8. Inform the new User of his/her User ID and temporary password. The new User will be prompted to change the password upon initial login to MN–ITS.

Note: When more than one individual in your organization has the same name, MN–ITS will automatically assign a sequential, two-digit number to the User ID.

Example:

MJohnson@1234567890

MJohnson01@1234567890

Modify an Existing PPA or User Account

1. To access your organization's User list, choose Last name, First name or **All** in the **Search by** drop-down and select the ⎡ Search ⎤ button. To limit the search results, select **Last Name** or **First Name** in the **Search by** drop-down and enter at least three letters of a User's last or first name.

2. Sort the list, if necessary, by User ID, Full Name, Role or Account Status by selecting the column heading.

3. Select the appropriate User ID in the left column of the list.

4. Make appropriate changes.

5. Select ⎡ Submit ⎤ at the bottom of the page to allow the change(s) or ⎡ Cancel ⎤ if you do not want to submit change(s).

6. A confirmation notification will appear stating, "The demographic detail for user profile is being altered as of [date/time]."

7. Select ⎡ Confirm Change ⎤ to process or ⎡ Cancel Change ⎤, as appropriate.

8. The system will then post a second confirmation that a change occurred. Select **Back** to return to the original organizational list.

Create or Reset a Temporary Password

- Follow standard <u>strong password</u> requirements when choosing a password

    - Passwords must be a minimum of eight characters in length

    - Passwords are case sensitive and must contain both upper and lower case letters as well as numeric characters

1. Determine and enter a temporary password for the PPA or User.

2. Re-enter the temporary password in the second box.

3. Inform the User of his/her temporary password. The User will be prompted to create his/her own password after they first login.

Create New Password

Retype New Password

MN–ITS Users have five (5) login attempts before they are locked out of MN–ITS.

To request a password reset:

- **Users** must contact their MN–ITS PA or PPA
- **PPAs** must contact their MN–ITS PA, not MHCP
- **PAs** must contact the MHCP Provider Call Center at (651) 431-2700 or 1-800-366-5411, option 6, to have the PA password reset

MN–ITS requires Users to create a new password on an annual basis.

Change an Existing Password

All Users, regardless of their assigned roles, may update their personal contact information or **change** their own password at any time. To change the password, follow strong password criteria and enter information as it appears below.

Change Password

Old Password*

New Password

Retype New Password

Note:
Each MN–ITS User should login with an individual User ID and password. After the initial temporary password is provided, User's must create their own password. Do not share passwords or allow others to log in using your personal User ID or password.