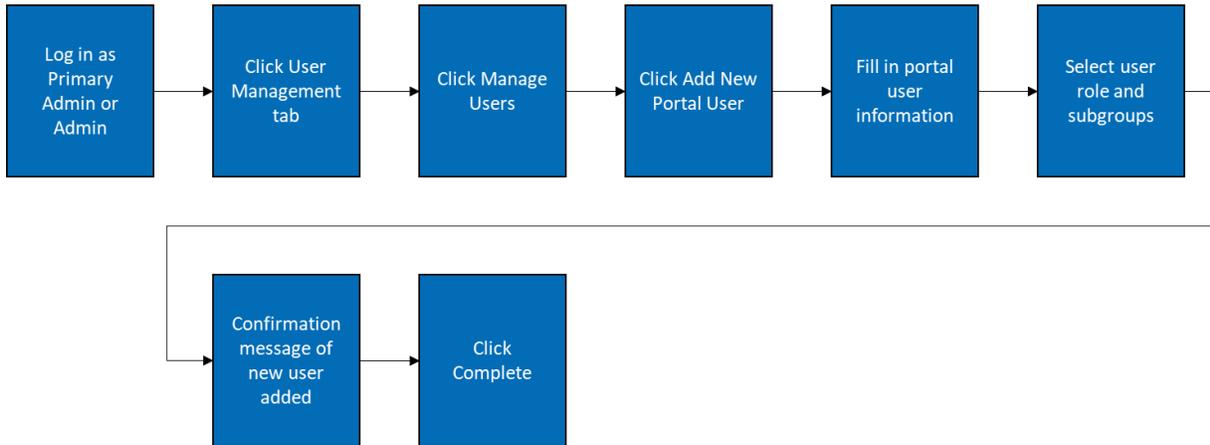


# User Management – Create a New User

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the Create a New User process in the Employer Portal.



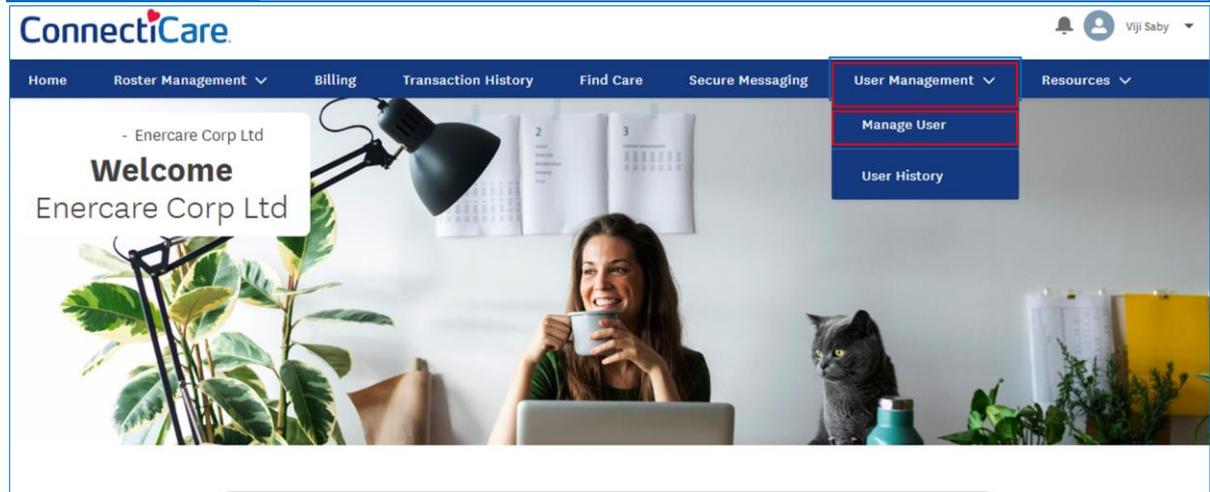
Let us look at the steps in detail to New User Registration in the Employer Portal.

**Purpose: New User Registration in the Employer Portal.**



**Step 1:**

1. From the **ConnectiCare Home** page, click the **User Management** tab.  
**Note:** The User Management tab is only visible on the home page for Primary Admin and Admin users.
2. From the drop-down menu, select **Manage User**.





**Step 2:**

The User Management screen displays.  
 1. Click **Add New Portal User**.

Home > User Management

- GROUP 2738

## User Management

Add New Portal User

User Role: --None-- Q Search ⓘ Reset Search

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
Yamuna, Y	<a href="mailto:yamuna@emblemhealth.com">yamuna@emblemhealth.com</a>	yamuna@cci.com	2589631470	03/24/2021	03/01/2022	Active	Employer All Access
Brown, Dan	<a href="mailto:dbrown@cci.com">dbrown@cci.com</a>	dbrown@cci.com	5544665654	03/29/2021	03/01/2022	Active	Employer All Access
Rochas, Nick	<a href="mailto:nickrochas@cci.com">nickrochas@cci.com</a>	nickrochas@cci.com	8327727282	03/29/2021	03/01/2022	Active	Employer Enrollment Access
Brooks, Julia	<a href="mailto:jbrooks@cci.com">jbrooks@cci.com</a>	jbrooks@cci.com	9568548231	03/31/2021	03/01/2022	Active	Employer Billing Access



### Step 3:

The User Information screen displays.

1. Enter **First Name** and **Last Name**.
2. Enter **Email Address** and **Verify Email** by re-entering the Email Address.
3. (Optional) Enter **DOB** in MM-DD-YYYY format.  
**Note:** You can also click the Calendar icon to select your DOB from a calendar view.
4. Enter a **User Name** in email format.
5. (Optional) Entering a mobile number will allow the user to set up alerts and two-factor authentication on their mobile device.
6. Click **Next**.

Portal User Information

## User Information

Complete the details below and click Next to continue. All fields marked with \* are required.

Salutation	First Name* Abby	
Middle Name	Last Name* Jones	
Email ID* abbyjones@connecticare.com	Verify Email* abbyjones@connecticare.com	
DOB 04-11-1990		
<b>Please enter user name in a email format</b>		
User Name* abbyjones@cci.com		
Mobile (877) 223-8843	Phone	Extension

\*Required information

Next

[Cancel](#)



Step 4:

The Subgroup Affiliation screen displays.

1. Select a **User Role** from the drop-down menu.
2. Click **Do you want to grant access to all the subgroups on the group?** and select Yes or No from the drop-down menu.  
**Note:** In this example, we will select **Yes**. If you select No, a table displays the list of available subgroups from which you will select the desired subgroup.
3. Click **Next**.

Subgroup Affiliation

## Subgroup Affiliation

Complete the details below and click Next to continue. All fields marked with \* are required.

User Role\* ▼

Do you want to grant access to all the subgroups on the group?\* ▼

\*Required information

[Next](#)

[Cancel](#)

User Role\*

- Admin
- Primary Admin
- Employer All Access
- Employer Enrollment Access
- Employer Enrollment Read Only Access
- Employer Billing Access
- Employer Read Only

[Cancel](#)

User Role\*

Employer All Access ▼

Do you want to grant access to all the subgroups on the group?\* ▼

- Yes
- No

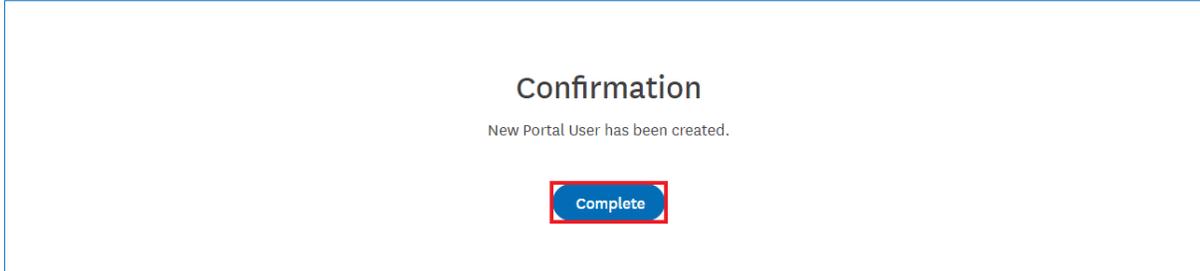
[Next](#)

[Cancel](#)



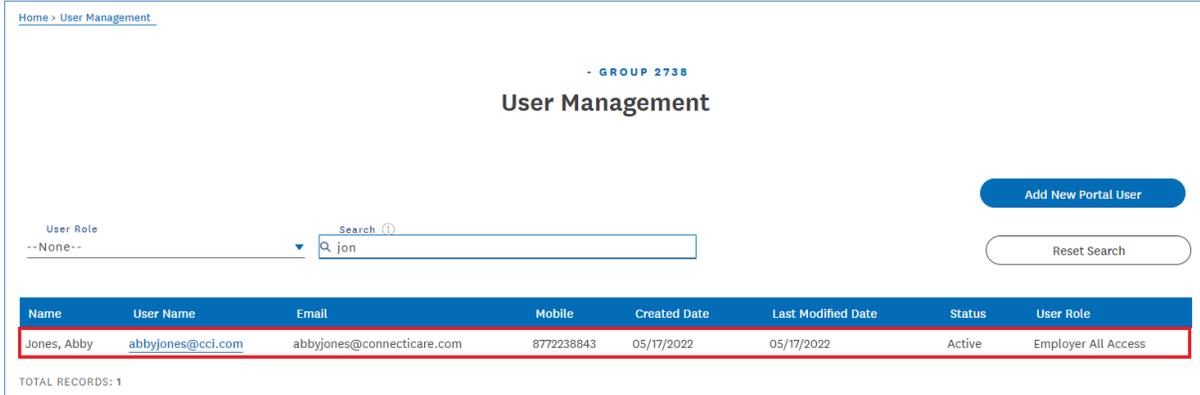
### Step 5:

The Confirmation screen displays.  
1. Click **Complete**.



### Step 6:

The User Management screen displays.  
1. View the new user's details in the user management table.





### Step 7:

(Optional) View the created user in User History.

1. Click the **User Management** tab and from the drop-down menu select **User History**.

Home > User Management

GROUP 2738

## User Management

User Role: --None--      Search: jon      Add New Portal User      Reset Search

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
Jones, Abby	<a href="mailto:abbyjones@cci.com">abbyjones@cci.com</a>	abbyjones@connecticare.com	8772238843	05/17/2022	05/17/2022	Active	Employer All Access

TOTAL RECORDS: 1



### Step 8:

The User History screen displays.

1. View the new user in the user history table.  
**Note:** In the user history table, the created user action will appear in three separate lines with event descriptions listed as Created, Username, and Status.

Home > User History

GROUP 2738

## User History

Search

User Name	Event Description	Old Value	New Value	Date/Time Created	Updated By
Abby Jones	Username		abbyjones@cci.com	05/16/22 10:37 PM	Lewis, Lauren
Abby Jones	Status	Inactive	Active	05/16/22 10:37 PM	Lewis, Lauren
Abby Jones	Created			05/16/22 10:36 PM	Lewis, Lauren



## Step 9:

An Employer Portal welcome email will be sent to the user's registered email address prompting them to complete web registration.

1. The user will click the **Complete web registration** button in the email to set up their account.

**Note:** This will bring the user to the Group Verification screen, where they will follow the steps to register (refer to the Register for the Portal – New User Quick Reference Guide).

Sandbox: Set up your ConnectiCare employer portal account : Complete your registration and check out all the features available to you online.



Dear Abby,

Thank you for choosing ConnectiCare.

**Your ConnectiCare employer portal account is now ready.**

Simply click on the button below to complete your registration. To set up your initial account, you will need this username: abbyjones@cci.com. You can always change your username once you've completed your registration.

[Complete web registration](#)

If you're having trouble signing in, please contact your primary administrator in your organization or your ConnectiCare account representative.

After you complete your web registration, use this link to [sign in to your website account](#). Or you can simply go to [connecticare.com](#)

We're committed to supporting you.

Thank you,  
ConnectiCare

*Please do not reply to this message. Replies go to a mailbox that is not checked. If you have questions, please [contact us](#).*

Thank  
You