

FSP PROVIDERS ONLY User Administrator Guide FSP Web Portal - eQSuite®

Getting Started

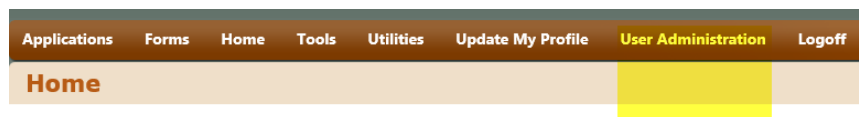
To get access to eQHealth's Web portal for the Family Support Program:

- Complete a Request to Access eQSuite form
- Assign at least one User Administrator for each agency or facility location
 - The User Administrators log on will be matched with their 12-digit Provider ID (Tax ID + 3 digit site code)
- A User Administrator has the authority to perform the following functions:
 - Complete the FSP Application online
 - Request residential treatment services, when applicable
 - Upload required documents
 - See status of requests
 - Submit missing information, when requested
- A User Administrator also has the ability to:
 - Add new users to access the FSP module for their facility
 - Inactivate any user that should no longer have access

Accessing the User Administration Module

Once you submit your Request for Access form and are designated as a User Administrator, when you log into the FSP Web Portal you will see the User Administration tab.

- From the homepage <http://il.eqhs.org>, click on the **Family Support Program** tab on the top menu bar
- Click **Log In – PROVIDERS ONLY** on the left side of page and enter your assigned username and password.
- Once logged in, the User Administrator will have an additional menu button at the top right side of their screen - **User Administration**



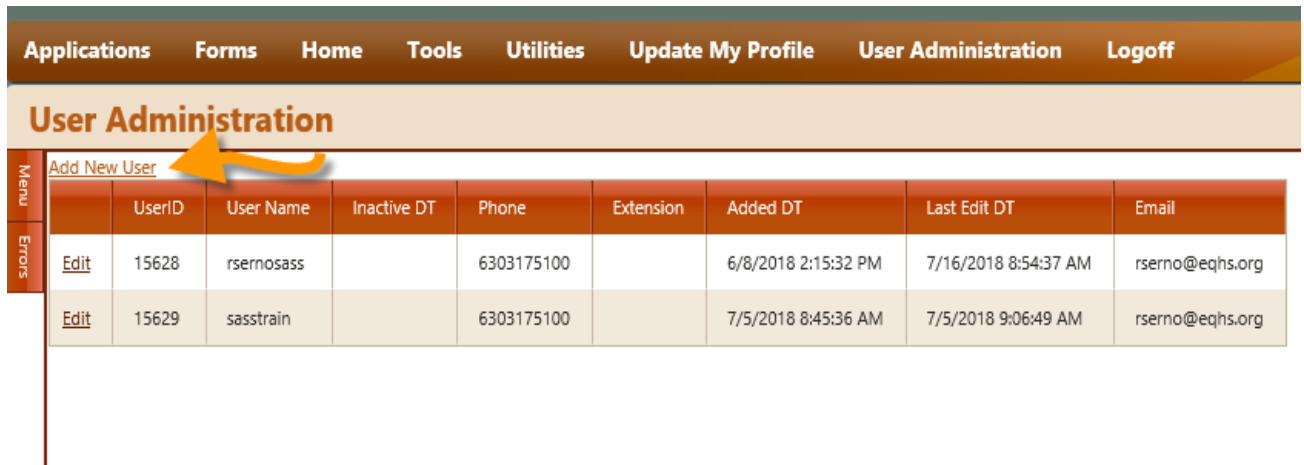
What would you like to do?



Adding/Modifying User Logon Information

Once in the User Administration module, the authorized users screen will be displayed for your facility (by Provider ID). The User Administrator can add a new user or edit information for an existing user.

- To enter information for a **new user**, click on the **Add New User** link.
- To edit **existing users**, click on the **Edit** link in the first column



	User ID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	15628	rsernosass		6303175100		6/8/2018 2:15:32 PM	7/16/2018 8:54:37 AM	rserno@eqhs.org
Edit	15629	sasstrain		6303175100		7/5/2018 8:45:36 AM	7/5/2018 9:06:49 AM	rserno@eqhs.org

Every User ID and password is tied to their unique, 12-digit Provider ID number (Tax ID + 3 digit site code). Users who may submit requests at multiple facilities can NOT be added to a different account using the same user name/account.

Example: A user at facility A cannot perform reviews for facility B using the same user name and password. They will have to be set up with a different user ID and password by the User Administrator at each facility.

Adding a New User

The assigned User Administrator must create a User Name (User ID) and password for every new user. The User ID must be between 6 to 10 characters, upper/ lowercase letters must be used, with either a number or special character added

Example User ID: BJohnson22 or Bjohnson#11

User Names are not specific to each provider; therefore, user names may already exist in our system. If an error message occurs stating the profile already exists, simply change the User Name by adding extra characters after the user name. ***Example: Jones1 may already be taken, make User Name longer such as Jones12!***

Add New User:

Applications	Forms	Home	Tools	Utilities	Update My Profile	User Administration
--------------	-------	------	-------	-----------	-------------------	---------------------

User Edit

Menu
Errors

Login Name:
 Allow to run reports?
 Allow to enter requests?
 Allow to view provider letters?

First Name:

Last Name:

Password:

password has to be at least 8 characters long and should include 3 of the following 4 conditions

- 1 lower case character
- 1 upper case character
- 1 numeric character
- 1 special character (!, @, # etc. Except < and >).

Email:

Phone Number:

Security Question 1:

Answer:

Security Question 2:

Answer:

Security Question 3:

Answer:

- Create a Login name for the user
 - This is the user name that will show who submitted the request.
- Enter the first and last name of the user.
- Add the user's email address and phone number.
- Leave the Security Question section blank. The user will set this up when they log into the system for the first time.
- Indicate the User's access rights (upper right) by selecting the following:
 - **Allow to Enter Requests (Applications and/or Requests)**
 - Allow to Run Reports (this feature is TBD)
 - Allow to View Letters (this feature is TBD)
- Click **Save Changes at bottom of screen**. If the system does not detect any errors, you will be given a message verifying that the user login information was successfully saved.
- **Inactivate my Account is only used when a user should no longer have access to the FSP Web Portal under this User Name.**

IMPORTANT!

NEVER SHARE YOUR USER LOG ON. If for any reason a User Administrator is no longer at your facility or should not have access, you must contact eQHealth Solutions' FSP Helpline (866) 435-8778 to provide this information and request an eQSuite System Access Request form to assign a new User Administrator at your facility.