

Did you know?

User Administrators and Back-up User Administrators

The **User Administrator** role should be assigned to the individual(s) in the insurance organization that will be responsible for the setup and ongoing management and maintenance of users in HCAI.

The screenshot displays the 'KOH Global Re' HCAI interface. The main navigation bar includes 'PLANS', 'INVOICES', 'CLAIMS', 'SEARCH', and 'MANAGE'. The 'MANAGE' tab is active, and the 'USER MANAGEMENT' sub-tab is selected. The page title is 'User Management > User Search > Add / Edit User'. The form contains the following fields and sections:

- Add / Edit / View User Details:** A section with instructions to complete required fields. Fields include:
 - *Organization Type: Insurer
 - *Organization: KOH Global Re
 - User Status: Active
 - *Last Name: Schweinsteiger
 - *First Name: Bastian
 - Title: (empty)
 - *User Name: Schwein
 - *Employee ID: steig1
 - *E-mail: bastian@munchen.gr
 - Phone: 416-987-0001
- What level of access do you want to give to user?:** Insurer (selected in a dropdown menu).
- Assign Roles & Responsibilities to the User:** A section with explanatory text and several role checkboxes:
 - Management & Administrator Roles:**
 - Organization Administrator
 - Insurer User Administrator (highlighted with a red circle and arrow)
 - Plan/Invoice Manager
 - Report Viewer
 - Support Roles:**
 - Plan/Invoice Support
 - Claim/Claimant Administrator
 - Adjusting Roles:**
 - Plan/Invoice Adjuster

At the bottom of the form are 'CANCEL' and 'SUBMIT' buttons. The footer text reads: '© 2009 Health Claims for Auto Insurance Processing | Privacy Policy | Change Password'.

The **User Administrator** role could be assigned to the same individual who performs the role of Organization Administrator.

Alternately, the **User Administrator** role could be provided to an IT Helpdesk staff member who is assigned the ability to create new users and maintain existing users in HCAI.

When an HCAI user is assigned only the role of [User Administrator](#), he or she is able to complete the following tasks:

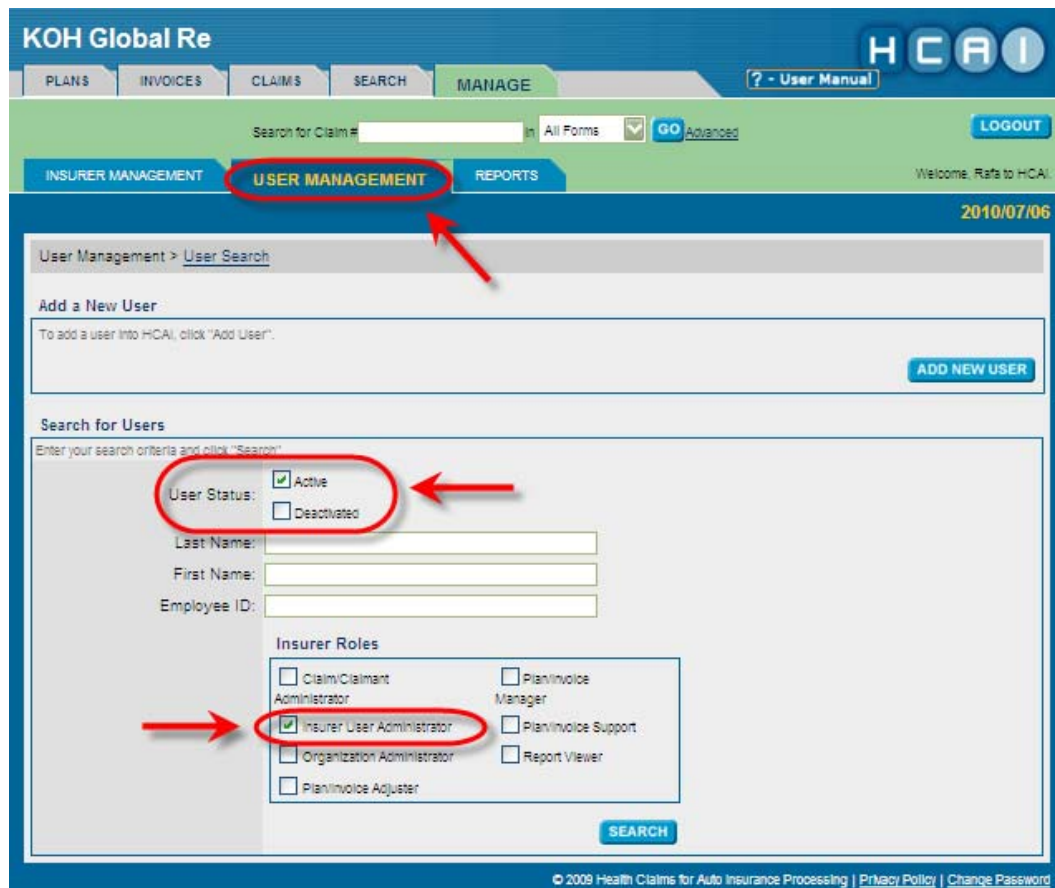
- View Users
- Create User
- Update User
- Search for User
- Update User Status
- Reset Password

Password Resets

Password resets for an insurer must be completed by the [User Administrator](#). The reset of a password for an HCAI user is often time-sensitive. Consequently, each insurer organization should have a back-up person assigned the [User Administrator](#) role to ensure that password resets are handled efficiently.

The back-up [User Administrator](#) may also be required to assist with additional activities when the [User Administrator](#) is ill or on holidays.

As summer is upon us and we all prepare our summer plans, please ensure that your organization's [User Administrator](#) has a back-up in place.



To check how many users have been assigned the [User Administrator](#) role in your organization, go to the *User Management* tab and search by role as shown above.

If only one user has been granted this role, please add a new user or modify an existing user's HCAI profile and provide this user with the [User Administrator](#) role.