

# EDI Support Services

## *Vendors: Managing Users in EDISS Connect*

### ***Purpose of the Vendors: Managing Users in EDISS Connect***

EDISS Connect is a user-friendly system that allows access to view transactions and status of Providers.

**Note:** *The IP address for EDISS Connect accounts must be within the continental United States.*

### ***Accessing EDISS Connect Website***

<https://connect.edissweb.com>

**Note:** *Internet Explorer and Fire Fox are the recommended browsers. The use of other browsers may cause issues.*

If you don't currently have access to your EDISS Connect account, you will need to contact your EDISS Connect administrator to have them add you as a user.

**Note:** *If there is not a current administrator on the existing account, please contact EDICC.*

### ***Manage Users***

1. From the Account Home screen in EDISS Connect, click Manage Users.

### **Quick Access Links:**

[Accessing EDISS Connect Website](#)

[Manage Users](#)

[Adding New Users](#)

## Vendors: Managing Users in EDISS Connect

Account Profile | [Edit Profile >](#)

Phone: (555)555-5555  
Email:

Account Created: 04/20/2010  
Software: Other  
Date Accepted: 04/20/2010  
Submitter ID:

[Manage Users >](#) **1**

### How to Add a Transaction

- 1 Select state(s)
- 2 Select line(s) of business
- 3 Select transactions you want available for providers to choose

[Add Transaction >](#)

[Manage Transaction Catalog >](#)

2. The Manage Users page displays the users currently associated with the account.

EDI SUPPORT SERVICES | EDISS Connect

Q Search...

Account Home | Manage Providers | Manage Processing Providers | Transaction Catalog | Contact | Help

### Manage Users **2**

[Edit >](#) | [Logout >](#)

Account Name:

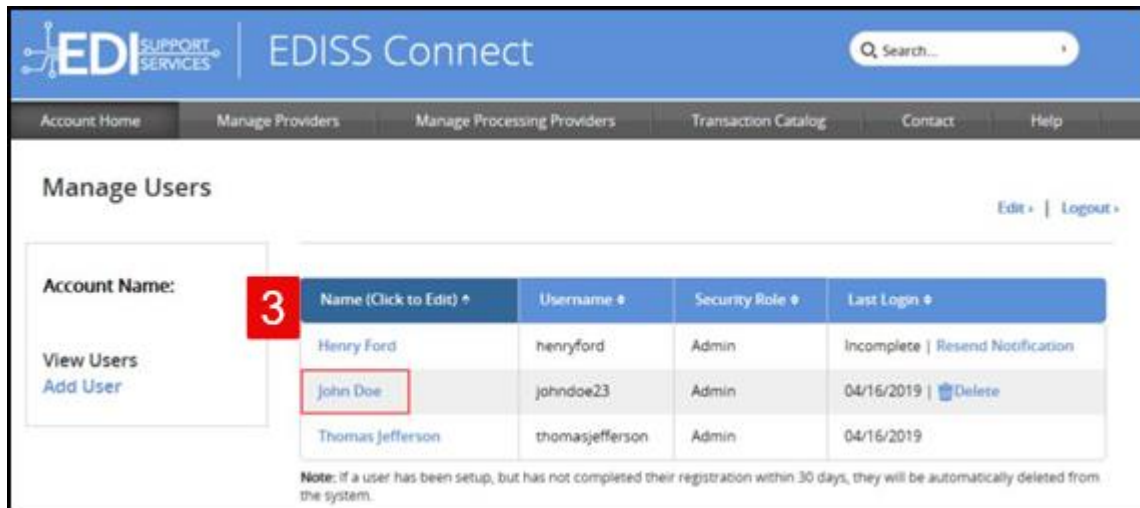
[View Users](#)  
[Add User](#)

Name (Click to Edit) ↑	Username ↓	Security Role ↓	Last Login ↓
Henry Ford	henryford	Admin	Incomplete   <a href="#">Resend Notification</a>
John Doe	johndoe23	Admin	04/16/2019   <a href="#">Delete</a>
Thomas Jefferson	thomasjefferson	Admin	04/16/2019

**Note:** If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.

## Vendors: Managing Users in EDISS Connect

3. The account name is show in the first column. To view details about a specific user, click the name in the list.



The screenshot shows the 'Manage Users' interface in EDISS Connect. On the left, there is a sidebar with 'Account Name:', 'View Users', and 'Add User'. The main area contains a table with the following columns: Name (Click to Edit), Username, Security Role, and Last Login. A red box with the number 3 highlights the 'Name (Click to Edit)' column. The table lists three users: Henry Ford (username: henryford, role: Admin, status: Incomplete | Resend Notification), John Doe (username: johndoe23, role: Admin, status: 04/16/2019 | Delete), and Thomas Jefferson (username: thomasjefferson, role: Admin, status: 04/16/2019). A note at the bottom states: 'Note: If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.'

Name (Click to Edit)	Username	Security Role	Last Login
Henry Ford	henryford	Admin	Incomplete   Resend Notification
John Doe	johndoe23	Admin	04/16/2019   Delete
Thomas Jefferson	thomasjefferson	Admin	04/16/2019

4. The **Last Login** column shows the date when that user last logged into the system. If the registration is incomplete, the status displays with the ability to resend a *Complete Online Registration* notification. You may also delete a user from the system in this column.




The screenshot shows the 'Manage Users' interface in EDISS Connect. On the left, there is a sidebar with 'Account Name:', 'View Users', and 'Add User'. The main area contains a table with the following columns: Name (Click to Edit), Username, Security Role, and Last Login. A red box with the number 4 highlights the 'Last Login' column. The table lists three users: Henry Ford (username: henryford, role: Admin, status: Incomplete | Resend Notification), John Doe (username: johndoe23, role: Admin, status: 04/16/2019 | Delete), and Thomas Jefferson (username: thomasjefferson, role: Admin, status: 04/16/2019). A note at the bottom states: 'Note: If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.'

Name (Click to Edit)	Username	Security Role	Last Login
Henry Ford	henryford	Admin	Incomplete   Resend Notification
John Doe	johndoe23	Admin	04/16/2019   Delete
Thomas Jefferson	thomasjefferson	Admin	04/16/2019

### Adding New Users

1. To add users to your EDISS Connect account, click the **Add User** link.

## Vendors: Managing Users in EDISS Connect

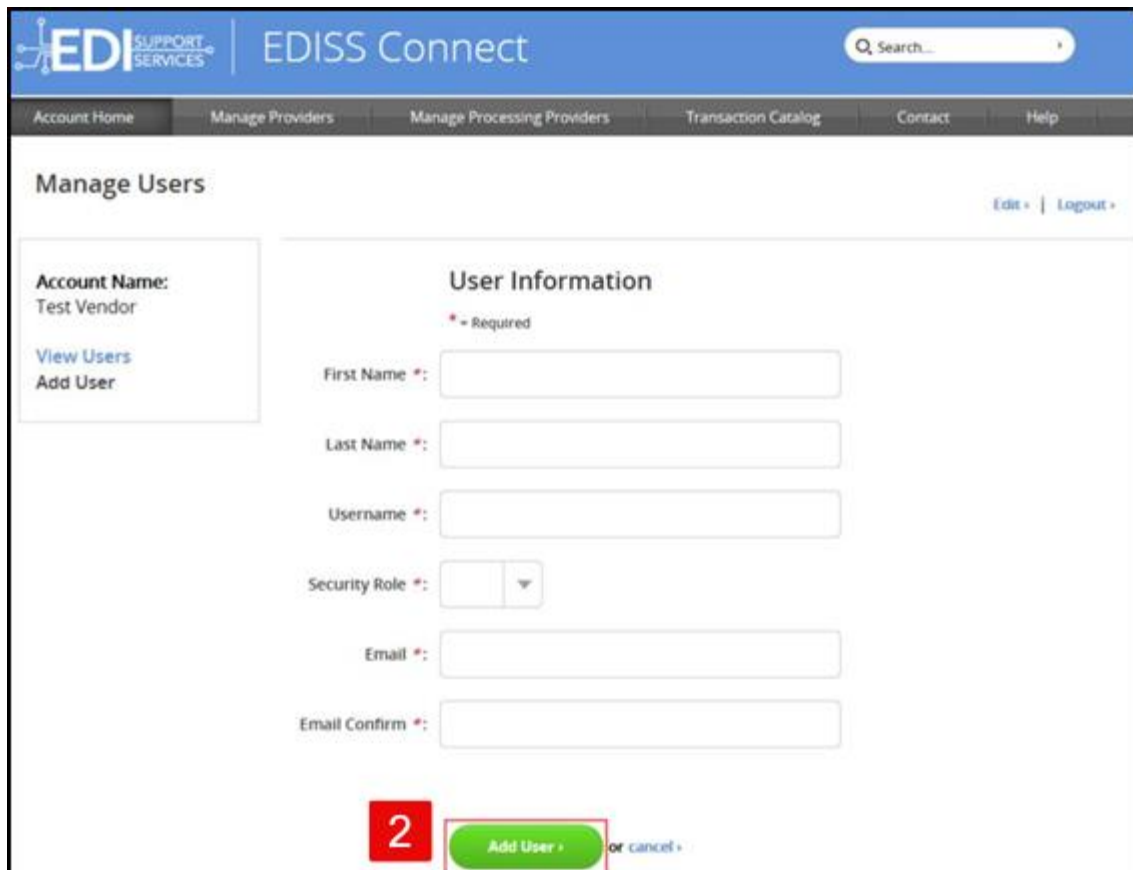


The screenshot shows the 'Manage Users' page in EDISS Connect. The page header includes the EDI Support Services logo and the text 'EDISS Connect'. A search bar is located in the top right corner. The navigation menu includes 'Account Home', 'Manage Providers', 'Manage Processing Providers', 'Transaction Catalog', 'Contact', and 'Help'. The main content area is titled 'Manage Users' and includes an 'Edit' and 'Logout' link. On the left, there is a box for 'Account Name' with 'View Users' and 'Add User' buttons. A red box with the number '1' highlights the 'Add User' button. The main area contains a table with the following data:

Name (Click to Edit) ↑	Username ↓	Security Role ↓	Last Login ↓
Henry Ford	henryford	Admin	Incomplete   Resend Notification
John Doe	johndoe23	Admin	04/16/2019   Delete
Thomas Jefferson	thomasjefferson	Admin	04/16/2019

Note: If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.

2. Enter the required information and click **Add User**.



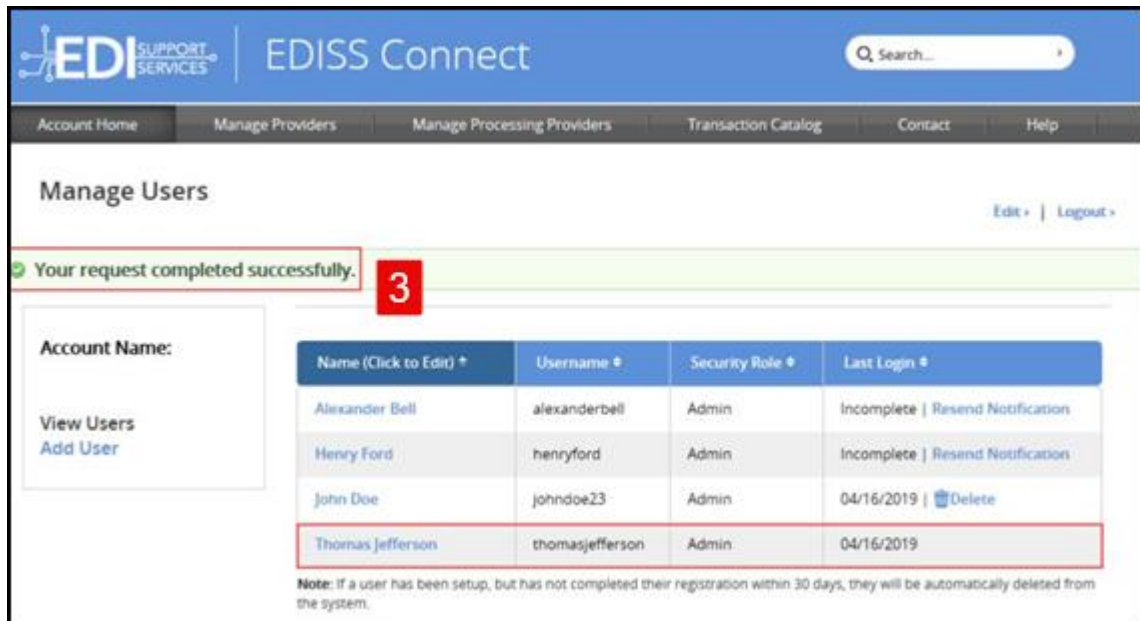
The screenshot shows the 'Manage Users' page in EDISS Connect, focusing on the 'User Information' form. The page header and navigation menu are the same as in the previous screenshot. The main content area is titled 'Manage Users' and includes an 'Edit' and 'Logout' link. On the left, there is a box for 'Account Name' with 'View Users' and 'Add User' buttons. The main area contains the 'User Information' form with the following fields:

- First Name \*
- Last Name \*
- Username \*
- Security Role \*
- Email \*
- Email Confirm \*

A red box with the number '2' highlights the 'Add User' button at the bottom of the form.

3. The message *Your request completed successfully* will appear and the new user will show on the list of users.

## Vendors: Managing Users in EDISS Connect



Account Home | Manage Providers | Manage Processing Providers | Transaction Catalog | Contact | Help

Search...

### Manage Users

Edit | Logout

Your request completed successfully. **3**

Account Name:


View Users  
Add User

Name (Click to Edit) ↑	Username ↑	Security Role ↑	Last Login ↑
Alexander Bell	alexanderbell	Admin	Incomplete   Resend Notification
Henry Ford	henryford	Admin	Incomplete   Resend Notification
John Doe	johndoe23	Admin	04/16/2019   Delete
Thomas Jefferson	thomasjefferson	Admin	04/16/2019

Note: If a user has been setup, but has not completed their registration within 30 days, they will be automatically deleted from the system.

4. When a new user is setup in the system, the user will receive an email notification, with a temporary password to use.
5. The user must click **Complete User Registration** within the email to finish the registration.

## Vendors: Managing Users in EDISS Connect



# Registration & Management

**You've been added as an EDISS Connect user, and you're almost finished...**

To complete the EDISS registration process, please click on the link provided below within the next **15 days**. You will be required to provide additional information including the username created by your administrator. You will also need to enter the system generated password as shown below. The password is case sensitive.

**4** Registration password:

**5** [Complete User Registration](#)

**Hint:** To minimize the chances of mis-keying the password, copy (Ctrl + C) and paste (Ctrl + V) the password into the "Enter password from email" field during the next step of registration.

**If you are not the primary/administrative user for your EDISS Connect account, please have the appropriate individual in your facility contact the EDISS Help Desk to gain access.**

If you have any problems completing the registration process, please contact EDISS at the appropriate phone number below.

Jurisdiction E (JE) Part A and B - CA, HI, NV, American Samoa, Guam, Northern Mariana Islands:  
855-609-9960

Jurisdiction F (JF) Part A and B - AK, AZ, ID, MT, ND, OR, SD, UT, WA and WY:  
877-908-8431

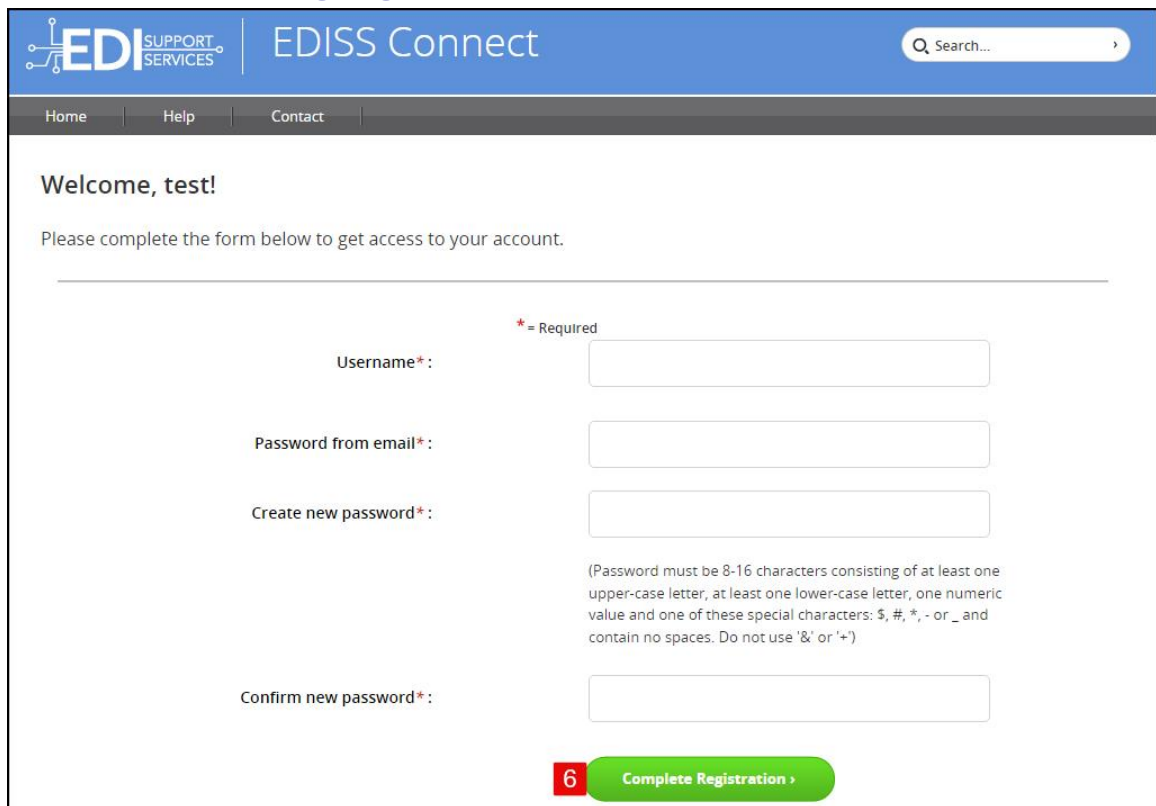
All Other Lines of Business:  
ND Medicaid and IA Medicaid: 800-967-7902

[Contact Us >](#)

©EDISS Registration & Management

- Next, enter the username that was just created. Copy and paste the temporary password from the email. Create a new password and then confirm the password. When done, click **Complete Registration**.

## Vendors: Managing Users in EDISS Connect



The screenshot shows the EDISS Connect registration page. At the top left is the EDI SUPPORT SERVICES logo. To its right is the text 'EDISS Connect' and a search bar. Below the logo are navigation links for 'Home', 'Help', and 'Contact'. The main content area starts with 'Welcome, test!' followed by the instruction 'Please complete the form below to get access to your account.' The form contains four input fields: 'Username\*', 'Password from email\*', 'Create new password\*', and 'Confirm new password\*'. A legend indicates '\* = Required'. A green button labeled '6 Complete Registration >' is at the bottom right of the form. A password requirement note is located below the 'Create new password\*' field.

EDISS Connect

Home Help Contact

Welcome, test!

Please complete the form below to get access to your account.

\* = Required

Username\* :

Password from email\* :

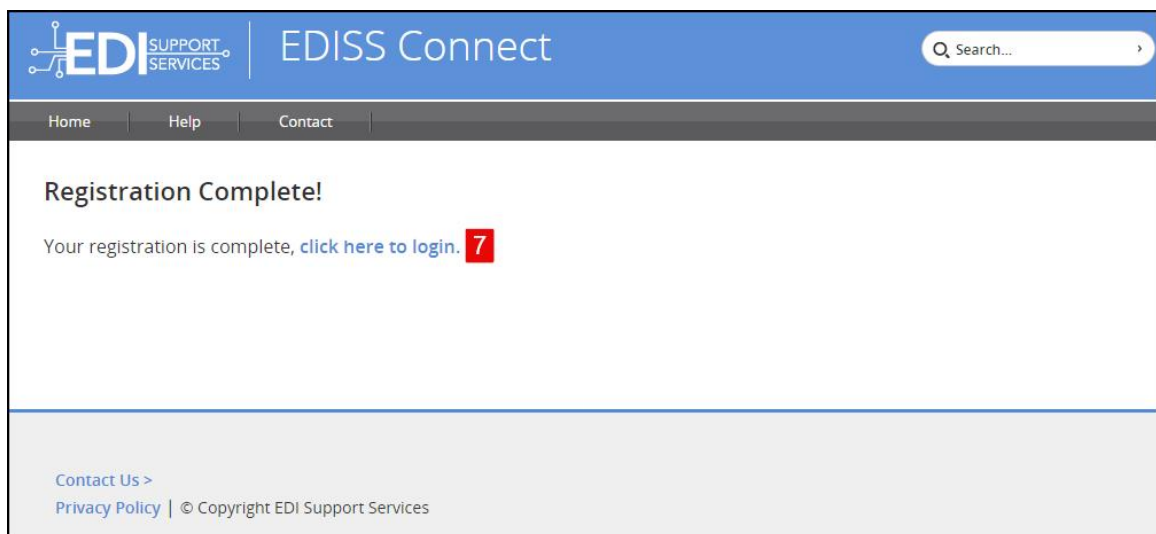
Create new password\* :

(Password must be 8-16 characters consisting of at least one upper-case letter, at least one lower-case letter, one numeric value and one of these special characters: \$, #, \*, - or \_ and contain no spaces. Do not use '&' or '+')

Confirm new password\* :

6 Complete Registration >

- The **Registration Complete** message will appear. To log into your Connect account, click on the link **click here to login**.



The screenshot shows the 'Registration Complete' message on the EDISS Connect website. The header and navigation are identical to the previous screenshot. The main content area displays 'Registration Complete!' followed by 'Your registration is complete, [click here to login](#).' A red box with the number '7' is placed over the 'click here to login' link. At the bottom, there are links for 'Contact Us >' and 'Privacy Policy | © Copyright EDI Support Services'.

EDISS Connect

Home Help Contact

Registration Complete!

Your registration is complete, [click here to login](#). 7

Contact Us >  
Privacy Policy | © Copyright EDI Support Services

- The next screen will display a Log In. Enter the username and password.

## Vendors: Managing Users in EDISS Connect

EDISS Connect

Home Help Contact

### Welcome

EDISS Connect - Registration & Management

Gain access to this free user-friendly online registration and management tool that allows providers to manage billing NPIs, update lines of business, add/or change vendor associations, select and test electronic transactions online.

[Register Now >](#)

Questions about the process? Read [Getting Started >](#)

Already have an account?

### Log In

8 Username

Password

[Log In](#) [Forgot username? >](#)  
[Forgot password? >](#)

**Provider:** [90 days since last login? >](#)  
**Vendor:** [90 Days Since Last Login? - Contact EDI Contact Center for assistance](#)

Not registered? [Register Now >](#)

**Note:** The final step will be to set up and answer security questions.

**Note:** If a user has been setup, but has not completed their registration within 30 days, they will automatically be deleted from the system.