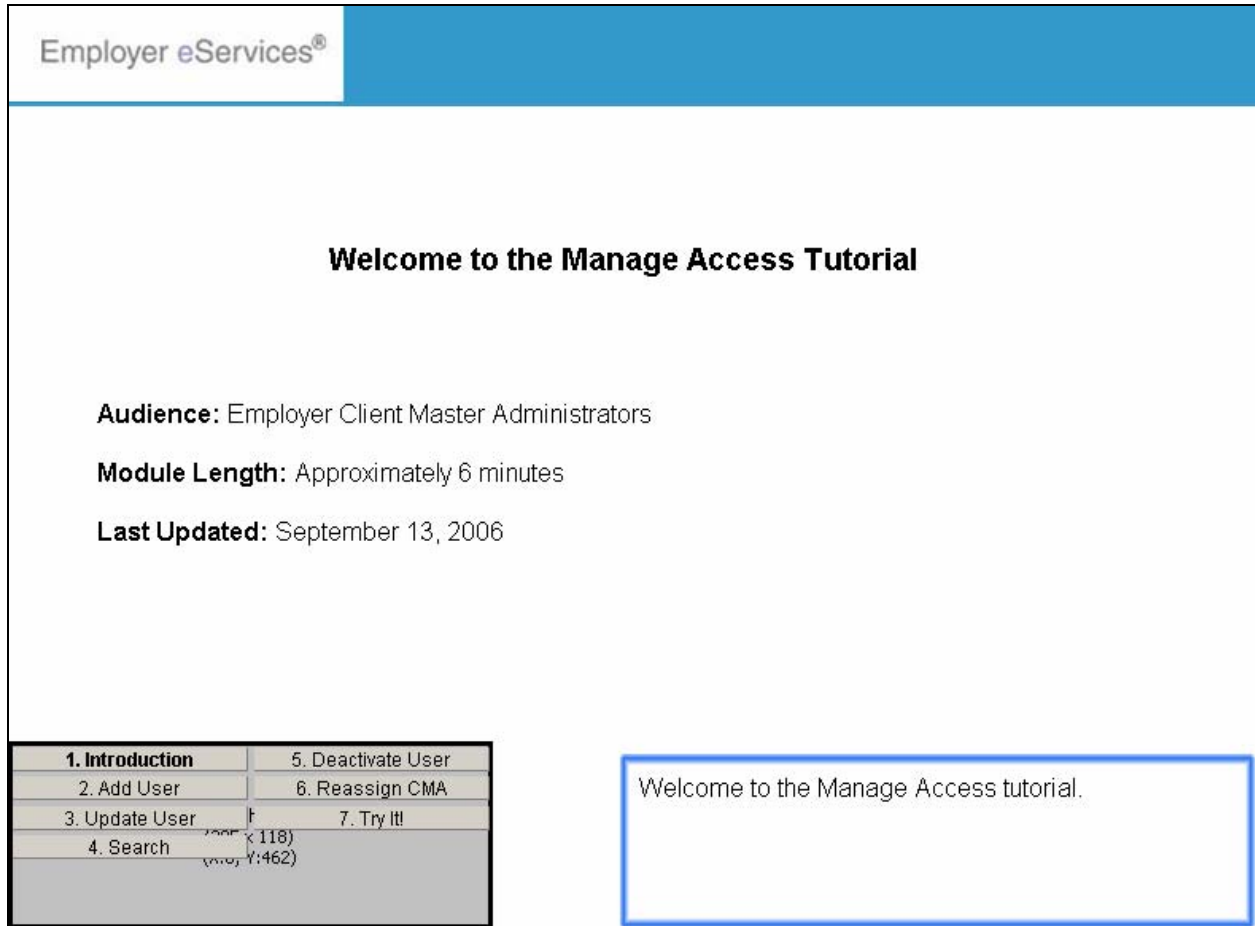


001



Employer eServices®

Welcome to the Manage Access Tutorial

Audience: Employer Client Master Administrators

Module Length: Approximately 6 minutes

Last Updated: September 13, 2006

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Welcome to the Manage Access tutorial.

Welcome to the Manage Access tutorial.

002

Employer eServices®

Welcome to the Manage Access Tutorial

Audience: Employer Client Master Administrators

Module Length: Approximately 6 minutes

Last Updated: September 13, 2006

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

In this tutorial, you'll learn how to: add users, update profiles and permissions, search for user information, deactivate users, and reassign the Client Master Administrator role.

In this tutorial, you'll learn how to: add users, update profiles and permissions, search for user information, deactivate users, and reassign the Client Master Administrator role.

003

Employer eServices®

Welcome to the Manage Access Tutorial

Audience: Employer Client Master Administrators

Module Length: Approximately 6 minutes

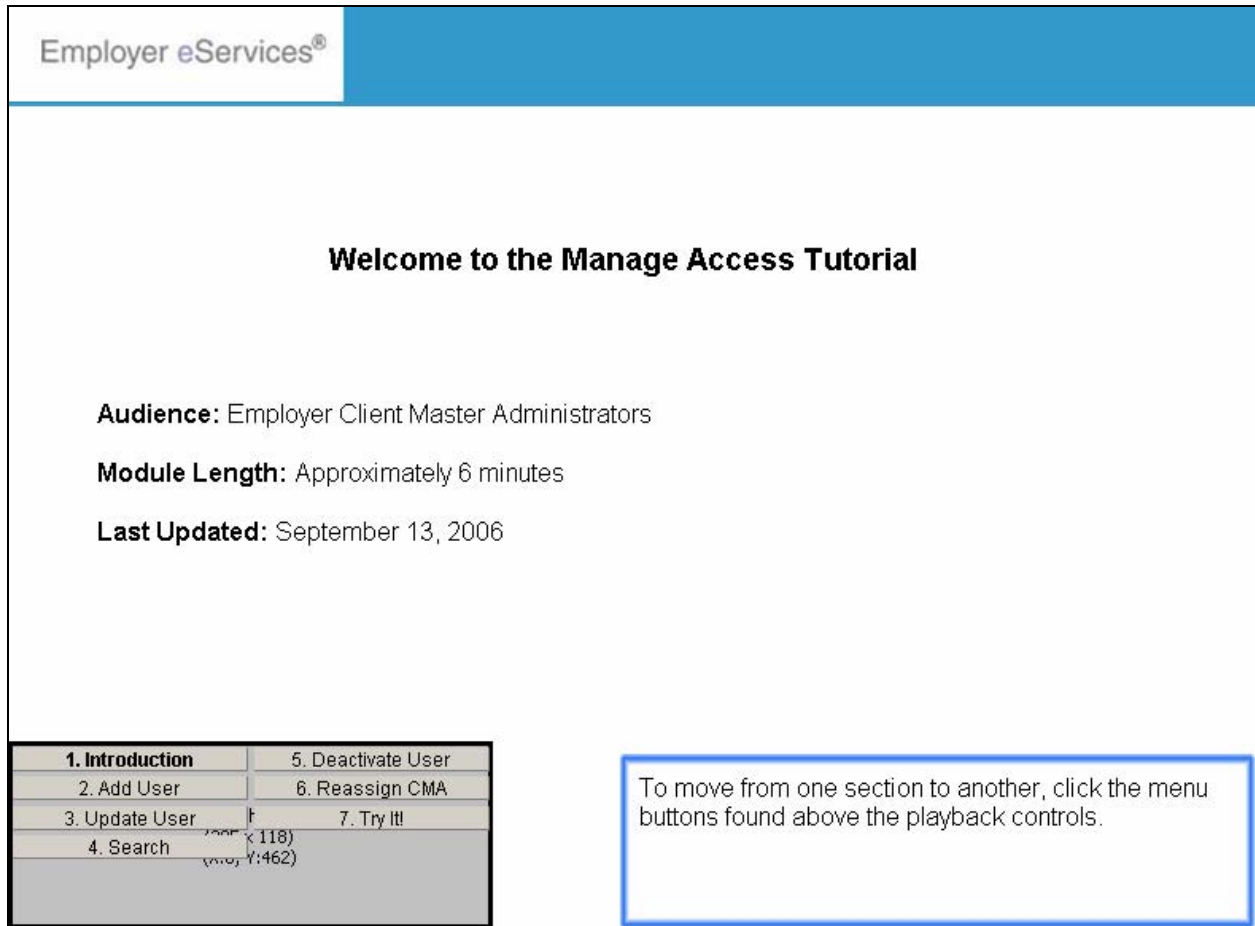
Last Updated: September 13, 2006

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

004



Employer eServices®

Welcome to the Manage Access Tutorial

Audience: Employer Client Master Administrators

Module Length: Approximately 6 minutes

Last Updated: September 13, 2006

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

To move from one section to another, click the menu buttons found above the playback controls.

To move from one section to another, click the menu buttons found above the playback controls.

005

Employer eServices®

Welcome to the Manage Access Tutorial

Audience: Employer Client Master Administrators

Module Length: Approximately 6 minutes

Last Updated: September 13, 2006

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

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006

Employer eServices®

Welcome to the Manage Access Tutorial

Audience: Employer Client Master Administrators

Module Length: Approximately 6 minutes

Last Updated: September 13, 2006

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

007

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **Manage Access** Help Training Tutorials

Log Out

Click the **ManageAccess** link

Welcome CMA,

Employer eServices is your online, real-time gateway to eligibility and enrollment changes, claim status, reporting, billing and much more.

Hot Topics! Click on one of the following links for up to the minute news and information:
[Colorado Network Change](#)
[Employer eServices System Enhancement Making It Easier For You To Work Within Multiple Policy Periods](#)
[New Texas Legislation Affecting Enrollee Terminations](#)
[Online Billing: An Alternate Option to Paper Invoices](#)
[Termination of HCA in South Florida and Tampa](#)
[Termination of HealthONE in Colorado](#)

Resources
Click here to access:
[Administrative Guides](#)
[Benefit Plan Coverage Documents](#)
[Brochures & Forms](#)
[Communication Resource Center](#)
[Contact Information](#)
[Help](#)

Network Information
Click here to access:
[Network Changes](#)
[Network Fact Sheets](#)
[Network Maps](#)
[Physician Directory](#)
[UnitedHealth Premium Designation Program](#)

Programs & Services
Click here to access:
[Behavioral Health](#)
[Care24](#)
[Care Coordination](#)
[Definity HRA](#)
[Healthy Pregnancy Program](#)
[iPlan@ Health Savings Account](#)

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search (Area: 118)	
	(Area: 1462)

Let's get started. To add a new user, begin by clicking the Manage Access Link from the Employer eServices home page.

Let's get started. To add a new user, begin by clicking the Manage Access Link from the Employer eServices home page.

008

The screenshot shows the Employer eServices interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, Manage Access, Help, Training, and Tutorials. A 'Log Out' button is located in the top right corner. The main content area displays a user agreement for the Manage Access Management function. The agreement text states that users certify they have authority to agree on behalf of their organization and lists seven terms of use, including confidentiality requirements and user management responsibilities. Below the agreement are two buttons: 'I Agree' and 'Return to Home Page'. A blue-bordered callout box points to the 'I Agree' button with the text: 'Note that the first time you click this link, a user agreement will display.' In the bottom left corner, a table of navigation links is visible, with '2. Add User' highlighted.

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Note that the first time you click this link, a user agreement will display.

009

The screenshot shows the 'Employer eServices' website interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, ManageAccess, Help, Training, and Tutorials. A 'Log Out' button is located in the top right corner. The main content area displays a Terms of Use agreement for the Manage Access function. The text states that users certify they have authority to agree on behalf of their organization and lists seven terms of use. A blue callout box points to the 'I Agree' button, which is highlighted with a red border. Another blue callout box explains that because Manage Access allows giving others access to confidential information, users must review and accept these terms. A table of navigation links is visible in the bottom left corner.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking ManageAccess Help Training Tutorials

Log Out

Use of this Manage Access Management function is governed by the Web Site Use Agreement, and the terms below. You certify that you have authority to agree to the terms below on behalf of your organization.

By creating additional User ID's for your office personnel to use, you acknowledge that you are giving others the ability to see confidential and personal information. As a result, you agree you will:

1. Keep your User ID and password **confidential**, and do not share it with anyone else.
2. Create User IDs only for those of your personnel who have a legitimate business need to use secured portions of www.employereservices.com for doing business with us.
3. Only allow access to the information the new user **requires** doing business with us.
4. Monitor on a regular and periodic basis **who** within your organization has access to the secured portions of www.employereservices.com, and make changes accordingly (e.g.inactive users).
5. The Client Master Administrator shall ensure that when a user is either a security risk or leaves their organization, that individual's User ID is promptly inactivated.
6. Advise all users that they are bound by the above terms.
7. The Manage Access function should only be used to add individuals employed by your Company. This function should **not** be used to add Consultants, Brokers, etc. Brokers should work with their Account Representative for access.

[I Agree](#) [Return to Home Page](#)

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Because Manage Access allows you to give others the ability to see confidential information, you must review and accept these terms before continuing.

Because Manage Access allows you to give others the ability to see confidential information, you must review and accept these terms before continuing.

010

The Mange Access User Search page displays. Click the Add a New User link.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Create User Profile For: Test Policy

Please enter the requested information below to create a new User. ** Required Fields*
On the next page you can assign permissions for this user.

The Manage Access function should be used only to add individuals employed by your company. The function should not be used to add Consultants, Brokers, etc. Brokers should work with their Account Representative for access.

User Information

User Type* Client User

First Name *

Middle Initial

Last Name *

Street Address 1 * Test

Street Address 2

Mail Route

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

The Create User Profile page displays.

The Create User Profile page displays.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Create User Profile For: Test Policy

Please enter the requested information below to create a new User. On the next page you can assign permissions for this user.

*** Required Fields**

The Manage Access function should be used only to add individuals employed by your company. The function should not be used to add Consultants, Brokers, etc. Brokers should work with their Account Representative for access.

User Information

User Type* Client User

First Name *

Middle Initial

Last Name *

Street Address 1 * Test

Street Address 2

Mail Route

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Required fields are marked with an asterisk.

Required fields are marked with an asterisk.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Create User Profile For: Test Policy

Please enter the requested information below to create a new User. ** Required Fields*
On the next page you can assign permissions for this user.

The Manage Access function should be used only to add individuals employed by your company. The function should not be used to add Consultants, Brokers, etc. Brokers should work with their Account Representative for access.

User Information

User Type* Client User

First Name *

Middle Initial

Last Name *

Street Address 1 * Test

Street Address 2

Mail Route

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Complete the user's name, address, phone number and e-mail address.

Complete the user's name, address, phone number and e-mail address.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

On the next page you can assign permissions for this user.

The Manage Access function should be used only to add individuals employed by your company. The function should not be used to add Consultants, Brokers, etc. Brokers should work with their Account Representative for access.

User Information

User Type* Client User

First Name * John

Middle Initial

Last Name * Doe Animation (785 x 580) (X:0; Y:0)

Street Address 1 * Test

Street Address 2

Mail Route

City * Test

State * MN

Zip Code * 11111 - ext.

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Complete the user's name, address, phone number and e-mail address.

Complete the user's name, address, phone number and e-mail address.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Street Address 1 *
Street Address 2
Mail Route
City * Test
State * MN
Zip Code * 11111 -
Phone Number * () - ext.
Email *
Role --Select--
Department --Select--
Status Pending
Reporting * Yes No
Reporting Level None
Access
Non-Confidential
Confidential

1. Introduction
2. Add User
3. Update User
4. Search
5. Deactivate User
6. Reassign CMA
7. Try It!

Continue

Complete the user's name, address, phone number and e-mail address.

Complete the user's name, address, phone number and e-mail address.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

City * Anytown

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role --Select--

Department --Select-- Animation
(785 x 580)
(X:0; Y:0)

Status Pending

Reporting * Yes No

Reporting Level None

Access Non-Confidential
Confidential

Inherit Permissions Yes No

1. Introduction 5. Deactivate User Continue Cancel

2. **Add User** 6. Reassign CMA

3. Update User

4. Search 7. Try It!

Enter the user's role and department if desired.

Enter the user's role and department if desired.

017

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **Manage Access** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role --Select--

Department --Select--

Status Pending

Reporting * Yes No

Reporting Level None

Access Non-Confidential
Confidential

Inherit Permissions Yes No

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Enter the user's role and department if desired.

Enter the user's role and department if desired.

Enter the user's role and department if desired.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role Administrator

Department --Select--

Status Pending

Reporting * Yes No

Reporting Level None

Access Non-Confidential Confidential

Inherit Permissions Yes No

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Enter the user's role and department if desired.

Enter the user's role and department if desired.

020

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role Administrator

Department --Select--

Status --Select--

Reporting * Billing Claims Finance Human Res

Access Non-Confidential Confidential

Inherit Permissions Yes No

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Enter the user's role and department if desired.

Enter the user's role and department if desired.

021

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role Administrator

Department Benefits Administration

Status Pending

Reporting * Yes No

Reporting Level None

Access Non-Confidential
Confidential

Inherit Permissions Yes No

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Enter the user's role and department if desired.

Enter the user's role and department if desired.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **Manage Access** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role Administrator

Department Benefits Administration

Status Pending

Reporting * Yes No

Reporting Highlight Box (371 x 110) (X:122; Y:268) None

Access Non-Confidential Confidential

Inherit Permissions Yes No

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

If your organization has access to reporting functions, you will be able to grant this access to a new user.

If your organization has access to reporting functions, you will be able to grant this access to a new user.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **Manage Access** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role Administrator

Department Benefits Administration

Status Pending

Reporting * Yes No

Reporting Level None

Access Non-Confidential
Confidential

Inherit Permissions Yes No

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

In this example, we will keep the default selection.

In this example, we will keep the default selection.

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

For more information on reporting functions, see the tutorials listed under the Reports link on the tutorial menu page.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role Administrator

Department Benefits Administration

Status Pending

Reporting * Yes No

Reporting Level None

Access Non-Confidential
Confidential

Inherit Permissions Yes No

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Leaving Inherit Permissions set to Yes enables the new user to have access to the same Employer eServices functions that you have.

Leaving Inherit Permissions set to Yes enables the new user to have access to the same Employer eServices functions that you have.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **Manage Access** Help Training Tutorials

Log Out

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

Email * john.doe@abc.com

Role Administrator

Department Human Resources

Status Pending

Reporting * Yes No

Reporting Level None

Non-Confidential

Confidential

Submit & Continue Cancel

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Verify the information you have entered is correct, then click the Submit & Continue button.

Verify the information you have entered is correct, then click the Submit & Continue button.

027

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Test Policy

Create Policy Level Permissions For John Doe

Search by Policy/DivGroup Search Show All
(To perform a wild card search, enter a minimum of 2 characters followed by an asterisk.)

All Perms On/Off	Policy/DivGroup	Customer No. / Master Grp.	Eligibility Update / Request ID Card	Eligibility Inquire	Elig Electronic Files	Claim View	Reporting	Banking
<input type="checkbox"/> On <input type="checkbox"/> Off	0990089	9990089	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SAMPLE COMPANY								

1. Introduction 5. Deactivate User
2. Add User 6. Reassign CMA
3. Update User 7. Try It!
4. Search

The Create Policy Level Permissions page displays.

The Create Policy Level Permissions page displays.

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **Manage Access** Help Training Tutorials

Log Out

(To perform a wild card search, enter a minimum of 2 characters followed by an asterisk.)

All Perms On/Off	Policy/DivGroup	Customer No./Master Grp.	Animation (785 x 580) (X:0; Y:0)	Eligibility Update / Request ID Card	Eligibility Inquire	Elig Electronic Files	Claim View	Reporting	Banking
On Off	0990089	9990089	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SAMPLE COMPANY									
On Off	9999999	9999999	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
UEST CUST NUMBER									
On Off	0231110	0231110	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REED'S BUSINESS									

1. Introduction 5. Deactivate User

2. Add User 6. Reassign CMA

3. Update User 7. Try It!

4. Search

By clicking available checkboxes, you may grant access to update eligibility, inquire about eligibility, review electronic eligibility reports, view claims, and view banking reports.

By clicking available checkboxes, you may grant access to update eligibility, inquire about eligibility, review electronic eligibility reports, view claims, and view banking reports.

029

The screenshot shows the 'Employer eServices®' interface with the 'ManageAccess' tab selected. A table lists users with columns for 'All Perms On/Off', 'Policy/DivGroup', 'Customer No./Master Grp.', and various service categories. A 'Submit' button is highlighted with a red box and a callout bubble pointing to it. A blue callout bubble at the bottom right says 'When you have finished, click the Submit button.' A small inset menu is visible at the bottom left.

All Perms On/Off	Policy/DivGroup	Customer No./Master Grp.	Eligibility Update / Request ID Card	Eligibility Inquire	Elig Electronic Files	Claim View	Reporting	Banking
<input type="checkbox"/> On <input type="checkbox"/> Off	0990089	9990089	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SAMPLE COMPANY								
<input type="checkbox"/> On <input type="checkbox"/> Off	9999999	9999999	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
UEST CUST NUMBER								
<input type="checkbox"/> On <input type="checkbox"/> Off	0001110	0231110	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When you have finished, click the Submit button.

030

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, Manage Access (highlighted), Help, Training, and Tutorials. A 'Log Out' button is located in the top right corner. The main content area is titled 'Test Policy' and 'Assign Billing Permissions for John Doe'. Below this, there is a search section with the text 'Search By Customer Number, Bill group or Customer Number-Bill group combination' and an example '(example: 1234567 or 1234567-2)'. There are two input fields separated by a hyphen, followed by 'Search' and 'Show All' buttons. Below the search section is a table with columns: 'All Perms On/Off', 'Customer Number', 'Customer Name', 'Bill Group Number', 'View Invoices', and 'Pay Invoices'. The table contains one row with the following data: 'On' (selected) / 'Off', '0231110', 'REED'S BUSINESS', '1', and checked checkboxes for 'View Invoices' and 'Pay Invoices'. Below the table are 'Submit' and 'Cancel' buttons. A mouse cursor is pointing at the 'Submit' button. A blue-bordered callout box on the right side of the table contains the text: 'The Billing Permissions page displays. Clicking the checkboxes shown will allow you to grant the user access to view and pay invoices online.' In the bottom left corner, there is a small navigation menu with items: 1. Introduction, 2. Add User, 3. Update User, 4. Search, 5. Deactivate User, 6. Reassign CMA, and 7. Try It!

The Billing Permissions page displays. Clicking the checkboxes shown will allow you to grant the user access to view and pay invoices online.

031

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with 'Manage Access' selected. Below this is a 'Test Policy' section with the heading 'Assign Billing Permissions for John Doe'. A search area allows filtering by customer number or bill group. A table lists permissions for 'REED'S BUSINESS' with bill group '1'. The 'Submit' button is highlighted with a red box and a callout bubble. Another callout bubble points to the 'Submit' button with the text 'Click the Submit button'. A third callout bubble at the bottom right says 'When you have finished, click the Submit button.' A table of navigation steps is visible in the bottom left corner.

All Perms On/Off	Customer	Customer Name	Bill Group Number	View Invoices	Pay Invoices
<input type="checkbox"/>	0251110	REED'S BUSINESS	<u>1</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

1. Introduction 5. Deactivate User
2. Add User 6. Reassign CMA
3. Update User 7. Try It!
4. Search (118)
 (462)

When you have finished, click the Submit button.

032

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, Manage Access (highlighted), Help, Training, and Tutorials. A 'Log Out' button is in the top right. The main content area is titled 'Review Policy Level Permissions For John Doe (user id is jdoe0002)'. Below the title, a message states 'This user's status is "Pending" until you **Confirm/Activate** the user', with the 'Confirm/Activate' button highlighted in red. A blue callout box points to this button with the text 'Click the Confirm/Activate button'. Below this is a search section with a 'Search by Policy/DivGroup' input field and a 'Search' button. A table lists permissions for a policy with ID 0990009 and customer number 9990089. The table has columns for 'Eligibility Update / Request ID Card', 'Eligibility Inquire', 'Elig Electronic Files', 'Claim View', 'Reporting', and 'Banking', all with checked boxes. A sidebar on the left contains a menu with items like '1. Introduction', '2. Add User', '3. Update User', '4. Search', '5. Deactivate User', '6. Reassign CMA', and '7. Try It!'. A blue callout box at the bottom right of the table area contains the text: 'A review page displays. Note that the new user is "pending" until you click the Confirm/Activate button.'

A review page displays. Note that the new user is “pending” until you click the Confirm/Activate button.

033

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Review User Profile For: John Doe (user id is jd0e0002)

This user has been activated and an e-mail notification has been sent.

[Do More with: Test Policy](#)

User Information

User Type	Client User
First Name	John
Middle Initial	
Last Name	Doe
Street Address 1	111 Main St
Street Address 2	
Mail Route	
City	Anytown
State	MN
Zip Code	11111

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

A second review page displays and confirms that the new user has been activated and notified via e-mail.

A second review page displays and confirms that the new user has been activated and notified via e-mail.

034

The screenshot shows the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. Below the navigation bar is a search area with a 'Search By ID' button and links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A message states 'Displaying results 1-2 of 2 found'. Two user profiles are listed:

- User 1:** User Name: CMA Test, Client Name: Test Policy, User ID: test0001, Status: Active, User Type: Client Master. Permissions: User Policy Level, User Billing, and User Profile (all with View/Update links).
- User 2 (highlighted in red):** User Name: Doe, John, Client Name: Test Policy, User ID: jdoe0002, Status: Active, User Type: Client User. Permissions: User Policy Level, User Billing, and User Profile (all with View/Update links).

A 'Highlight Box' is noted over the second user's permissions. In the bottom left, a table of contents lists steps: 1. Introduction, 2. Add User, 3. Update User, 4. Search, 5. Deactivate User, 6. Reassign CMA, 7. Try It!

A blue-bordered box in the bottom right contains the text: 'The new user is now included on the User Search page.'

The new user is now included on the User Search page.

035

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Enrollment ID Cards Claims Billing Reports Banking **Manage Access** Help Training Tutorials

Log Out

Test Policy

User Search
(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.) * Required Fields

User Name First Last *

Or (To perform a User ID search, enter the full User ID.) * Required Fields

User's ID *

[View Client Profile](#) [Add A New User](#) [Reassign Client Master Administrator](#)

Displaying results 1-2 of 2 found

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Level Permissions:
Permissions:

From time to time, you may find it necessary to update information and/or permissions for individuals with access to Employer eServices.

From time to time, you may find it necessary to update information and/or permissions for individuals with access to Employer eServices.

The screenshot displays the 'Employer eServices' interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, **Manage Access**, Help, Training, and Tutorials. A 'Log Out' button is located in the top right corner. Below the navigation bar, there is a search area with a 'Search By ID' button. Three links are visible: 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A message indicates 'Displaying results 1-2 of 2 found'. Two user profiles are listed:

User Name: CMA Test Client Name: Test Policy	User ID: test0001	
Status: Active User Type: Client Master	User Policy Level Permissions: View / Update User Billing Permissions: View / Update User Profile: View / Update	Last Login:
User Name: Doe, John Client Name: Test Policy	User ID: jdoe0002	
Status: Active User Type: Client User	User Policy Level Permissions: View / Update User Billing Permissions: View / Update User Profile: View / Update	Last Login:

At the bottom left, a table lists navigation steps:

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

A callout box on the right contains the text: 'To do so, first locate the user you would like to update. For more information on searching for a specific user, see the Search User(s) section of this tutorial.'

To do so, first locate the user you would like to update. For more information on searching for a specific user, see the Search User(s) section of this tutorial.

037

The screenshot displays the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'Manage Access', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. Below the navigation bar is a search area with a 'Search By ID' button. The main content area shows links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. It indicates 'Displaying results 1-2 of 2 found' and lists two user profiles. The first profile is for 'CMA Test' (User ID: test0001) and the second is for 'Doe, John' (User ID: jdoe0002). Both profiles show 'Status: Active' and 'User Type: Client Master' or 'Client User'. For each profile, there are links for 'User Policy Level Permissions', 'User Billing Permissions', and 'User Profile', each with 'View' and 'Update' options. A blue arrow points from the 'Update' link for the second profile to a callout box. A red box highlights the 'Update' link for the second profile. In the bottom left, a table lists navigation steps: 1. Introduction, 2. Add User, 3. Update User, 4. Search, 5. Deactivate User, 6. Reassign CMA, and 7. Try It!.

User Name: CMA Test
Client Name: Test Policy
User ID: test0001
Status: Active
User Type: Client Master
User Policy Level Permissions: [View](#) / [Update](#)
User Billing Permissions: [View](#) / [Update](#)
User Profile: [View](#) / [Update](#)
Last Login:

User Name: Doe, John
Client Name: Test Policy
User ID: jdoe0002
Status: Active
User Type: Client User
User Policy Level Permissions: [View](#) / [Update](#)
User Billing Permissions: [View](#) / [Update](#)
User Profile: [View](#) / [Update](#)
Last Login:

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

To update profile information, click the Update Profile link.

To update profile information, click the Update Profile link.

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Log Out

Update User Profile For: John Doe (user id is jdoe0002)

Please enter necessary profile changes and submit if no permission changes are needed. If permission changes are required, select "Submit and Continue."
** Required Fields*

User Information

User Type * Client User

First Name * John

Middle Initial

Last Name * Doe

Street Address 1 * 111 Main St

Street Address 2

Mail Route

City * Anytown

State * MN

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

ext. []

Update information as necessary, then click the Submit button.

Update information as necessary, then click the Submit button.

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Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Please enter necessary profile changes and submit if no permission changes are needed. If permission changes are required, select "Submit and Continue." * Required Fields

User Information

User Type * Client User

First Name * John

Middle Initial

Last Name * Doe Animation (785 x 580)

Street Address 1 * 111 Main St (X:0; Y:0)

Street Address 2

Mail Route

City * Anytown

State * MN

Zip Code * 11111 -

Phone Number * (123) 456 - 7890 ext.

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Update information as necessary, then click the Submit button.

Update information as necessary, then click the Submit button.

040

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Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

City * Anytown
State * MN
Zip Code * 11111 -
Phone Number * (123) 456 - 7890 ext.
Email * john.doe@abc.com
Role Administrator
Department Human Resources
Status Active Inactive
Reporting * Yes No
Reporting Level None
Access Non-Confidential Confidential

Submit Submit & Continue Cancel

1. Introduction 5. Deactivate User
2. Add User 6. Reassign CMA
3. Update User 7. Try It!
4. Search

Update information as necessary, then click the Submit button.

Update information as necessary, then click the Submit button.

041

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Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

City * Anytown
State * MN
Zip Code * 11111 -
Phone Number * (123) 456 - 7890 ext. -
Email * john.doe@abc.com
Role Administrator
Department Human Resources
Status Active Inactive
Reporting * Yes No
Reporting Level None
Access Non-Confidential
Confidential

Submit Submit & Continue Cancel

Click the **Submit** button

Update information as necessary, then click the Submit button.

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Update information as necessary, then click the Submit button.

042

The screenshot shows the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. Below the navigation bar is a search area with a 'Search By ID' button. Three links are visible: 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status message reads 'Displaying results 1-2 of 2 found'. Two user profiles are listed:

- User 1:** User Name: CMA Test, Client Name: Test Policy, User ID: test0001, Status: Active, User Type: Client Master. Permissions: User Policy Level, User Billing, and User Profile (each with View/Update links).
- User 2:** User Name: Doe, John, Client Name: Test Policy, User ID: jdoe0002, Status: Active, User Type: Client User. Permissions: User Policy Level, User Billing, and User Profile (each with View/Update links).

A table in the bottom left corner contains the following steps:

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

A callout box on the right contains the text: 'To update Policy or Billing Permissions, follow the same procedure - click the appropriate Update link, adjust selections as necessary, then click the Submit button.'

To update Policy or Billing Permissions, follow the same procedure - click the appropriate Update link, adjust selections as necessary, then click the Submit button.

043

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Test Policy

User Search
(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.) * Required Fields

User Name First Last *

Or (To perform a User ID search, enter the full User ID.) * Required Fields

User's ID *

[View Client Profile](#) [Add A New User](#) [Reassign Client Master Administrator](#)

Displaying results **1-10** of **188** found
1-10 [11-20](#) [21-30](#) [31-40](#) [41-50](#) [51-60](#) [61-70](#) [71-80](#) [81-90](#) [91-100](#) [101-110](#) [111-120](#) >>

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Level Permissions

If you have a large number of Employer eServices users in your organization, you'll want to make use of the User Search fields at the top of the User Search page.

If you have a large number of Employer eServices users in your organization, you'll want to make use of the User Search fields at the top of the User Search page.

The screenshot shows the 'Employer eServices' interface with a navigation bar including 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Test Policy' and contains a 'User Search' section. It offers two search methods: 'Search By Name' (requiring first and last names) and 'Search By ID' (requiring the full User ID). Below the search options are links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status message indicates 'Displaying results 1-10 of 188 found' with pagination links. At the bottom left, a table lists navigation steps: 1. Introduction, 2. Add User, 3. Update User, 4. Search, 5. Deactivate User, 6. Reassign CMA, 7. Try It! A blue callout box points to the 'Search By Name' section with the text: 'To search by User Name, enter the user's first and last name.'

To search by User Name, enter the user's first and last name.

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, Manage Access, Help, Training, and Tutorials. A 'Log Out' button is located in the top right corner. The main content area is titled 'Test Policy' and contains a 'User Search' section. This section has two search options: 'Search By Name' and 'Search By ID'. The 'Search By Name' section includes a red highlight box around the instruction: '(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.)'. Below this, there are input fields for 'First' (containing 'John') and 'Last *' (containing 'Doe'), with a 'Search By Name' button. The 'Search By ID' section has a 'User's ID *' input field and a 'Search By ID' button. Below the search options are links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status line indicates 'Displaying results 1-10 of 188 found' with pagination links. At the bottom left, there is a table of navigation links, and at the bottom right, there is a blue callout box with the text: 'Note that you may perform a wild card search by entering only the first two characters of the user's last name, followed by an asterisk.'

Note that you may perform a wild card search by entering only the first two characters of the user's last name, followed by an asterisk.

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Log Out

Test Policy

User Search
(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.) * Required Fields

User Name First Last *

Search By Name

Click the **Search By Name** button

User's ID * * Required Fields

Search By ID

[View Client Profile](#) [Add A New User](#) [Reassign Client Master Administrator](#)

Displaying results **1-10** of **188** found
1-10 [11-20](#) [21-30](#) [31-40](#) [41-50](#) [51-60](#) [61-70](#) [71-80](#) [81-90](#) [91-100](#) [101-110](#) [111-120](#) >>

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Level Permissions

When you have finished, click the Search by Name button.

When you have finished, click the Search by Name button.

047

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, Manage Access (highlighted), Help, Training, and Tutorials. A 'Log Out' button is in the top right. Below the navigation bar, there is a search section with the text 'Or (To perform a User ID search, enter the full User ID.)' and a 'Search By ID' button. A search result is displayed for a user named John Doe. The user's details are enclosed in a red box and include: User Name: Doe, John; Client Name: Test Policy; Status: Active; User Type: Client User; User ID: jdoe0002; User Policy Level: 6512981; User Billing Permissions: (X:16; Y:306); and User Profile. There are links for 'View / Update' for each of these fields. Below the user details, there is a 'View User Agreement' link. At the bottom left, there is a table of navigation links, with '4. Search' highlighted. At the bottom right, there is a blue box containing the text 'Users that match your search criteria will display.'

Users that match your search criteria will display.

The screenshot shows the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Test Policy' and features a 'User Search' section. It includes two search methods: 'Search By Name' (with 'First' and 'Last *' input fields) and 'Search By ID' (with a 'User's ID *' input field). A blue arrow points from the 'Search By Name' button to the 'Search By ID' button. A blue callout box with a white background and blue border contains the text: 'You may also search for users by User ID.' Below the search options are links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status line indicates 'Displaying results 1-10 of 188 found' with pagination links. At the bottom left, a table lists navigation steps: 1. Introduction, 2. Add User, 3. Update User, 4. Search, 5. Deactivate User, 6. Reassign CMA, and 7. Try It!.

You may also search for users by User ID.

The screenshot shows the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Test Policy' and features two search sections. The first section, 'User Search', includes a note: '(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.)' and fields for 'User Name' with 'First' and 'Last *' sub-fields, and a 'Search By Name' button. The second section, 'Or (To perform a User ID search, enter the full User ID.)', includes a 'User's ID *' field with the value 'jdoe0002' and a 'Search By ID' button. Below these are links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status line indicates 'Displaying results 1-10 of 188 found' with pagination links. At the bottom left, a table lists menu items: 1. Introduction, 2. Add User, 3. Update User, 4. Search, 5. Deactivate User, 6. Reassign CMA, and 7. Try It! A blue-bordered callout box on the right contains the text: 'Note that in order to perform an ID search, you must enter the full User ID.'

Note that in order to perform an ID search, you must enter the full User ID.

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Log Out

Test Policy

User Search
(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.) * Required Fields

User Name First Last *

Or (To perform a User ID search, enter the full User ID.) * Required Fields

User's ID *

[View Client](#) [Reassign Client Master Administrator](#)

Displaying results 1-10 of 188 found
1-10 [11-20](#) [21-30](#) [31-40](#) [41-50](#) [51-60](#) [61-70](#) [71-80](#) [81-90](#) [91-100](#) [101-110](#) [111-120](#) >>

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Level Permissions:

When you have finished, click the Search by ID button.

When you have finished, click the Search by ID button.

051

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, Manage Access (highlighted), Help, Training, and Tutorials. A 'Log Out' button is in the top right. Below the navigation bar, a search section prompts the user to enter a 'User ID' and provides a 'Search By ID' button. The search results section displays the following information for a user:

- User Name:** Doe, John
- Client Name:** Test Policy
- User ID:** jdoe0002
- Status:** Active
- User Type:** Client User
- User Policy Level:** (651 x 98)
- User Billing Permissions:** (X:16; Y:306)
- User Profile:**
- Last Login:**

Each of these fields has a 'View / Update' link next to it. A red box highlights this entire user profile section. Below the profile, there is a 'View User Agreement' link. At the bottom left, a table of navigation steps is visible, with '4. Search' highlighted. A blue box on the right contains the text: 'Users that match your search criteria will display.'

Users that match your search criteria will display.

052

The screenshot shows the 'Employer eServices' interface with a 'Manage Access' tab selected. The main content area is titled 'Test Policy' and contains a 'User Search' section. This section has two search methods: 'Search By Name' (with fields for 'User Name', 'First', and 'Last *') and 'Search By ID' (with a field for 'User's ID *'). Below the search options are links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status message indicates 'Displaying results 1-2 of 2 found'. At the bottom left, a table lists seven steps for user management, with '5. Deactivate User' highlighted. A blue callout box on the right contains the text: 'As a Client Master Administrator, you should regularly monitor your list of users, as these individuals have access to confidential data.'

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

As a Client Master Administrator, you should regularly monitor your list of users, as these individuals have access to confidential data.

The screenshot shows the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Test Policy' and contains a 'User Search' section. It has two search options: 'Search By Name' (with 'First' and 'Last *' input fields) and 'Search By ID' (with a 'User's ID *' input field). Below the search options are links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status message says 'Displaying results 1 - 2 of 2 found'. At the bottom left, there is a table of user actions:

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

To the right of the table is a callout box with the text: 'If you identify users that no longer need access to Employer eServices, you should deactivate these IDs as soon as possible.'

If you identify users that no longer need access to Employer eServices, you should deactivate these IDs as soon as possible.

054

The screenshot shows the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Test Policy' and contains a 'User Search' section. It offers two search methods: 'Search By Name' (with 'First' and 'Last *' input fields) and 'Search By ID' (with a 'User's ID *' input field). Below the search options are links for 'View Client Profile', 'Add A New User', and 'Reassign Client Master Administrator'. A status message reads 'Displaying results 1 - 2 of 2 found'. At the bottom left, a table lists navigation steps, with '5. Deactivate User' highlighted. A callout box on the right contains the text: 'To do so, first locate the ID you wish to deactivate.'

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

To do so, first locate the ID you wish to deactivate.

055

Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Search By ID

[View Client Profile](#) [Add A New User](#) [Reassign Client Master Administrator](#)

Displaying results 1-2 of 2 found

User Name: CMA Test **User ID:** test0001
Client Name: Test Policy

Status: Active **User Policy Level Permissions:** [View / Update](#)
User Type: Client Master **User Billing Permissions:** [View / Update](#) **Last Login:**
User Profile: [View / Update](#)

User Name: Doe, John **User ID:** jdoe0002
Client Name: Test Policy

Status: Active **User Policy Level Permissions:** [View / Update](#)
User Type: Client User **User Billing Permissions:** [View / Update](#) **Last Login:**
User Profile: [View / Update](#)

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Note that the user in question currently displays in Active Status.

Note that the user in question currently displays in Active Status.

056

The screenshot displays the 'Employer eServices' interface with the 'Manage Access' tab selected. It shows two user profiles with their respective details and permissions. A red box highlights the 'Update' link in the 'User Profile' section of the second user profile. A blue arrow points from this link to a text box that says 'To deactivate a user, click the Update Profile link.' Below the user profiles is a table with navigation steps.

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

To deactivate a user, click the Update Profile link.

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Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Update User Profile For: John Doe (user id is jdoe0002)

Please enter necessary profile changes and submit if no permission changes are needed. If permission changes are required, select "Submit and Continue." * Required Fields

User Information

User Type * Client User

First Name * John

Middle Initial

Last Name * Doe

Street Address 1 * 111 Main St

Street Address 2

Mail Route

City * Anytown

State * MN

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

ext. 111

The Status indicator is located at the bottom of the Update User Profile page.

The Status indicator is located at the bottom of the Update User Profile page.

The screenshot shows the 'Employer eServices' interface with a 'Manage Access' tab selected. The main content area contains a user profile form for 'John Doe'. The form fields include: Last Name (*), Street Address 1 (*), Street Address 2, Mail Route, City (*), State (*), Zip Code (*), Phone Number (*), Email (*), Role, Department, Status (Active/Inactive), Reporting (*), and Reporting Level. A navigation menu at the bottom left lists steps 1 through 7, with '5. Deactivate User' highlighted. A callout box on the right states: 'The Status indicator is located at the bottom of the Update User Profile page.'

The Status indicator is located at the bottom of the Update User Profile page.

The screenshot shows the 'Employer eServices' interface with a navigation bar containing 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main form area contains fields for City (Anytown), State (MN), Zip Code (11111), Phone Number ((123) 456 - 7890 ext. 111), Email (john.doe@abc.com), Role (Administrator), and Department (Human Resources). Under the 'Status' section, the 'Active' radio button is selected, and the 'Inactive' radio button is highlighted with a red box. A callout box points to the 'Inactive' button with the text 'Select the Inactive button'. Below the form are 'Submit', 'Submit & Continue', and 'Cancel' buttons. At the bottom left, a table of navigation links is visible:

1. Introduction	5. Deactivate User	Contact Us
2. Add User	6. Reassign CMA	Authorized site use
3. Update User	7. Try It!	grounds for penalt
4. Search		Health Group Inc. Al
		permission from Ur

At the bottom right, another callout box contains the text: 'To deactivate the user, click the Inactive radio button.'

To deactivate the user, click the Inactive radio button.

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Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

City * Anytown
State * MN
Zip Code * 11111 -
Phone Number * (123) 456 - 7890 ext. 111
Email * john.doe@abc.com
Role Administrator
Department Human Resources
Status Active Inactive
Reporting * Yes No
Reporting Level None
Access Non-Confidential Confidential

Submit Submit & Continue Cancel

Click the **Submit** button

Next, click the Submit button.

1. Introduction	5. Deactivate User	ent	Contact V
2. Add User	6. Reassign CMA	authorized site use	grounds for penalt
3. Update User	7. Try It!	Health Group Inc. Al	permission from Ur
4. Search			

Next, click the Submit button.

061

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Claims, Billing, Reports, Banking, Manage Access, Help, Training, and Tutorials. A 'Log Out' button is in the top right. Below the navigation bar, a search section prompts the user to enter a full User ID. The search results for 'jdoe0002' are displayed, showing user details such as Name, Client Name, Status (Inactive), and various permissions. A red box highlights the 'Inactive' status. A callout box with a blue border points to this status with the text: 'The user now displays in Inactive Status.'

The user now displays in Inactive Status.

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Employer eServices®

Enrollment ID Cards Claims Billing Reports Banking **ManageAccess** Help Training Tutorials

Log Out

Test Policy

User Search
(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.) * Required Fields

User Name First Last *

Or (To perform a User ID search, enter the full User ID.) * Required Fields

User's ID *

[View Client Profile](#) [Add A New User](#) [Reassign Client Master Administrator](#)

Displaying results 1-2 of 2 found

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Level Permissions:

Only one Client Master Administrator is allowed per organization at any given time.

Only one Client Master Administrator is allowed per organization at any given time.

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Log Out

Test Policy

User Search
(To perform a wild card search, enter a minimum of 2 characters in User Last Name followed by an asterisk.) * Required Fields

User Name First Last *

Or (To perform a User ID search, enter the full User ID.) * Required Fields

User's ID *

[View Client Profile](#) [Add A New User](#) **Reassign Client Master Administrator**

Click the **Reassign Client Master Administrator** link

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Level Permissions:

To transfer this responsibility to another member of your organization, click the Reassign Client Master Administrator link.

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Log Out

Reassign Client Master Administrator CMA Jensen

As the Client Master Administrator, you have administrative access to 35 users. To assign a new user as Client Master Administrator, please select one of the users below and submit.

Please select from the following users

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Next, select the new Client Master Administrator from the list of active users.

Next, select the new Client Master Administrator from the list of active users.

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Log Out

Reassign Client Master Administrator CMA Jensen

As the Client Master Administrator, you have administrative access to 35 users. To assign a new user as Client Master Administrator, please select one of the users below and submit.

Please select from the following users

highlight Box

Select User

1. Introduction	5. Deactivate User
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Next, select the new Client Master Administrator from the list of active users.

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Log Out

Reassign Client Master Administrator CMA Jensen

As the Client Master Administrator, you have administrative access to 35 users. To assign a new user as Client Master Administrator, please select one of the users below and submit.

Please select from the following users:

Click the **Submit** button

1. Introduction	5. Deactivate User
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Verify your selection, the click the Submit button.

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Log Out

Manage Access link no longer displays

Welcome CMA,

Employer eServices is your online, real-time gateway to eligibility and enrollment changes, claim status, reporting, billing and much more.

Hot Topics! Click on one of the following links for up to the minute news and information:
[Colorado Network Change](#)
[Employer eServices System Enhancement Making It Easier For You To Work Within Multiple Policy Periods](#)
[New Texas Legislation Affecting Enrollee Terminations](#)
[Online Billing An Alternate Option to Paper Invoices](#)
[Termination of HCA in South Florida and Tampa](#)
[Termination of HealthONE in Colorado](#)

Resources Click here to access: Administrative Guides Benefit Plan Coverage Documents Brochures & Forms Communication Resource Center Contact Information		Network Information Click here to access: Network Changes Network Fact Sheets Network Maps Physician Directory UnitedHealth Premium Designation		Programs & Services Click here to access: Behavioral Health Care24 Care Coordination Definity HRA Healthy Pregnancy Program Infectious Disease Services Account	
--	--	--	--	---	--

1. Introduction	5. Deactivate User
2. Add User	6. Reassign CMA
3. Update User	7. Try It!
4. Search	

Once submitted, this change is effective immediately. The system will automatically change the user type for the old Client Master Administrator to User, and the newly selected user to Client Master Administrator.

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The screenshot shows the Employer eServices interface. At the top left, the logo "Employer eServices®" is displayed. The main content area features a large blue header bar. Below this, the text "Congratulations!" is centered, followed by "You have completed the Manage Access Tutorial". In the bottom left corner, there is a navigation menu with the following items: 1. Introduction, 2. Add User, 3. Update User, 4. Search, 5. Deactivate User, 6. Reassign CMA, and 7. Try It!. The "7. Try It!" item is highlighted. To the right of the menu, a blue-bordered box contains the text: "Congratulations! You've completed the Manage Access tutorial. In this tutorial, you learned how to add and update user access to Employer eServices."

Congratulations! You've completed the Manage Access tutorial. In this tutorial, you learned how to add and update user access to Employer eServices.