

Agent/Group Identity Manager - Desk Level Procedures

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Process Tasks: CTRL + click the desired task to view the topic.

Task Number	Task Name	
1	Non-Secured Procedures	2
Task 1	Registering for Secured Services - Principal Administrators	2
Task 2	Resetting Your Password	10
Task 3	Recovering Your User Name	10
2	Administrator Procedures	11
2.1	Portal Access - Administrator	12
Task 4	Inviting New Users	12
Task 5	Approving New Users	15
Task 6	Approving an Access (Service) Request	17
Task 7	Updating User Profile	19
2.2	Group Code Access - Administrator	25
Task 8	Adding/Removing Group Codes	26
Task 9	Requesting/Approving External Access	29
Task 10	Approving Group Code Requests	34
Task 11	Turning On/Off Automatic-Updates	36
2.3	User Administration - Administrator	37
Task 12	Changing/Resetting User Passwords	38
Task 13	Suspending/Locking a User Account	41
Task 14	Restoring/Activating a Suspended/Locked Account	44
Task 15	Deleting/Terminating a User's Account	48
Task 16	Adding Services to a User	52
Task 17	Removing Access (Service) from a User	57
Task 18	Assigning Principal Administrator	60
3	Non-Administrator Procedures	63

3.1 Portal Access – Non-Administrator	63
Task 19 Changing Password After Login	63
Task 20 Requesting Access (Services)	66
Task 21 Updating User Profile	67
3.2 Group Code Access - Non-Administrator	69
Task 22 Requesting Group Codes.....	70

1 Non-Secured Procedures

As a user, there are several tasks you can perform from the Login screen at BCBSM.com. The tasks you can perform are listed below:

- Registering for Secured Services - Principal Administrators
- Resetting your password
- Recovering your user name

The screenshot shows the Blue Cross Blue Shield of Michigan website. The login modal is open, displaying the following elements:

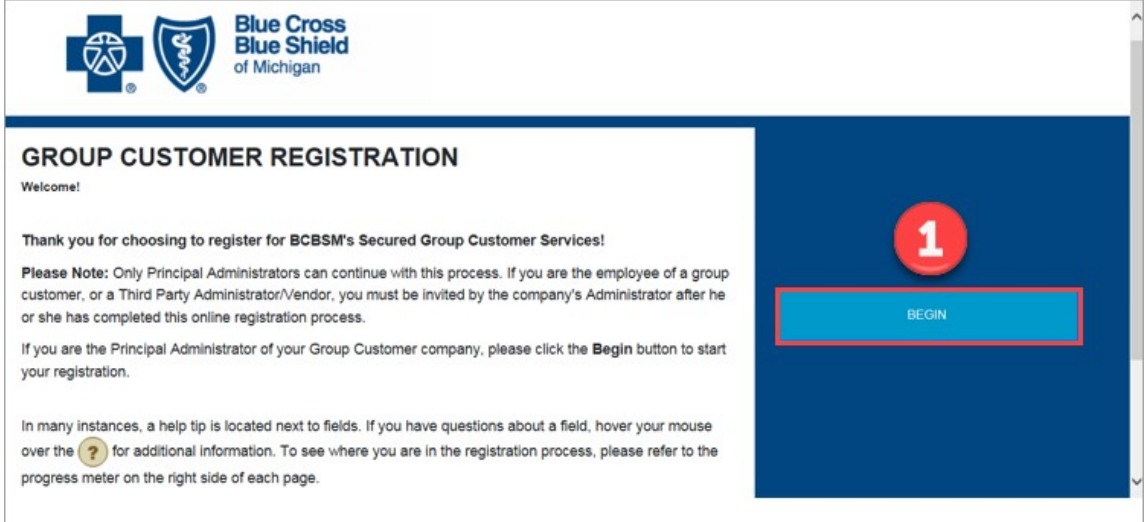
- Log in as a:**
 - Member
 - Employer** (selected)
 - Provider
 - Agent
- Username:** Enter your username
- Password:** Enter your password
- LOGIN** button
- [Forgot your username or password?](#)
- [Get login help](#)
- [Not Registered? Get access to your employer portal. Register Now](#)

Task 1 Registering for Secured Services - Principal Administrators

As an Administrator, you can register for access to Secured Services as a group, agent, or association/chamber.

- **Note:** This task assumes you have selected **Register Now** under Login for Employer or Agent at BCBSM.com.

Complete the following steps to register for Secured Services – Principal Administrator.

Step	Action
1	Click Begin. Note: The screens displayed in this task are for groups. The agent and chamber screens are similar. 
2	Select the I Agree radio button and click Continue.

GROUP CUSTOMER REGISTRATION

Responsibilities of a Principal Administrator

The following agreement must be accepted to continue with your registration.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Principal Administrator Agreement

Printable version

Effective: 01/01/17

Secured Services Website Terms and Conditions of Use

The following Terms and Conditions of Use ("Terms") govern your organization's ("Group") access to and use of the BCBSM/BCN Secured Services Website ("Website"). BCBSM/BCN may change the Terms at any time. Your use of the Website (after updates are made to the Terms) is your agreement accepting the changes. Please revisit this Terms and Conditions of Use page often for your review of updates. If you disagree with the Terms, you are instructed not to use this Website.

1. Appointment and Registration of Principal Administrator Group shall appoint a Principal Administrator by registering him or her.

Start

1

2

3

4

8

End

Do you agree to the terms and conditions of the Principal Administrator Agreement?

Please note: By selecting I Agree, you acknowledge that you have read the agreement and accept the role of Principal Administrator for your Company. If you decline, you will not be able to continue the registration process or access your secured services.

☒ I Agree 

☐ I Decline

PREVIOUS CONTINUE

3

Select the **Group Customer Type** radio button and click **Continue**.

Note: In this example the **Group** radio button is selected.

Blue Cross Blue Shield of Michigan

GROUP CUSTOMER REGISTRATION

Type of Group Customer

Please select what the type of Group Customer for which you are the Principal Administrator. If you are not sure what type of Group Customer you are, please contact your Blue Cross representative for assistance.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of the page.

Please select your Group Customer type:

- ☒ Group
- ☐ Association/Chamber
- ☐ Third Party Administrator

Start

1

2

3

7

8

End

PREVIOUS CONTINUE

4

Type one of the following **BCBSM Group and Division number** or **BCN Group Number, First Name, Last Name, and PIN** and then click **Continue**.

Note: Pin is the last four digits of the Tax Identification Number (TIN)

Note: This step may take time, while the entered information is verified. Unless you receive an error do not back out of this step.

REGISTRATION
Administrator Registration

You have selected the 'Group' type. Please fill out the form with the Group information

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

First, you must be confirmed as the Principal Administrator for your company and the information must exactly what is stored in BCBSM's systems. If you are unsure how your information is stored, please contact 877-722-6030. Information entered into this screen is not case sensitive, but it is special character sensitive, including spaces and/or hyphens.

BCBSM Group Number	number	?
	OR	
BCN Facets Number	number	?
First Name	FirstName	?
Last Name	LastName	?
PIN	PIN	?

All fields Required

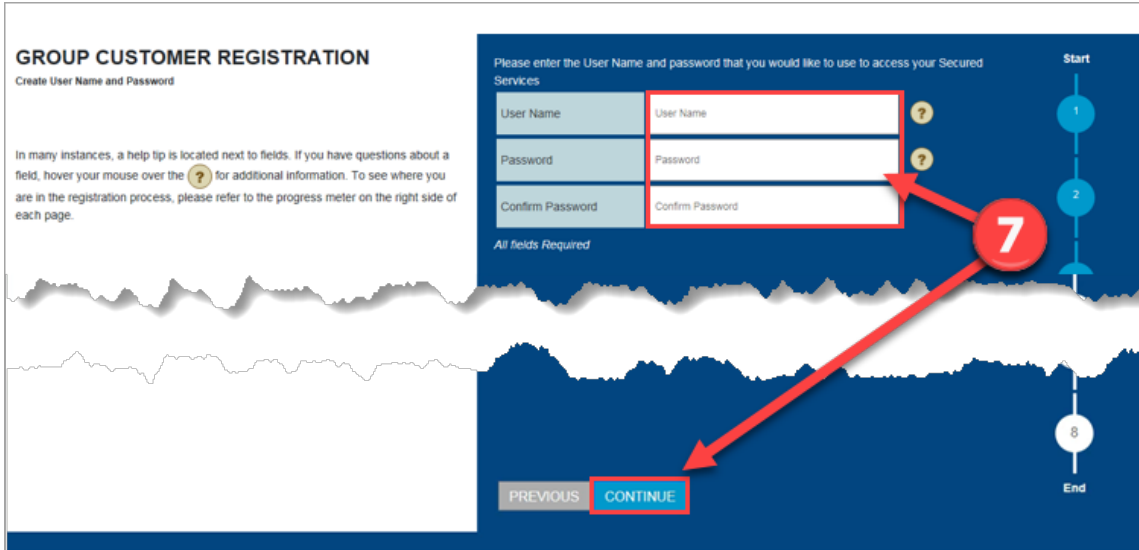
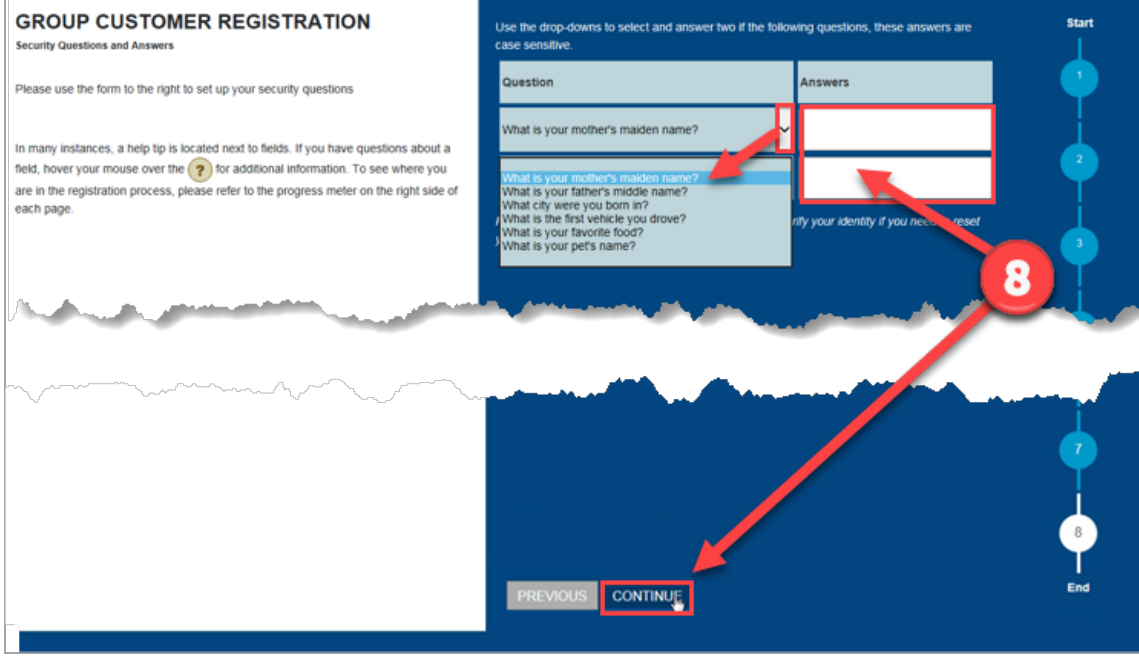
PREVIOUS **CONTINUE**

Progress meter: 1, 2, 3, 4, 5, 6, 7, 8, End

5

Confirm the information is correct and click **Continue**.

	GROUP CUSTOMER REGISTRATION Company Profile In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page. Please confirm that the information below is correct. If it is not correct, please contact BCBSM at 877-722-6030 <table><tr><td>Company name</td><td>XXXXX</td></tr><tr><td>Address 1</td><td>XXXXX</td></tr><tr><td>Address 2</td><td>XXXXX</td></tr><tr><td>City</td><td>XXXXX</td></tr><tr><td>State</td><td>XX</td></tr><tr><td>Zip code</td><td>XXXXX</td></tr></table> 5 PREVIOUS CONTINUE Start 1 2 3 4 8 End	Company name	XXXXX	Address 1	XXXXX	Address 2	XXXXX	City	XXXXX	State	XX	Zip code	XXXXX
Company name	XXXXX												
Address 1	XXXXX												
Address 2	XXXXX												
City	XXXXX												
State	XX												
Zip code	XXXXX												
6	GROUP CUSTOMER REGISTRATION Create A User Profile Congratulations! You have completed your company registration. Now we need additional information to register you as a User. As we already have some of your information from previous screens, you will not need to re-input it unless your User Profile Information should be different. In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page. Please use the form below to enter your phone number and e-mail address. <table><tr><td>First Name</td><td>XXXXX</td></tr><tr><td>Last Name</td><td>XXXXX</td></tr><tr><td>Phone Number</td><td>phone number </td></tr><tr><td>PIN</td><td>XXXX</td></tr><tr><td>E-Mail Address</td><td>e-mail address </td></tr></table> The First Name, Last Name, and PIN # fields are populated by BCBSM's systems. 6 PREVIOUS CONTINUE Start 1 2 3 4 8 End	First Name	XXXXX	Last Name	XXXXX	Phone Number	phone number 	PIN	XXXX	E-Mail Address	e-mail address 		
First Name	XXXXX												
Last Name	XXXXX												
Phone Number	phone number 												
PIN	XXXX												
E-Mail Address	e-mail address 												
7	Create a User Name and Password , and then click Continue .												

	
8	Click the two drop-down arrows to select two different security Questions, type the Answers in the white boxes, and click Continue. Note: This step may take time. Unless you receive an error do not back out of this step. 
9	Verify that all the information you entered is correct and click Continue to complete your registration. Note: This step may take time. Unless you receive an error do not back out of this step. You will receive email notification once your registration is processed.

GROUP CUSTOMER REGISTRATION

Final Confirmation

Please confirm all registration information below. If any information needs to be changed, use the Previous button to navigate back to the appropriate screen, make your update, and then continue through the registration process again.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Company Type Group

Company Profile

Company	XXXXX
Type	XXXXX
Address	XXXXX

Your User Profile

Name	XXXXX	E-Mail Address	XXXXX
User Name	XXXXX	Phone Number	XXXXX
Company	XXXXX	PIN	XXXX
Type	XXXXX		

Auto-Granted Services

Self and dependent pro

Progress Meter: Start (1, 2, 3, 4, 5, 6, 7, 8, End). Step 9 is highlighted.

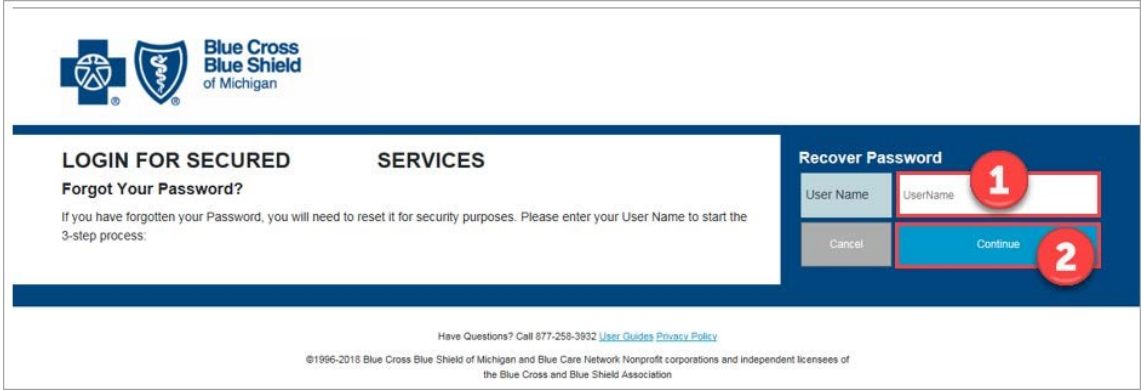
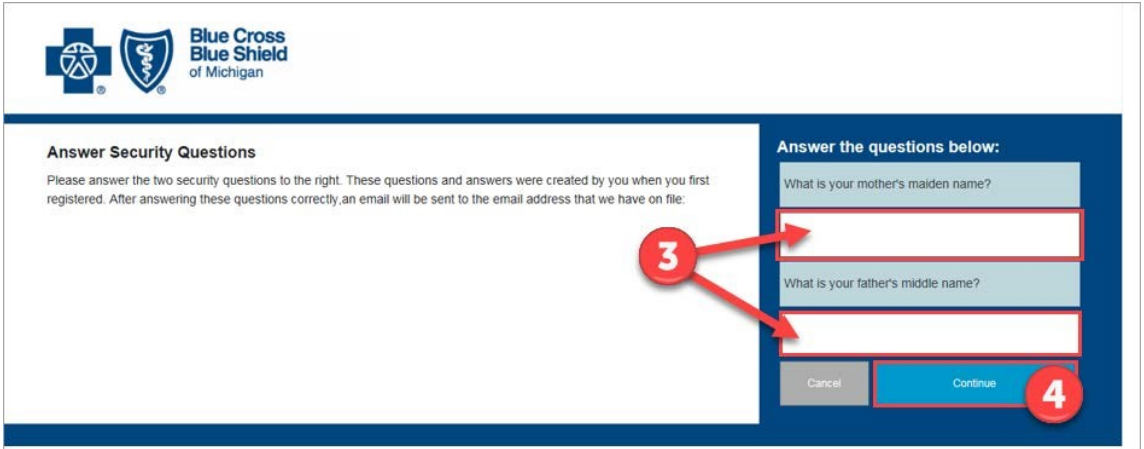
Navigation: PREVIOUS, **CONTINUE**

Task 2 Resetting Your Password

Users can reset their password from the Login screen at BCBSM.com.

- **Note:** This task assumes you have selected **Forgot Your Password** under Login at BCBSM.com.

Complete the following steps to reset your password.

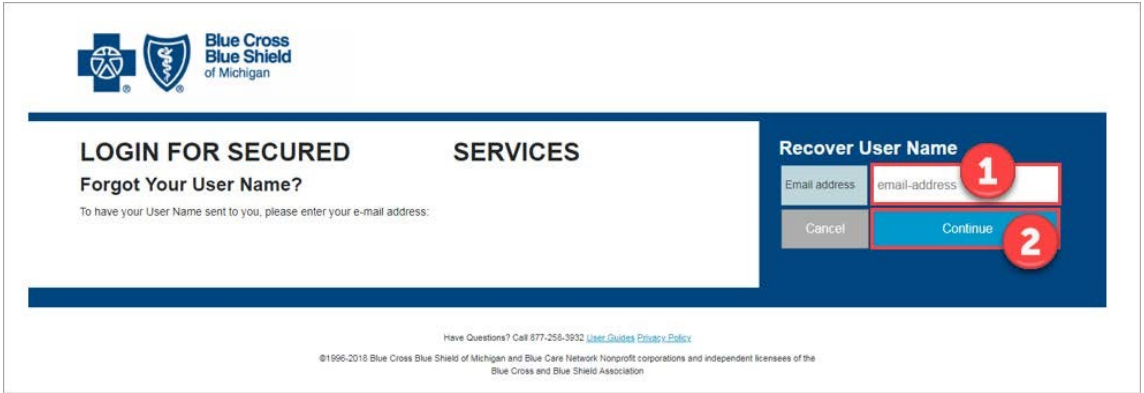
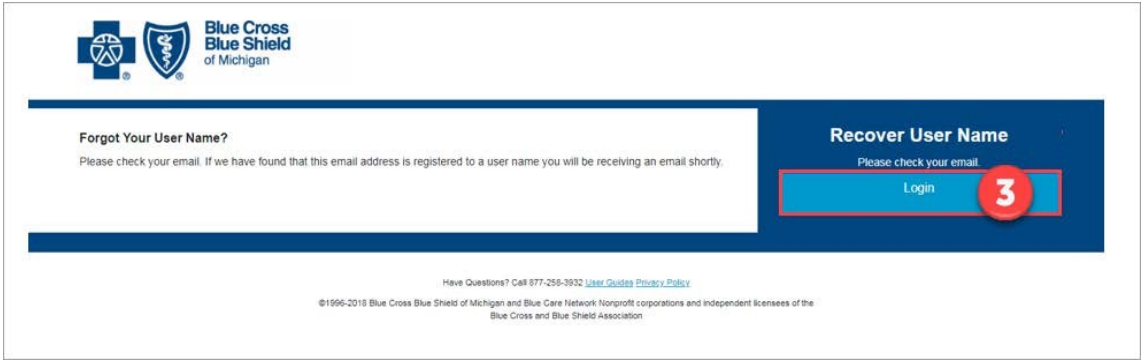
Step	Action
1	Key your User Name. 
2	Click Continue .
3	Key answers to security questions. 
4	Click Continue .

Task 3 Recovering Your User Name

Users can recover their User Name from the Login screen at BCBSM.com and have it sent via email.

- **Note:** This task assumes you have selected **Forgot Your User Name** under Login at BCBSM.com.

Complete the following steps to recover your User Name.

Step	Action
1	Key your Email address. 
2	Click Continue. Note: Your User Name will be sent to the email address specified.
3	Click Login and continue login process. 

2 Administrator Procedures

BCBSM's Agent and Employer Secured Services administration functionality is designed to support the registration, access management and provisioning processes for users of the secure Agent and Group portal.

At the top of the landing page, there are three links available to assist Administrators.

The three links are:

- Portal Access
- Group Code Access
- User Administration



2.1 Portal Access - Administrator

As an Administrator, **Portal Access** is used to manage your own secured services account, in addition to managing any user(s) registered to your Agent/Group. The tasks you can perform in this section are listed below:

- Inviting new users
- Approving new users
- Approving requests for access or services
- Updating user profile

Log in and click **Portal Access** to begin a task.



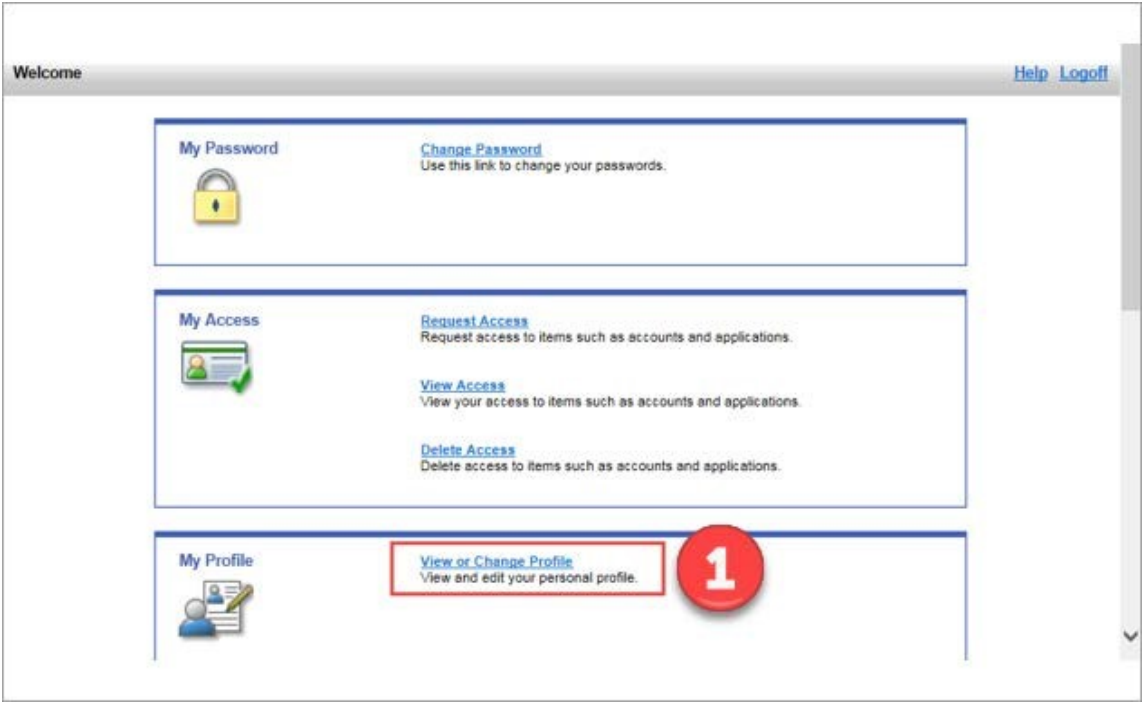
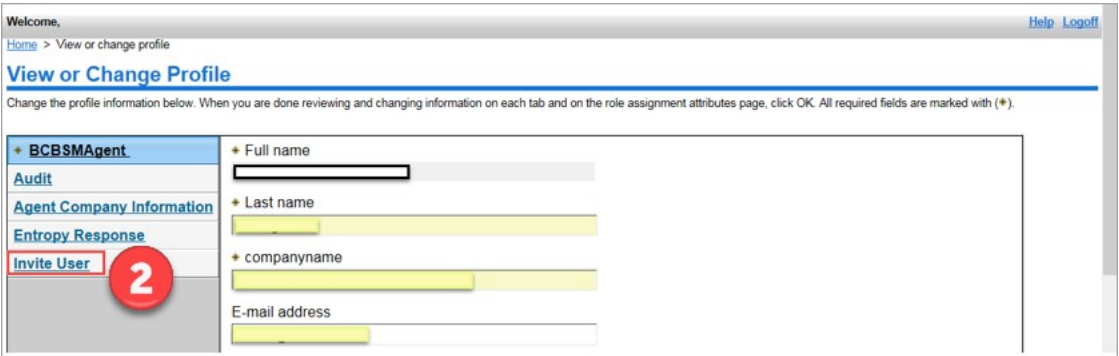
Task 4 Inviting New Users

As an Administrator, you can invite new users to register via email. Each invited user receives an email invitation that provides instructions and a link to complete their registration.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to invite new users.

Step	Action
------	--------

1	Click View or Change Profile. 
2	Click Invite User. 
3	Key the email address. Note: If you are typing more than one email, separate each of them with a comma.

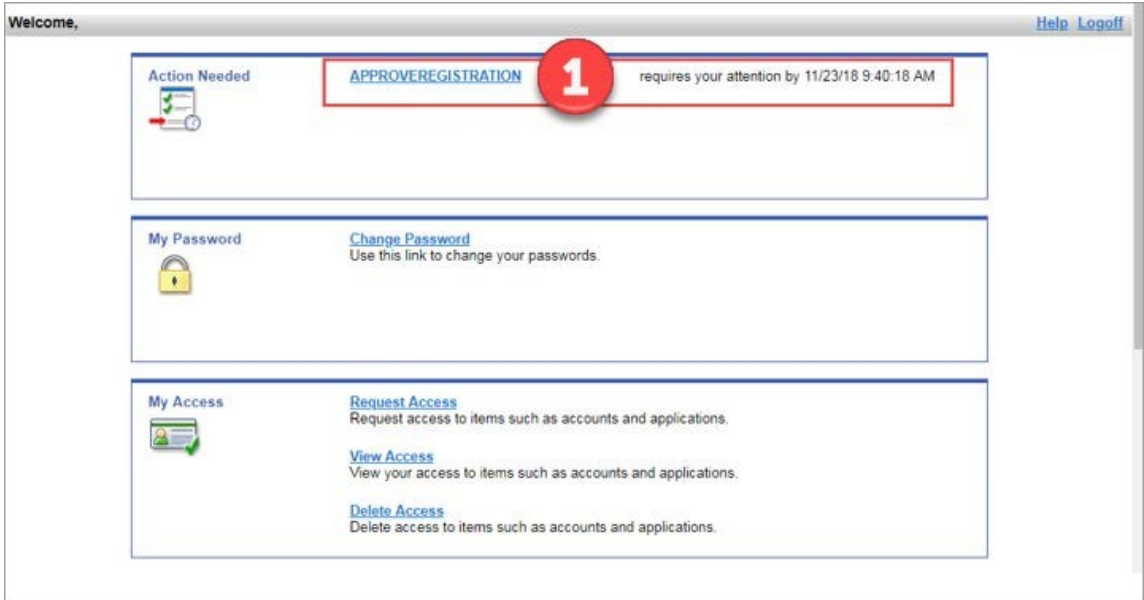
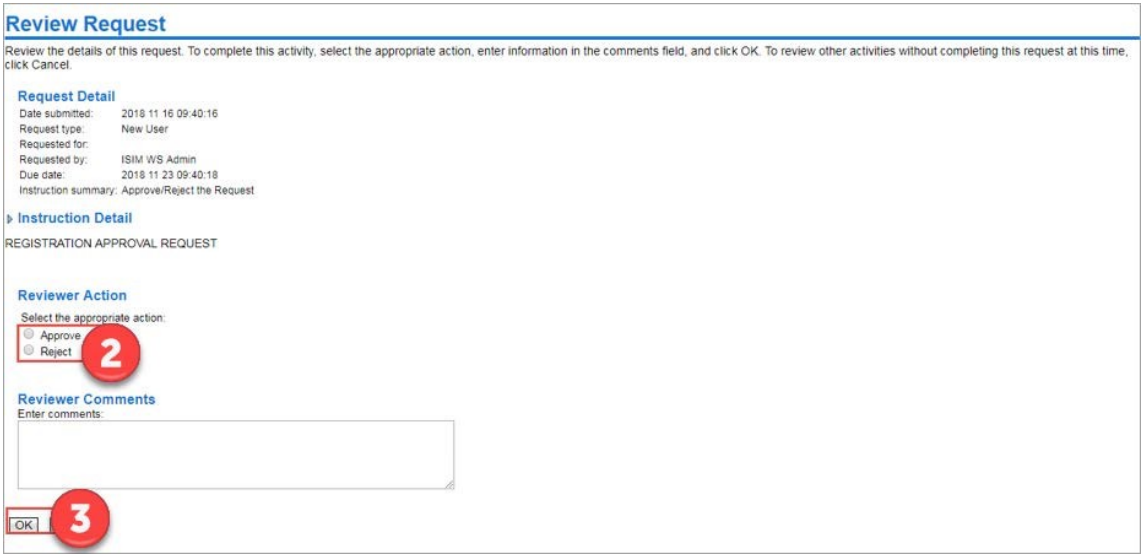
	Welcome, Help Logout Home > View or change profile View or Change Profile Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK. All required fields are marked with (*). BCBSMAgent Audit Agent Company Information Entropy Response Invite User Invited User Email-ID: Separated by Comma OK
4	Click OK .

Task 5 Approving New Users

After a new user has completed the registration process, you are notified via email. You are then able to approve the user.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to approve a new user.

Step	Action
1	Click APPROVEREGISTRATION. 
2	Under Reviewer Action, Click Approve. 
3	Click OK .

The following screen displays to confirm your approval of the new user.

The screenshot shows a web application interface for IBM Security Identity Manager. At the top, a grey header bar contains the text 'Welcome.' on the left and 'Help Logoff' on the right. Below the header, a breadcrumb trail reads 'Home > Approve and review requests > Review request > Response submitted'. The main heading is 'Response Submitted: Approve' in blue. A message states: 'You have completed this activity, which will be removed from your list.' Below this is a section titled 'Request Detail' with the following information: Date submitted: 2018 11 16 09:40:16, Request type: New User, Requested for: (blank), Requested by: ISIM WS Admin, and Action taken: Approve. A 'Related Tasks' section contains two links: 'To review other activities, refer to the Approve and Review Requests page.' and 'To perform other tasks go to the IBM Security Identity Manager Home page.' At the bottom, a footer contains contact information: 'Web Support 1-800-258-3932, Hours of Operation: Monday through Friday, 8 a.m. to 6 p.m.', 'Find a Doctor | Privacy | Contact Us | Newsroom', and a copyright notice: '©1996-2015 BCBSM and BCN Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association'.

Welcome. [Help](#) [Logoff](#)

[Home](#) > [Approve and review requests](#) > [Review request](#) > [Response submitted](#)

Response Submitted: Approve

You have completed this activity, which will be removed from your list.

Request Detail

Date submitted: 2018 11 16 09:40:16
Request type: New User
Requested for:
Requested by: ISIM WS Admin
Action taken: Approve

Related Tasks

To review other activities, refer to the [Approve and Review Requests](#) page.
To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

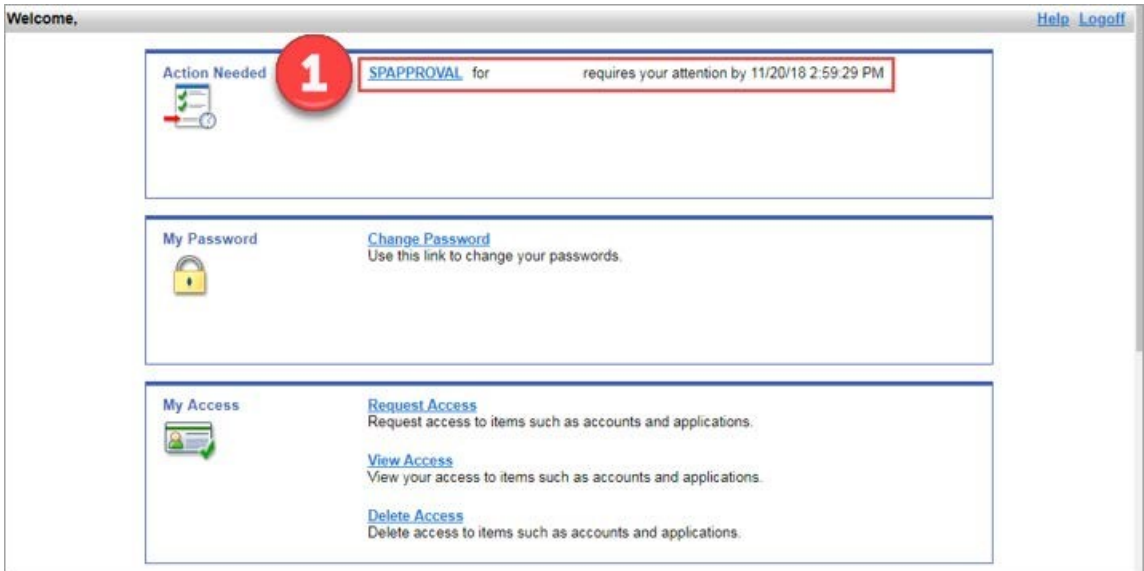
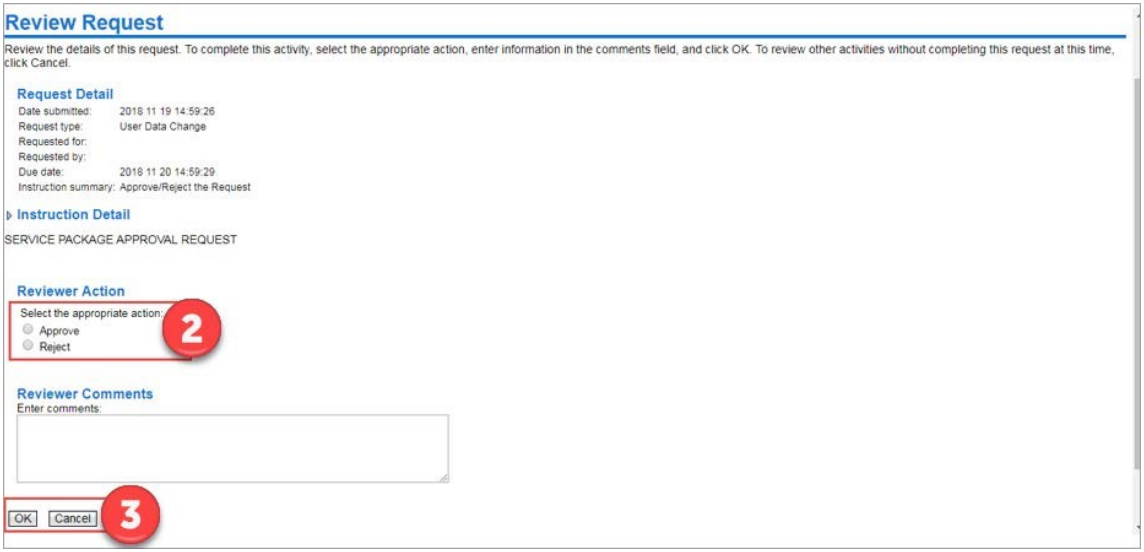
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Task 6 Approving an Access (Service) Request

A user request for access (service) for an application does not become effective until you as an administrator approve it.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to approve an access (service) request.

Step	Action
1	Click SPAPPROVAL. 
2	Under Reviewer Action, Click Approve. 

3	Click OK .
---	-------------------

The following screen displays to confirm approval of the access (service) request.

[Home](#) > [Approve and review requests](#) > Review request > Response submitted

Response Submitted: Approve

You have completed this activity, which will be removed from your list.

Request Detail

Date submitted: 2018 11 19 14:59:26
Request type: User Data Change
Requested for:
Requested by:
Action taken: Approve

Related Tasks

To review other activities, refer to the Approve and Review Requests page.
To perform other tasks go to the IBM Security Identity Manager Home page.

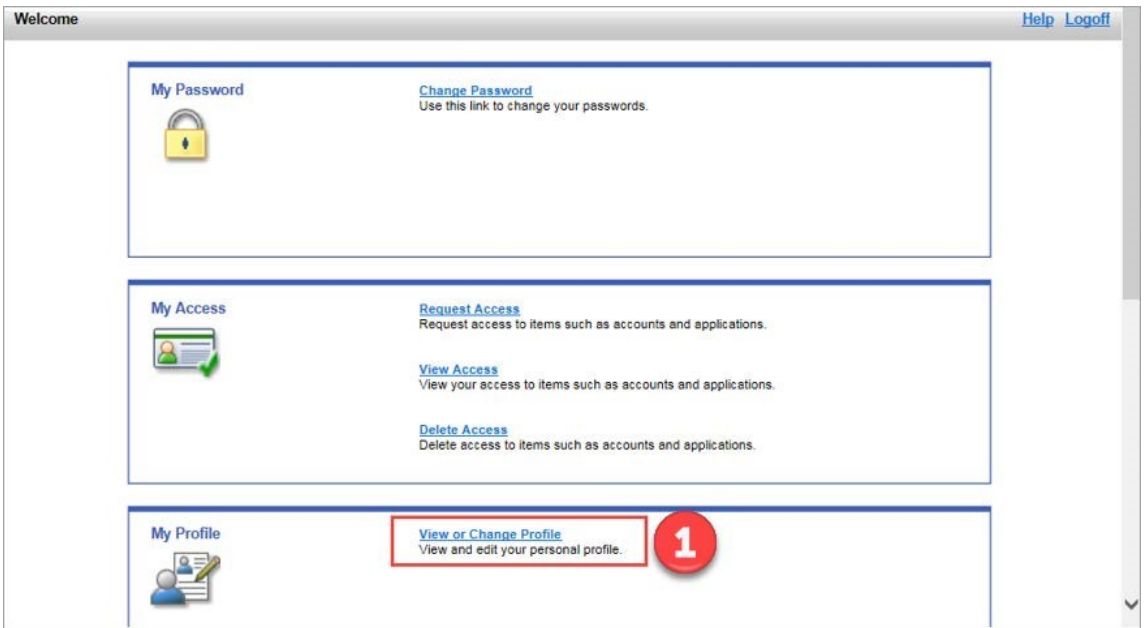
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Task 7 **Updating User Profile**

You can update your user profile from the link **View or Change Profile**, found in the My Profile section. There are five tabs on the left navigation window that make up the personal user profile. They are: BCBSM Agent (or BCBSM Group), Agent Company Information (or Group Company Information), Audit, Entropy Responses, and Invite User.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to update a user profile.

Step	Action				
1	Click View or Change Profile. 				
2	You can update information under any of the tabs in the left navigation pane by clicking on the appropriate tab. Note: The appearance of the Agent and Group screens are similar. Although the fields and information on the respective screens are unique, the process of updating the fields is the same. <table border="1"> <thead> <tr> <th>IF you want to update:</th><th>THEN:</th></tr> </thead> <tbody> <tr> <td>BCBSM Agent (or Group) tab</td><td>Go to step 3.</td></tr> </tbody> </table>	IF you want to update:	THEN:	BCBSM Agent (or Group) tab	Go to step 3.
IF you want to update:	THEN:				
BCBSM Agent (or Group) tab	Go to step 3.				

	Agent (or Group) Company Information tab	Go to step 5.
--	--	---------------

	Entropy Responses Note: Entropy Responses refers to security questions and answers.	Go to step 7.
	Invite User	Go to step 9.

3

Key the updated information in the correct fields.

Note: The screen displayed is for an Agent user. The screen for a Group user is similar, but with fields and information relating to the Group. The process of updating is the same.

View or Change Profile

Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK. All required fields are marked with (*).

*** BCBSMAgent**

*** Full name**

*** Last name**

*** companyname**

E-mail address

Telephone number

pin

Agent Number

First name

Organizational roles

Agent Principal Admin

AgentSAMRole

AgentSIMRole

MCS View No Claims

*** Preferred user ID**

Search

Delete

OK

4

Click **OK**.

Note: The following screen displays to confirm the profile change request has been submitted.

[Home](#) > [View or change profile](#) > Request submitted

Request Submitted: View or Change Profile

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID: 3288919495983338121
Date submitted: November 19, 2018 3:23:40 PM
Request type: View or Change Profile
Account/Access:

Information Updated

First name:
Last name:
companyname:

Related Tasks

To check on the status of your request, refer to the View My Requests page.
Go to View or Change Profile page.
To perform other tasks go to the IBM Security Identity Manager Home page.

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5

Key the updated information in the correct fields.

Note: The screen displayed is for Group Company Information. The screen for Agent Company Information is similar, but with fields and information relating to the Agent. The process of updating is the same.

Welcome, [Home](#) > View or change profile [Help](#) [Logoff](#)

View or Change Profile

Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page,

+ BCBSMGroup + Group Company Information - Audit - Entropy Responses - Invite User	☒ Group Auto Update Company Name Group Company Address Group Firm Type Classification true BCBSM Group Number ☐ Group hipaaphi Group Registration Time T&C Time Group SponsorID + Group FirmType Group Group ContractSize Group-Group Name Group CID Mainframe BCBSM-ID Mainframe-BCN-ID
---	---

OK **6**

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6

Click **OK**.

Note: A screen displays to confirm the profile change request has been submitted.

7

Key the updated information in the correct fields.

Note: Entropy Responses refers to security questions and answers.

Welcome,

[Home](#) > [View or change profile](#)

[Help](#)
[Logoff](#)

View or Change Profile

Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK.

+ BCBSMGroup

+ Group Company Information

Audit

Entropy Responses

Invite User

What is your mother's maiden name?

test

What is your father's middle name?

What city were you born in?

What is the first vehicle you drove?

test

What is your favorite food?

What is your pet's name?

OK

Cancel

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8

Click **OK**.

Note: A screen displays to confirm the profile change request has been submitted.

Welcome,

[Home](#) > [View or change profile](#) > Request submitted

[Help](#)
[Logoff](#)

Request Submitted: View or Change Profile

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID:

1895624516658636690

Date submitted:

January 4, 2019 2:19:46 PM

Request type:

View or Change Profile

Account/Access:

Information Updated

bcbsm-agent-invitedemail:

Related Tasks

To check on the status of your request, refer to the [View My Requests](#) page.

Go to [View or Change Profile](#) page.

To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

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9

Type the updated information in the correct fields.

Welcome,

[Home](#) > [View or change profile](#)

[Help](#)
[Logoff](#)

View or Change Profile

Change the profile information below. When you are done reviewing and changing information on each tab and on the role assignment attributes page, click OK.

+ BCBSMGroup

+ Group Company Information

Audit

Entropy Responses

Invite User

Invited User Email-ID Separated by comma

OK

Cancel

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Page 23

10

Click **OK**.

Note: A screen displays confirming the profile change request has been submitted.

The screenshot shows a web page titled "Request Submitted: View or Change Profile". At the top, there is a navigation bar with "Welcome," on the left and "Help Logoff" on the right. Below the navigation bar, a breadcrumb trail reads "Home > View or change profile > Request submitted". The main heading is "Request Submitted: View or Change Profile". Below this, a message states: "You have submitted a request. Below is the information available to you at this time." The page is divided into three sections: "Request Detail", "Information Updated", and "Related Tasks".

Request Detail

Request ID:	1895624516658636690
Date submitted:	January 4, 2019 2:19:46 PM
Request type:	View or Change Profile
Account/Access:	

Information Updated

bcsm-agent-invitedemail:

Related Tasks

To check on the status of your request, refer to the [View My Requests](#) page.

Go to [View or Change Profile](#) page.

To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

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2.2 Group Code Access - Administrator

As an Administrator, the **Group Code Access** link at the top of the landing page is used to manage your users' access (e.g., manage group/divisions, external access, automatic-updates). The tasks you can perform in this section are listed below:

- Adding/removing group codes
- Requesting/approving external access
- Turning on/off automatic-updates

Log in and click **Group Code Access** to begin a task.

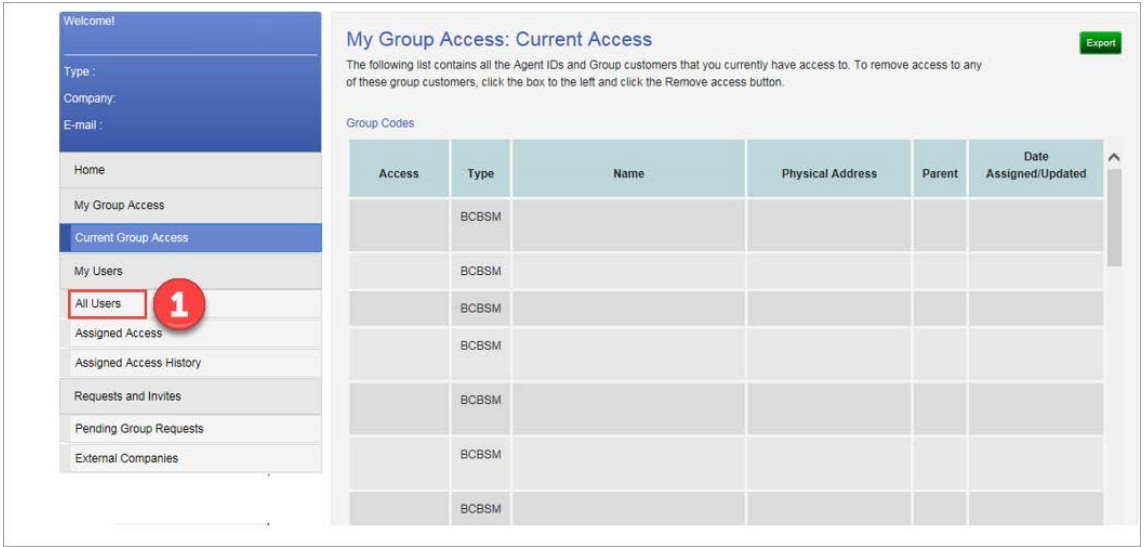
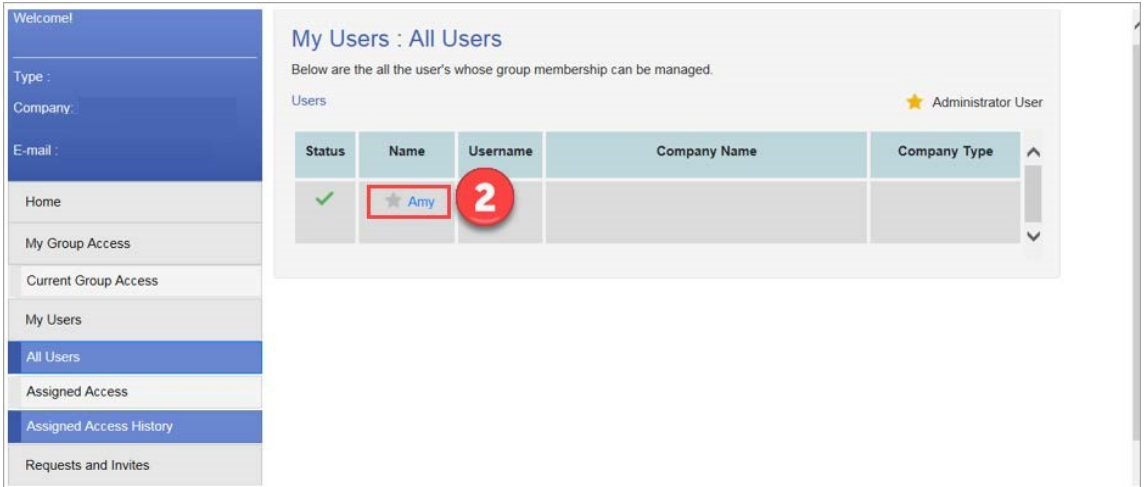


Task 8 Adding/Removing Group Codes

As an Administrator, you can add and/or remove group codes for a user.

- **Note:** If you turn on the Automatic-Updates you will be granting access to all Group Codes. Automatic-Updates must be turned **Off** to remove Group Codes.
- This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to add/remove group codes.

Step	Action
1	Click All Users. 
2	Click user's Name. 

3

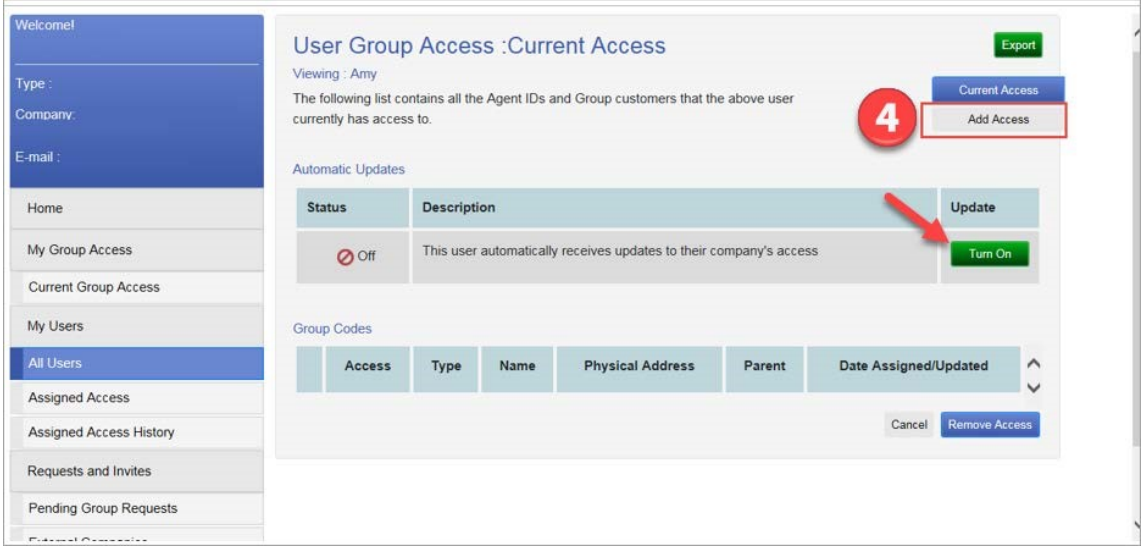
Note: The selected user's Current Access displays.

To	Then
Add Group Codes	Go to step 4.
Remove Group Codes	Go to step 7.

4

Click **Add Access**.

Note: If **Turn On** is selected for Automatic-Updates, access is granted to all Group Codes.



5

Click the checkbox(es) next to the group code(s) you want the user to access.

User Group Access : Add Access

Viewing : Amy

The following additional Group Customers are available to this user. As a company Administrator you have the ability to grant access to these additional group numbers as appropriate. To add access to any of the following, check the box to the left and click the Add Selected button

Current Access [Add Access](#)

Group Codes

Access	Type	Name	Physical Address	Parent	Date Assigned/Updated
☒	BCBSM				
☒	BCBSM				
☐	BCBSM				
☐	BCBSM				
☐	BCBSM				

[Add Access](#)

6

From the Current Access screen, click **Add Access**.

7

Click the checkbox(es) next to the group code(s) to remove.

Note: Automatic-Updates must be **Off** to remove Group Codes.

Automatic Updates

Status	Description	Update
☒ Off	This user automatically receives updates to their company's access	Turn On

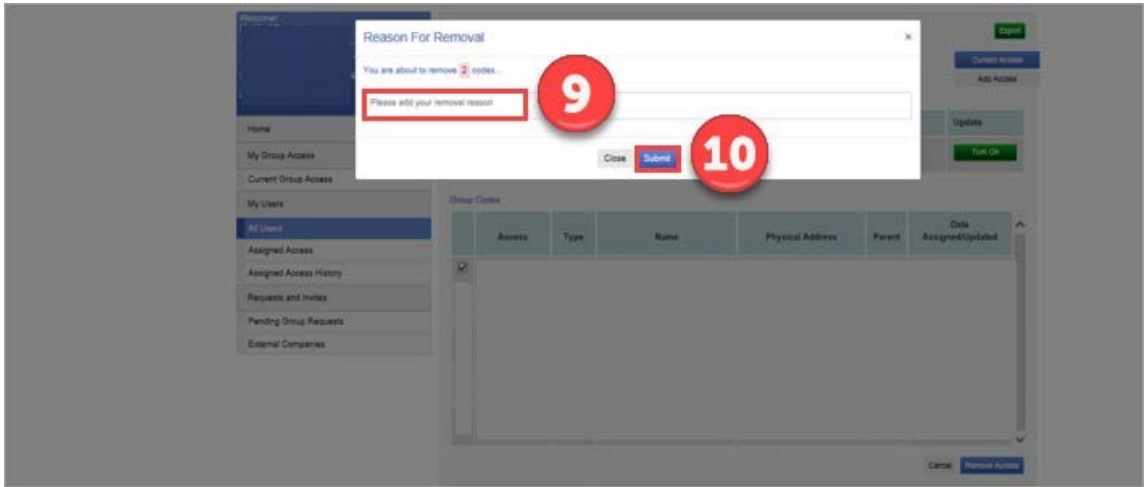
Group Codes

Access	Type	Name	Physical Address	Parent	Date Assigned/Updated
☐	BCBSM				
☐					

[Cancel](#) [Remove Access](#)

8

Click **Remove Access**.

9	Type a reason for removal. Note: This is optional. 
10	Click Submit. Note: The codes are now removed.

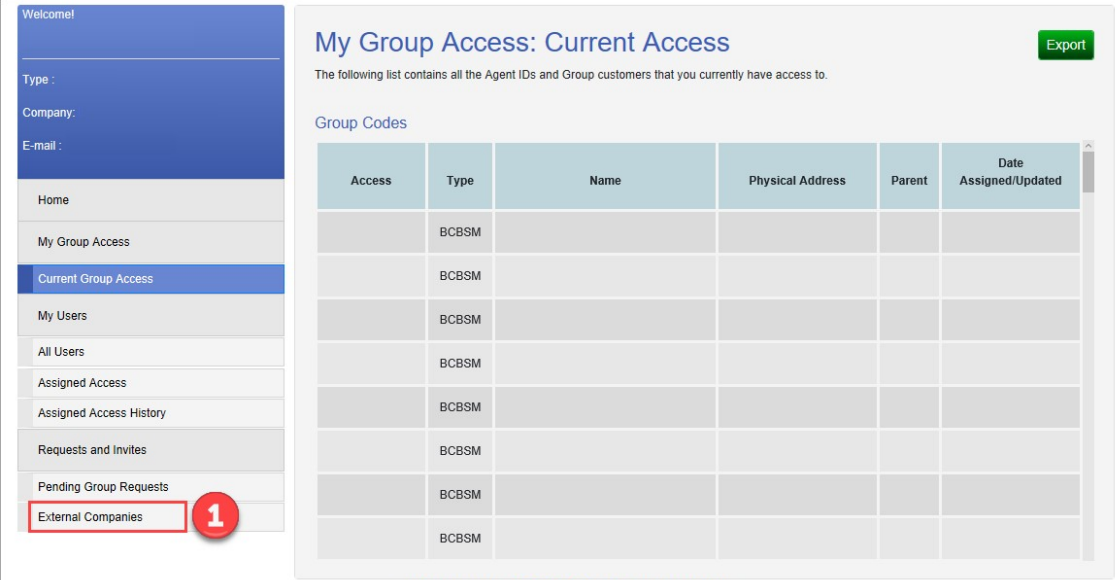
Task 9 Requesting/Approving External Access

Administrators can request access to group numbers owned by other external companies. They can also approve external requests. When a request is submitted, the administrator(s) in the owning Group company is notified. The administrator(s) of the owning Group company can decide to approve or to reject requests from outside Group companies.

- **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to request/approve external access.

Step	Action
------	--------

1	Click External Companies.  Have Questions? call 877-258-3932 User Guides Privacy Policy © 1996-2018 Blue Cross Blue Shield of Michigan and Blue Care Network Nonprofit corporations and independent licensees of the Blue Cross Blue Shield Association						
2	Note: The External Company Requests screen displays. <table border="1"> <thead> <tr> <th>To</th><th>Then</th></tr> </thead> <tbody> <tr> <td>Request External Access</td><td>Go to step 3.</td></tr> <tr> <td>Approve External Access</td><td>Go to step 6.</td></tr> </tbody> </table>	To	Then	Request External Access	Go to step 3.	Approve External Access	Go to step 6.
To	Then						
Request External Access	Go to step 3.						
Approve External Access	Go to step 6.						
3	Click Request External Access .						

Welcome!

Type :

Company:

E-mail :

Home

My Group Access

Current Group Access

My Users

All Users

Assigned Access

Assigned Access History

Requests and Invites

Pending Group Requests

External Companies

Requests: External Company Requests

The following external companies have requested access to group codes that your organization owns.

Access

Company

Requesting Administrator

Date Submitted

Reject

Approve Access

3

Request External Access

Have Questions? call 877-258-3932 User Guides Privacy Policy

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4

Key the information in the correct field.

Note: The request can be submitted by populating any of the displayed fields. The information requested may vary, depending on the type of user.

Welcome!

Type :

Company:

E-mail :

Home

My Group Access

Current Group Access

My Users

All Users

Assigned Access

Assigned Access History

Requests and Invites

Pending Group Requests

External Companies

Request External Group Access

To request access to a GroupID owned by another company, indicate the ID that you would like access to and click the Submit button. Your request will be forwarded to the company that owns that access. Once a decision has been made on your request, you will be notified using the e-mail address used in your profile.

Agent Number

BCBSM Group #

BCN Facets Group #

Cancel

Submit

4

5

Have Questions? call 877-258-3932 User Guides Privacy Policy

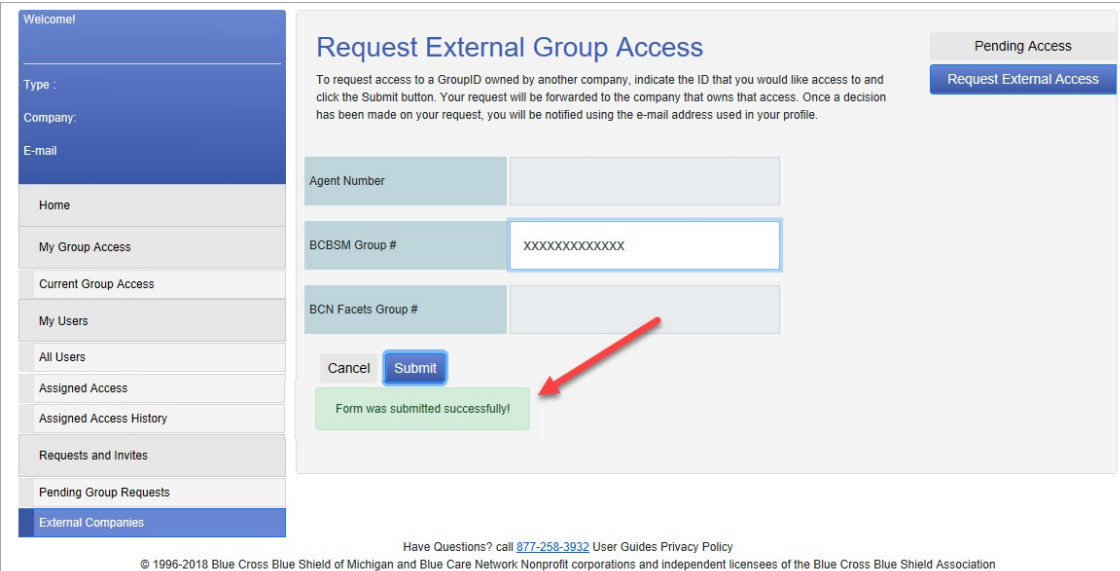
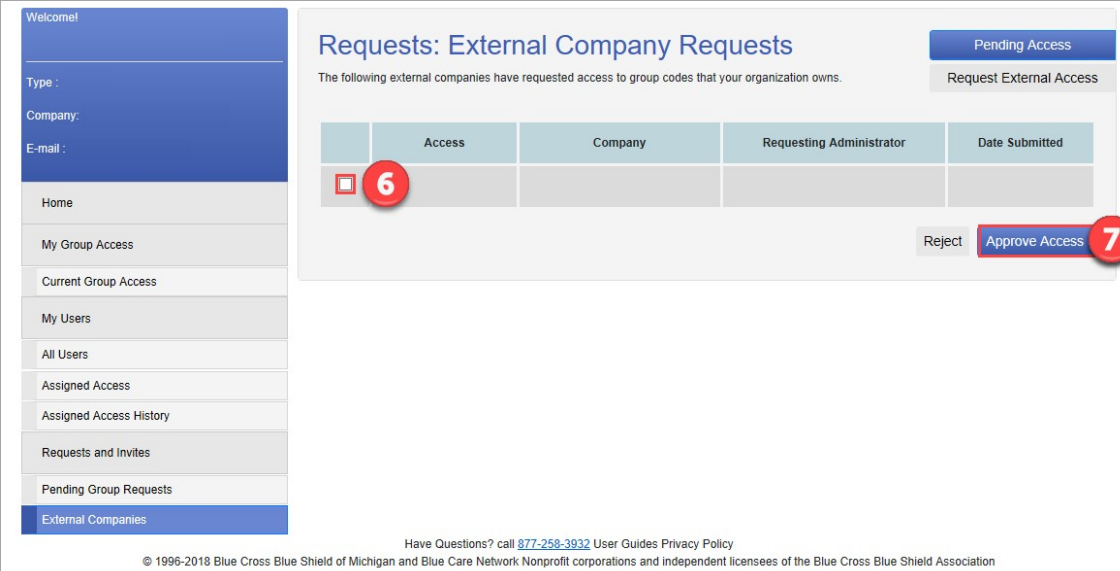
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5

Click **Submit**.

Note: The following screen displays to confirm the form was submitted successfully.

Page 31

	 Have Questions? call 877-258-3932 User Guides Privacy Policy © 1996-2018 Blue Cross Blue Shield of Michigan and Blue Care Network Nonprofit corporations and independent licensees of the Blue Cross Blue Shield Association
6	Click the checkbox(es) next to the request(s) to approve. Note: Alternatively, you can also reject the request by selecting Reject.  Have Questions? call 877-258-3932 User Guides Privacy Policy © 1996-2018 Blue Cross Blue Shield of Michigan and Blue Care Network Nonprofit corporations and independent licensees of the Blue Cross Blue Shield Association
7	Click Approve Access. Note: The following screen displays and the request no longer appears, meaning it has been approved.

Welcome!

Type :

Company:

E-mail :

Home

My Group Access

Current Group Access

My Users

All Users

Assigned Access

Assigned Access History

Requests and Invites

Pending Group Requests

External Companies

Requests: External Company Requests

The following external companies have requested access to group codes that your organization owns.

Pending Access

Request External Access

Access	Company	Requesting Administrator	Date Submitted

Reject

Approve Access

Have Questions? call [877-258-3932](tel:877-258-3932) User Guides Privacy Policy

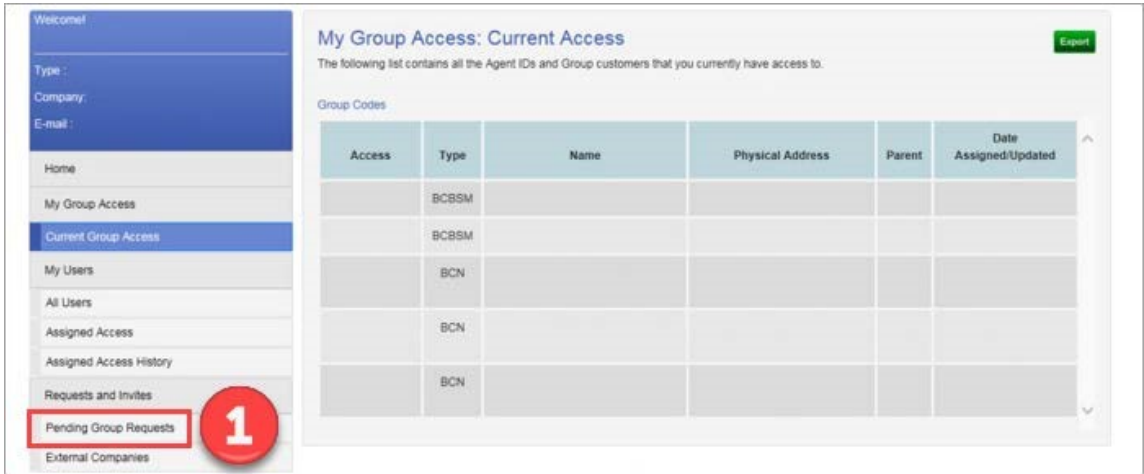
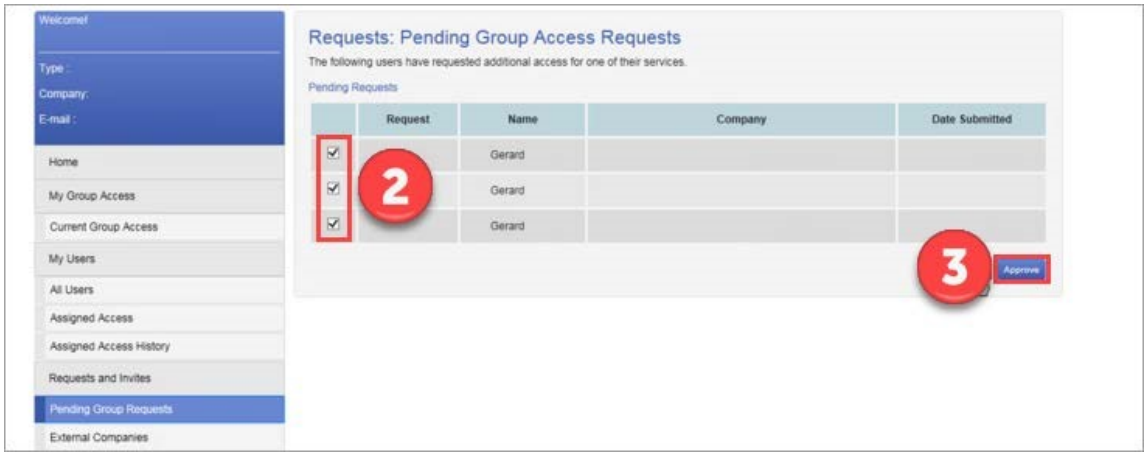
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Task 10 Approving Group Code Requests

A user can request access to a group code, and as the administrator you can approve or reject the request.

- **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to approve requested group code(s).

Step	Action
1	Click Pending Group Requests. 
2	Click the checkbox(es) next to the Pending Requests you want to approve. Note: Alternatively, you can also reject the request by selecting Reject. 
3	Click Approve.

The following screen displays that the pending requests are no longer listed and have been approved.

Requests: Pending Group Access Requests

The following users have requested additional access for one of their services.

Pending Requests

Request	Name	Company	Date Submitted
---------	------	---------	----------------

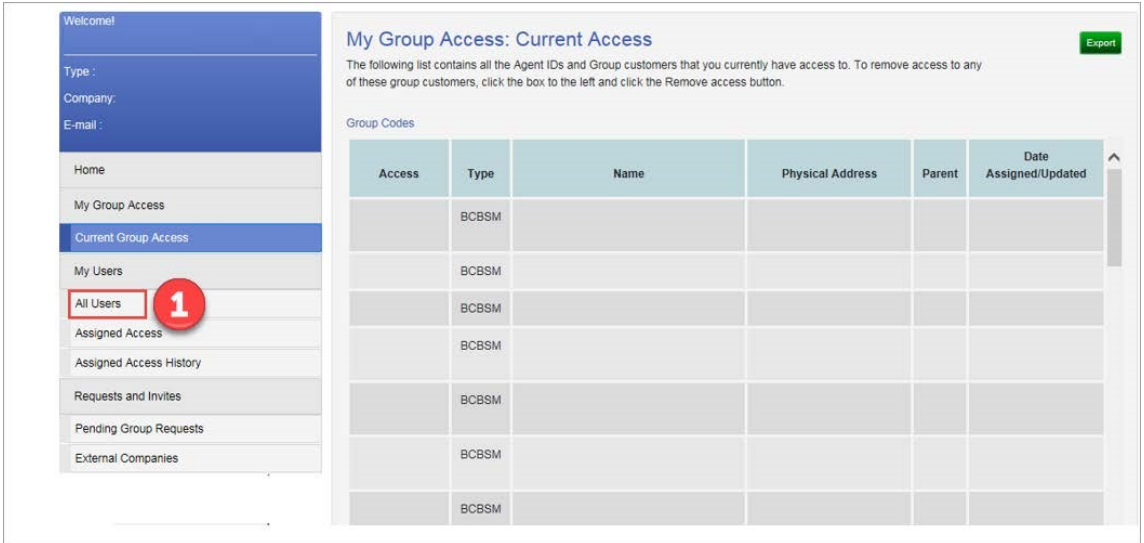
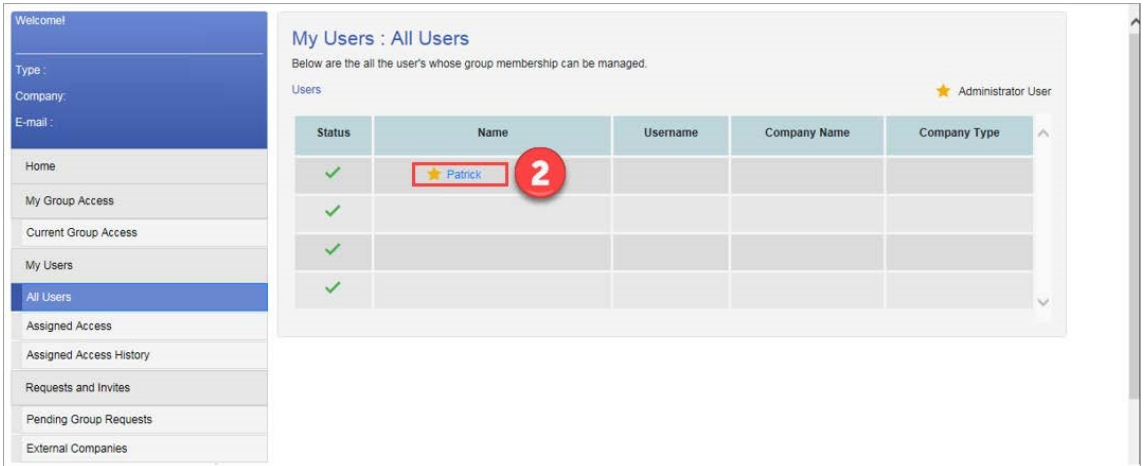
Reject Approve

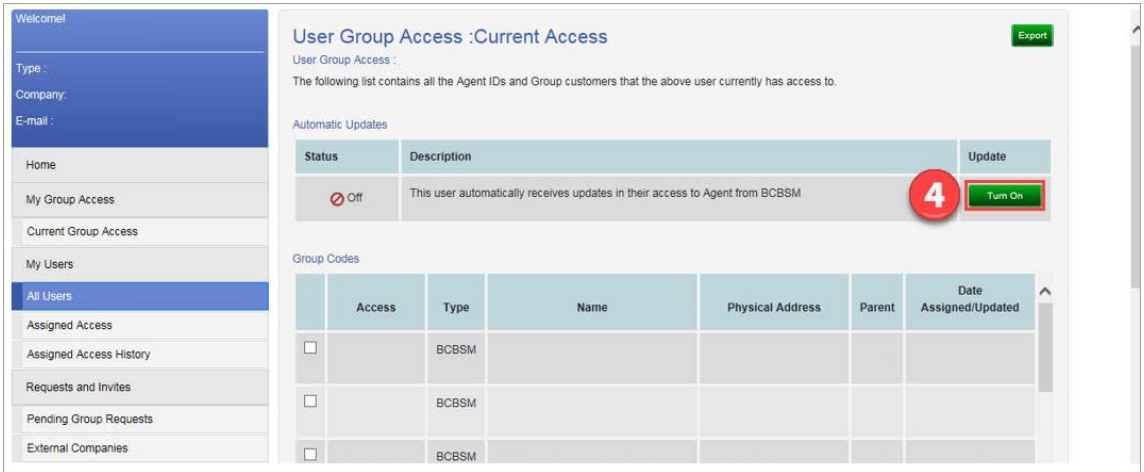
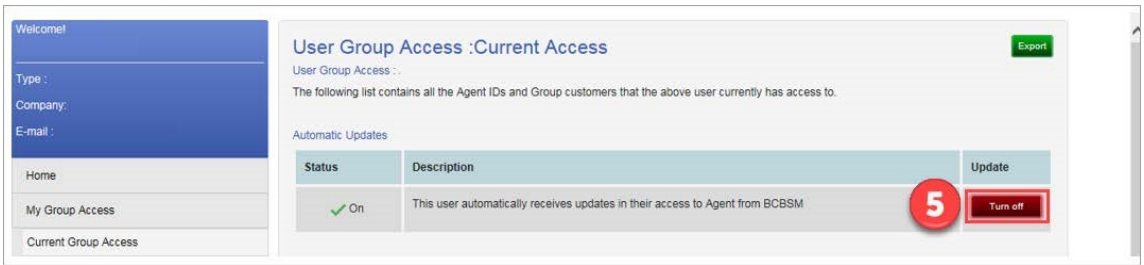
Task 11 Turning On/Off Automatic-Updates

If automatic-updates are turned on for a user, the user is given access to all current group codes and they automatically receive access to newly added group codes in the future. If the automatic-updates are turned off, the group code access must be added manually for the user.

- **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to turn on/off a user's automatic-updates.

Step	Action
1	Click All Users. 
2	Click the user's Name. Note: A star next to the user's name indicates they are an Administrator. 

3	Note: If a user's automatic-updates are currently off, you can turn them on. Also, if a user's automatic-updates are currently on, you can turn them off. <table border="1"> <thead> <tr> <th>To</th><th>Then</th></tr> </thead> <tbody> <tr> <td>Turn on Automatic-Updates</td><td>Go to step 4.</td></tr> <tr> <td>Turn off Automatic-Updates</td><td>Go to step 5.</td></tr> </tbody> </table>	To	Then	Turn on Automatic-Updates	Go to step 4.	Turn off Automatic-Updates	Go to step 5.
To	Then						
Turn on Automatic-Updates	Go to step 4.						
Turn off Automatic-Updates	Go to step 5.						
4	Click Turn On. 						
5	Click Turn Off. 						

2.3 User Administration - Administrator

As an administrator, you have access to the User Administration link at the top of the landing page. It is used to manage your group users' profiles (e.g., manage user access/services, change passwords). The tasks you can perform in this section are listed below:

- Resetting user password
- Locking/unlocking user

- Terminating user
- Adding/removing services from user
- Assigning an administrator

Log in and click **User Administration** to begin a task.



Task 12 Changing/Resetting User Passwords

If a user keys in an incorrect password three times or more, the system security will automatically disable their account. At that point, you need to change or reset a user password.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to change a user password.

Step	Action
1	Click the Change Passwords link.

2

Type the user's information in the **Search** field.

Note: The information required in the search depends on the filter selected in the **Search by** field. You can search by Preferred User ID, Full name, Email address, or Last name.

3

Click **Search by** drop-down arrow to select the proper filter.

4

Click **Search**.

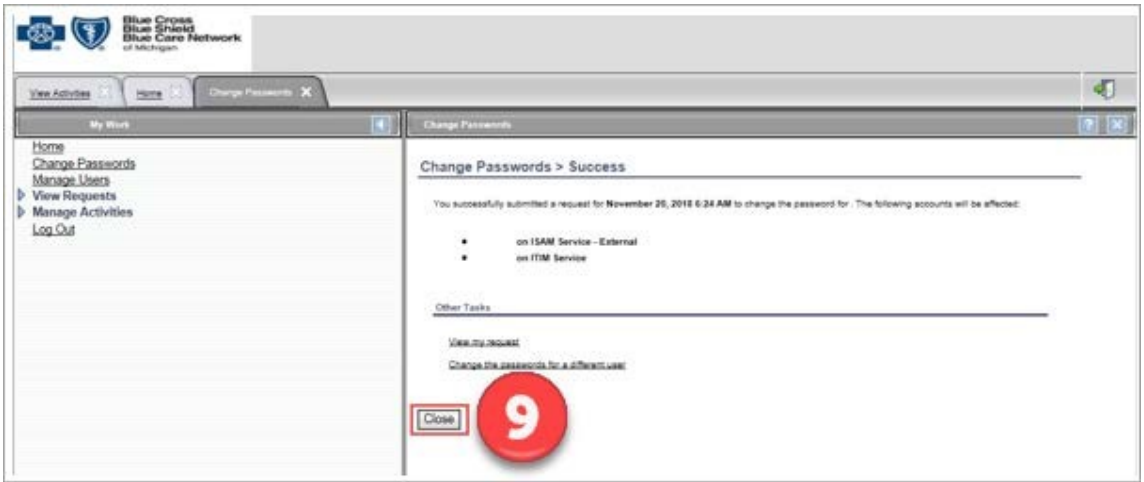
Note: Any users matching the search criteria you selected are displayed.

5

Click the radio button next to the user whose password you want to change.

6

Click **Continue**.

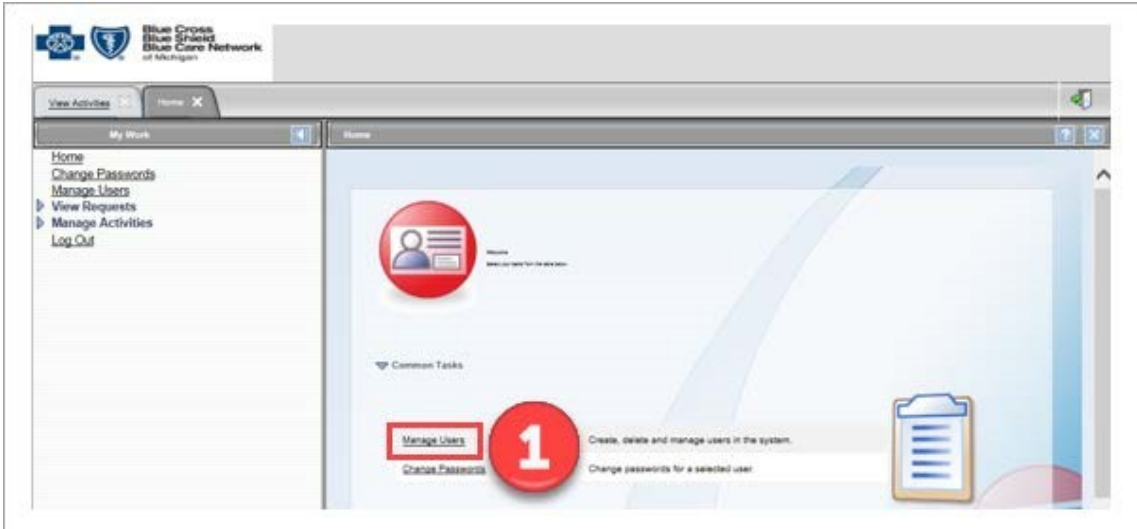
7	Type the same new password in the in the Password and Confirm Password fields. 
8	Click Submit.
9	Click Close. Note: The home screen of User Administration is displayed.
	

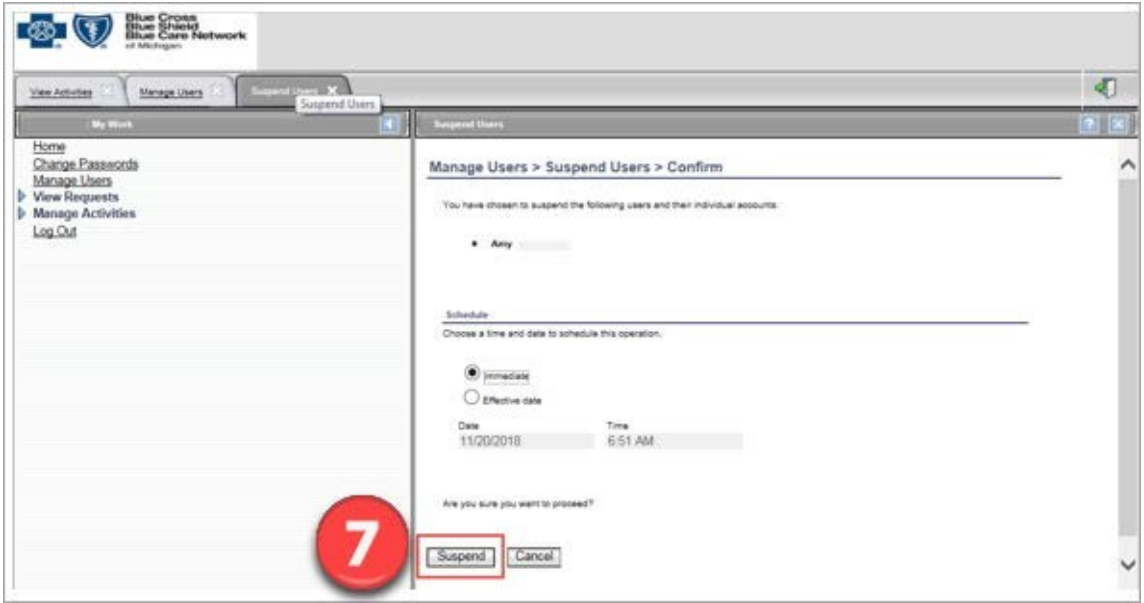
Task 13 Suspending/Locking a User Account

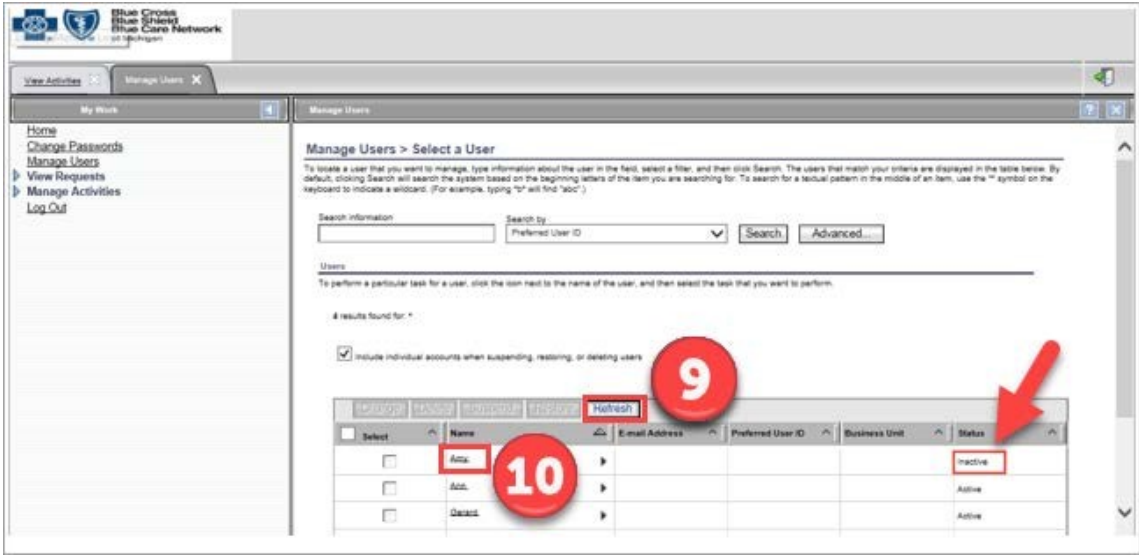
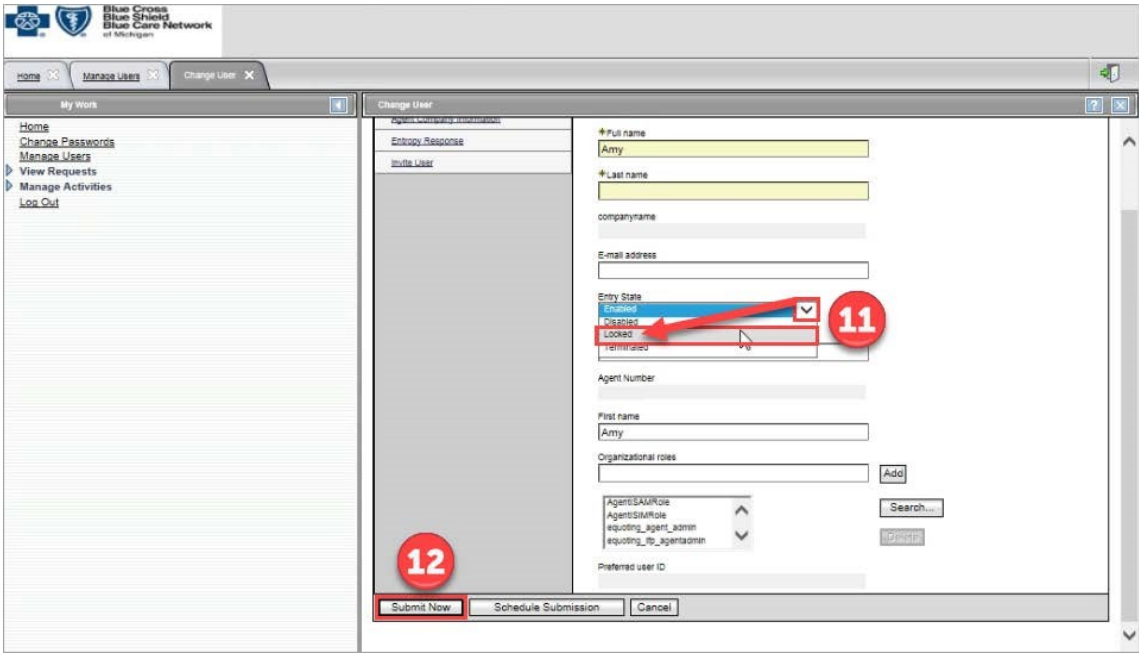
Occasionally it may become necessary to suspend (lock) a user account, for example, if they are out on leave or have been terminated. In this system, the user no longer needs to be suspended before being terminated.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to suspend a user's account.

Step	Action
1	Click Manage Users. 
2	Type the user's information in the Search field. Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.

	
8	Click Close. Note: This closes the Suspend Users tab and returns to Manage Users tab. 
9	Click Refresh. Note: The user status displays Inactive.

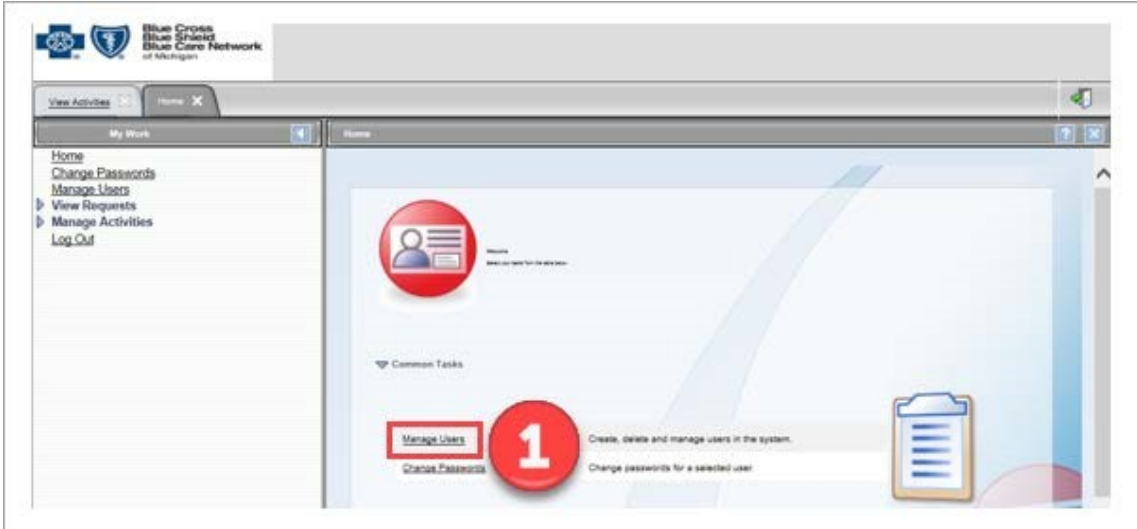
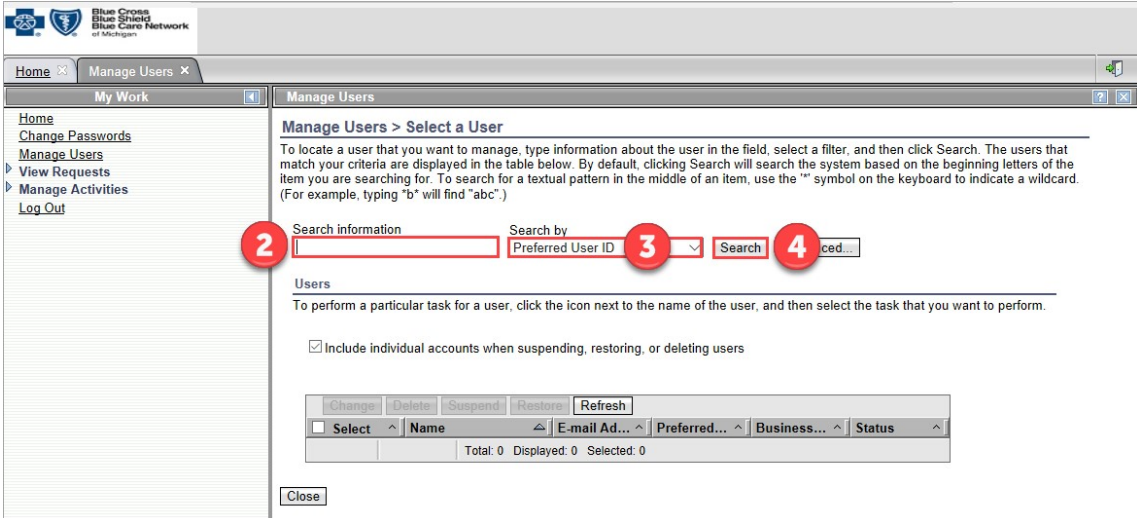
	
10	Click the name of the appropriate user.
11	Click the Entry State drop-down arrow and select Locked. 
12	Click Submit Now .

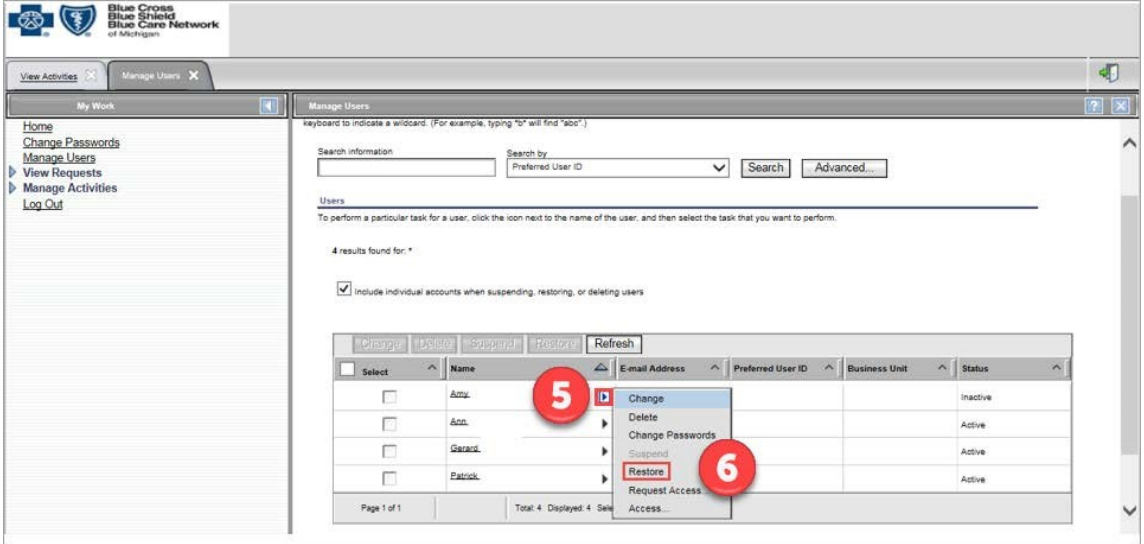
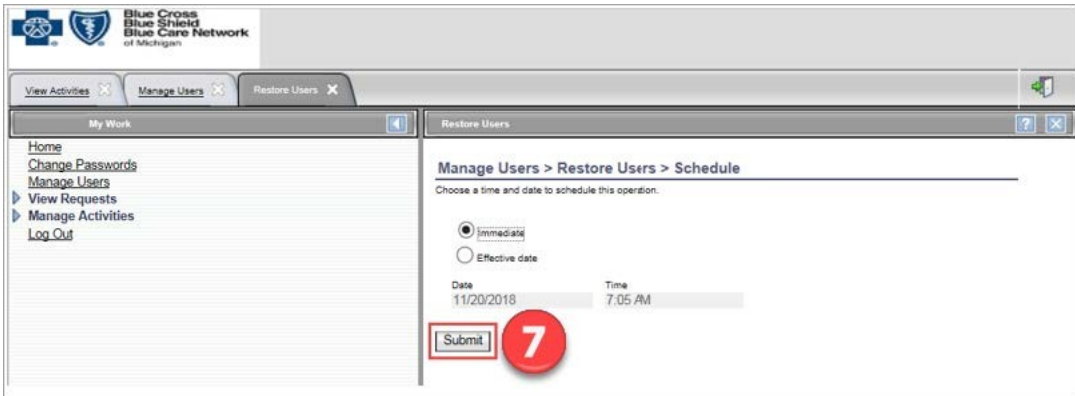
Task 14 Restoring/Activating a Suspended/Locked Account

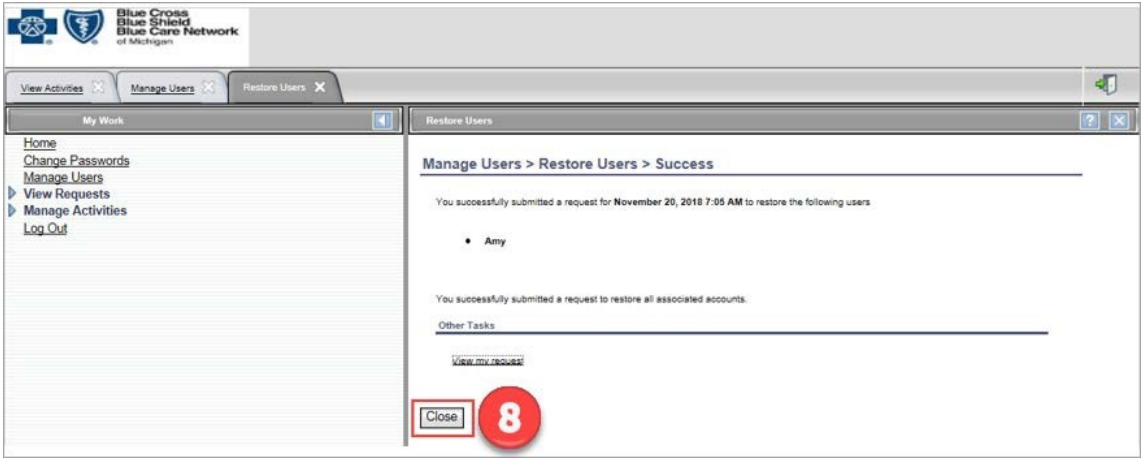
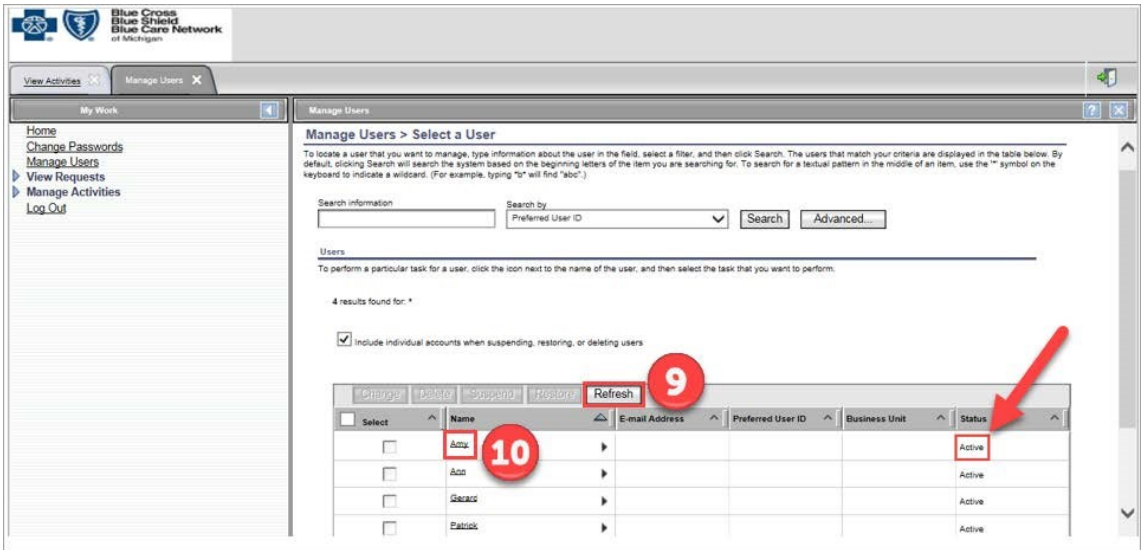
It may be necessary to restore (activate) a user account, for example, if the user was out on leave.

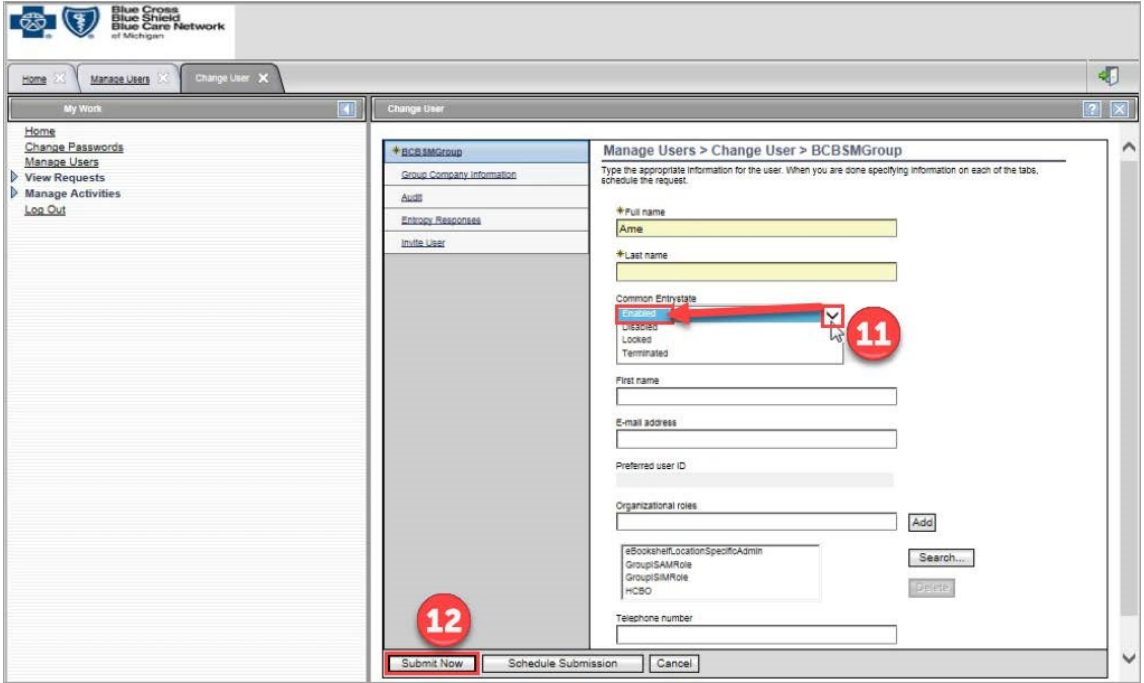
- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to restore a user account.

Step	Action
1	Click the Manage Users link. 
2	Type the user's information in the Search field. Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name. 

3	Click Search by drop-down arrow to select the proper filter.
4	Click Search . Note: Any users matching the search criteria you selected are displayed.
5	Click the drop-down arrow to display the popup menu. 
6	Click Restore .
7	Click Submit . 
8	Click Close . Note: This closes the Restore Users tab and returns to Manage Users tab.

	
9	Click Refresh. Note: The user status displays Active. 
10	Click the name of the appropriate user.
11	Click the Entry State drop-down arrow and select Enabled .

	
12	Click Submit Now .

Task 15 Deleting/Terminating a User's Account

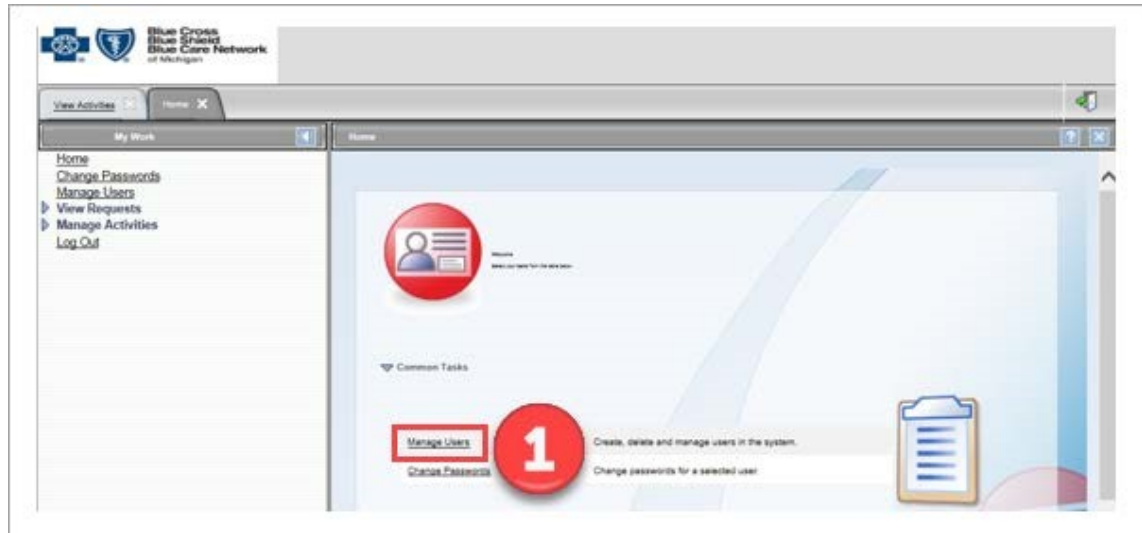
Deleting (terminating) a user account is permanent. Once deleted, the user account cannot be re-used. Users that are deleted will lose all roles, access (services), group code access, and will not be able to log in.

- **Note:** This task should be completed within 24 hours of user's change of job responsibilities or termination of employment.
- This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to delete a user's account.

Step	Action
------	--------

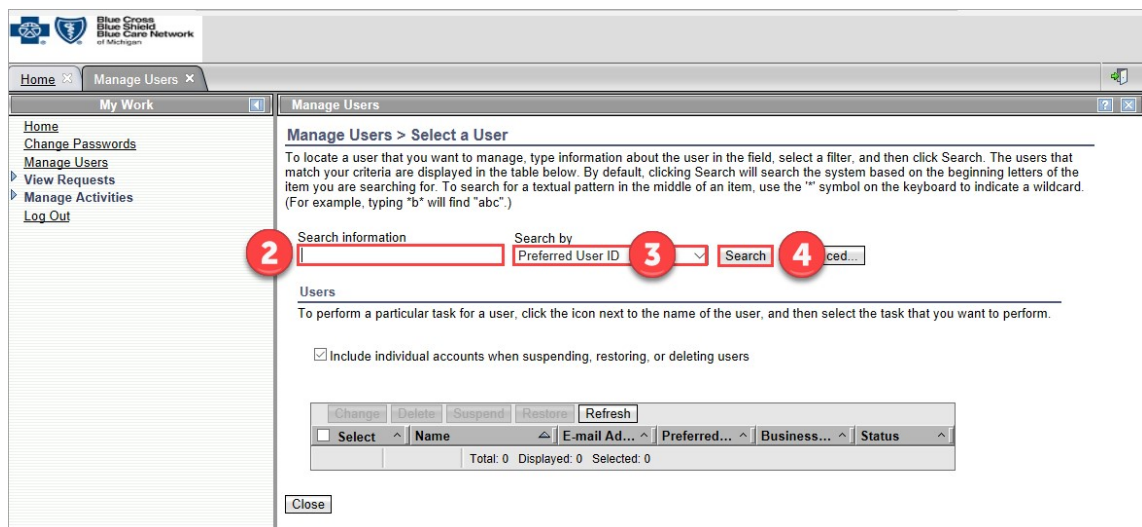
1

Click **Manage Users**.

2

Type the user's information in the **Search** field.

Note: The information required in the search depends on the filter selected in the **Search by** field. You can search by Preferred User ID, Full name, Email address, or Last name.



3

Click **Search by** drop-down arrow to select the proper filter.

4

Click **Search**.

Note: Any users matching the search criteria you selected are displayed.

5

Click the checkbox next to the user you want to delete.

Blue Cross Blue Shield of Michigan

Home Manage Users

My Work Manage Users

Home
Change Passwords
Manage Users
View Requests
Log Out

Manage Users > Select a User

To locate a user that you want to manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "" symbol on the keyboard to indicate a wildcard. (For example, typing "b" will find "abc".)

Search information: Search by Preferred User ID Search Advanced...

Users

To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform.

1 results found for: testern

☒ Include individual accounts when suspending, restoring, or deleting users

Change Delete Suspend Restore Refresh

Select	Name	E-mail Ad...	Preferred...	Business...	Status
☒	Gerard				Active

Page 1 of 1 Total: 1 Displayed: 1 Selected: 0

Close

6

Click **Delete**.

Blue Cross Blue Shield of Michigan

Home Manage Users

My Work Manage Users

Home
Change Passwords
Manage Users
View Requests
Log Out

Manage Users > Select a User

To locate a user that you want to manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "" symbol on the keyboard to indicate a wildcard. (For example, typing "b" will find "abc".)

Search information: Search by Preferred User ID Search Advanced...

Users

To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform.

1 results found for: testernghs

☒ Include individual accounts when suspending, restoring, or deleting users

Change Delete Suspend Restore Refresh

Select	Name	E-mail Ad...	Preferred...	Business...	Status
☒	Gerard				Active

Page 1 of 1 Total: 1 Displayed: 1 Selected: 1

Close

7

Click **Delete** to confirm.

Blue Cross Blue Shield of Michigan

Home Manage Users Delete Users

My Work

Home
Change Passwords
Manage Users
View Requests
Log Out

Delete Users

Manage Users > Delete Users > Confirm

You have chosen to delete the following users and their individual accounts:

- Gerard

Non-individual accounts will be orphaned.

Schedule

Choose a time and date to schedule this operation.

☒ Immediate
☐ Effective date

Date: 11/20/2018 Time: 10:52 AM

Are you sure you want to proceed?

Delete

8

Click **Close**.

Note: This closes the Delete Users tab and returns to Manage Users tab.

Blue Cross Blue Shield of Michigan

Home Manage Users Delete Users

My Work

Home
Change Passwords
Manage Users
View Requests
Log Out

Delete Users

Manage Users > Delete Users > Success

You successfully submitted a request for November 20, 2018 10:54 AM to delete the following users:

- Gerard

You successfully submitted a request to delete all associated accounts.

Other Tasks

[View my request](#)

Close

9

Click the user's name link.

Note: The user's status has changed to Inactive.

The screenshot shows the 'Manage Users' interface. On the left is a 'My Work' sidebar with links: Home, Change Passwords, Manage Users, View Requests, and Log Out. The main area is titled 'Manage Users > Select a User'. It contains a search section with a text input, a 'Search by' dropdown set to 'Preferred User ID', and 'Search' and 'Advanced...' buttons. Below this is a table of users. The table has columns: Select, Name, E-mail Ad..., Preferred..., Business..., and Status. One user is listed: Gerard, with status 'Inactive'. A red circle with the number '9' is around the name 'Gerard'. A red arrow points to the 'Inactive' status. At the bottom of the table, it says 'Page 1 of 1', 'Total: 1', 'Displayed: 1', and 'Selected: 0'. There are also buttons for 'Change', 'Delete', 'Suspend', 'Restore', and 'Refresh' above the table.

The following screen displays. The bottom of the page shows a check mark indicating the user has been terminated.

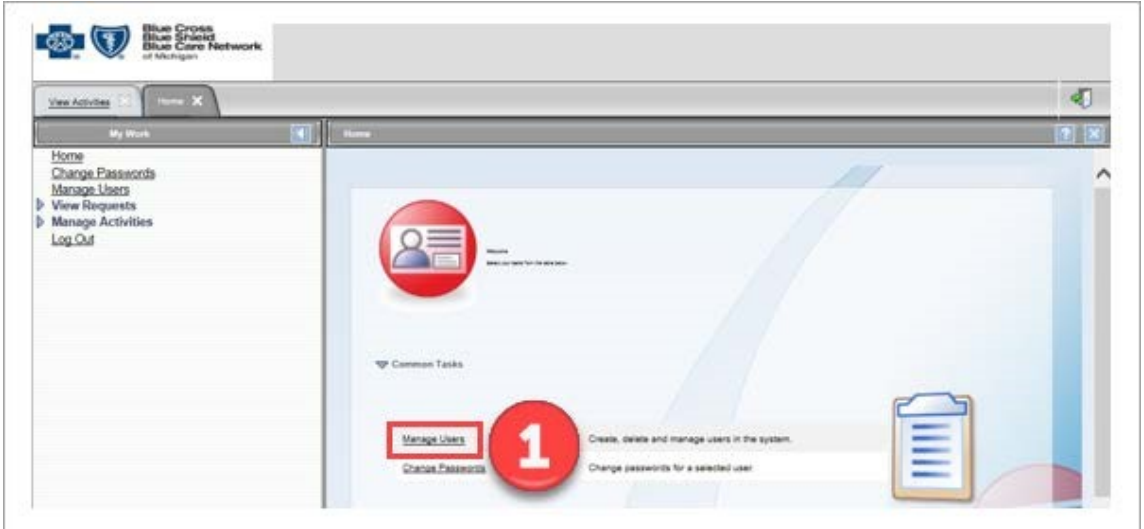
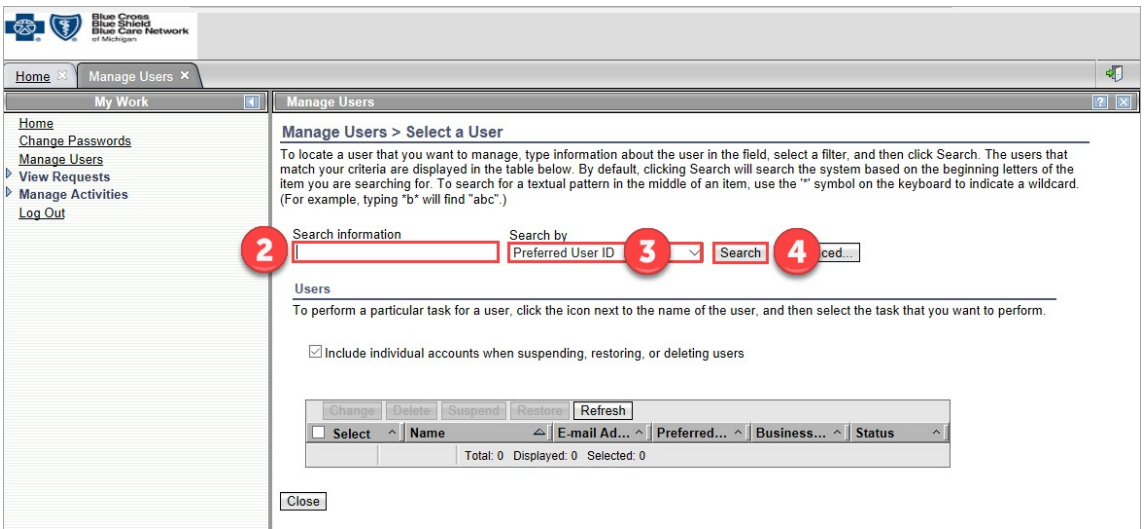
The screenshot shows the 'Change User' interface. On the left is a 'My Work' sidebar with links: Home, Change Passwords, Manage Users, View Requests, Manage Activities, and Log Out. The main area is titled 'Change User'. It contains several form fields: Last 4 Digit SSN, First name, E-mail address, Preferred user ID, Organizational roles (with an 'Add' button), Group/SAMRole, Group/SIMRole (with a 'Search...' button), and Telephone number. At the bottom, there are 'Submit Now', 'Schedule Submission', and 'Cancel' buttons. A red arrow points to the 'Is User Terminated' checkbox, which is checked.

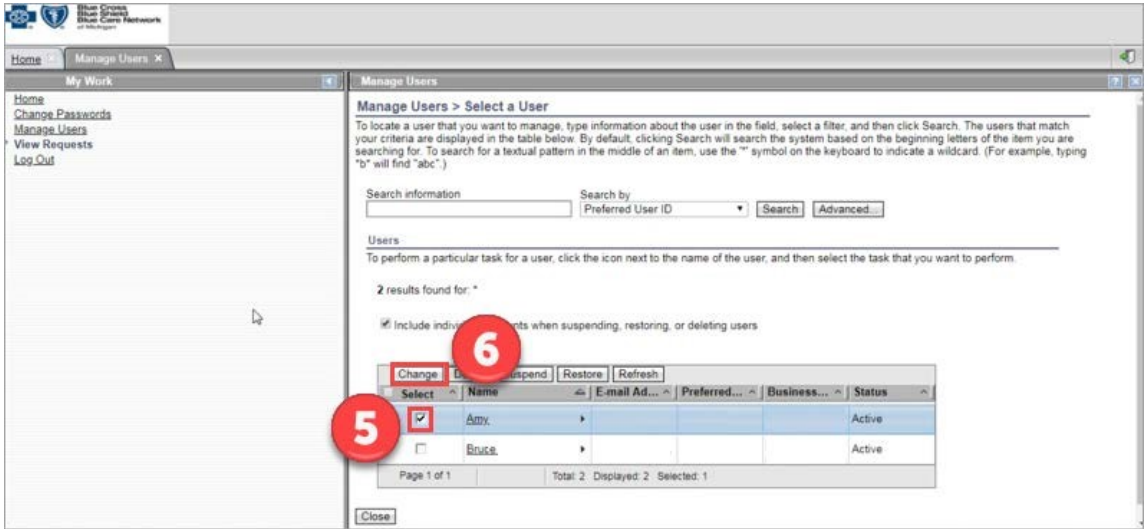
Task 16 Adding Services to a User

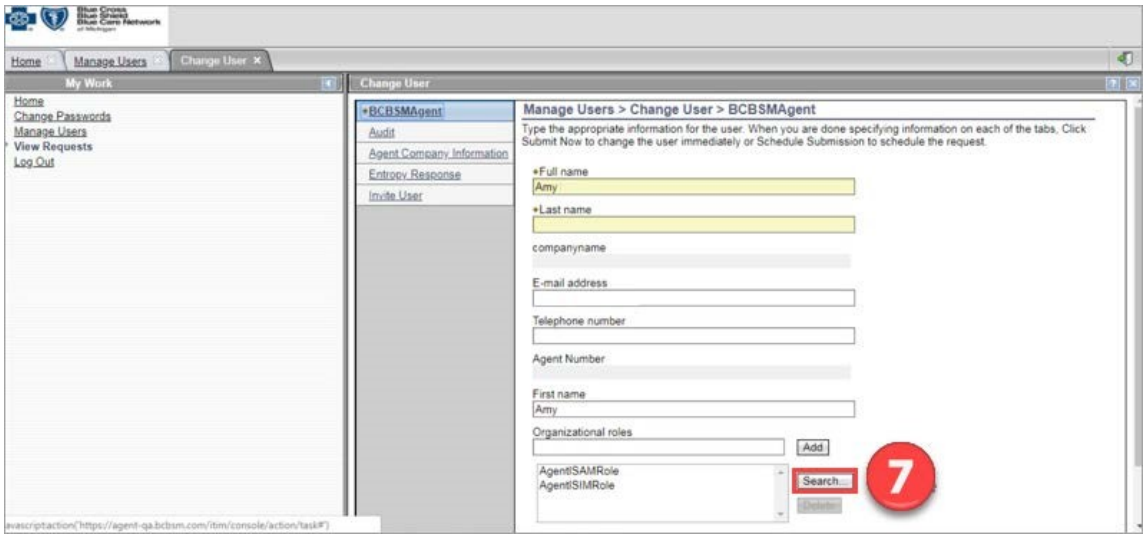
An administrator can grant the necessary services to a user's account. The administrator does not have to wait for a user to request access to services to grant access. Administrators are always limited to granting only those services to which their company has access.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to add services to a user.

Step	Action
1	Click the Manage Users link. 
2	Type the user's information in the Search field. Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.
3	
3	Click Search by drop-down arrow to select the proper filter.

4	Click Search. Note: Any users matching the search criteria you selected are displayed.
5	Click the checkbox next to the user you want to add services (roles) to. 
6	Click Change .
7	Click Search .



8

Click the drop-down arrows and/or type the search criteria in the three fields to display the appropriate services (roles).

Change User > Select Organizational Roles

To add one or more organizational roles, select the organizational roles that you want to add.

Attribute: Name Operator: Contains Value: Search

Roles

To add one or more organizational roles, select them, and then click OK.

Select	Name	Description	Business unit	Role ...
Total: 0 Displayed: 0 Selected: 0				

OK Cancel

9

Click **Search**.

10

Click the checkbox(es) next to the service(s) you want to add.

Note: The services displayed depend on the type of user (i.e. Agent, Group, Association/Chamber) viewing them.

Change User > Select Organizational Roles

To add one or more organizational roles, select the organizational roles that you want to add.

Attribute: Name Operator: Contains Value: Search

Roles

To add one or more organizational roles, select them, and then click OK.

12 results found for: *

Select	Name	Description	Business unit	Role ...
☐	cognosCoAgentSelfServ	Agent Self Service Reporting	Agencies	Static
☐	eBookshelf_accounting_	Agents receiving monthly billing detail and Membership reports	Agencies	Static
☐	eBookshelf_agent	General term for BCBSM partner that sells insurance to groups and individuals	Agencies	Static
☐	eBookshelf_billingInvoice	Agents receives weekly or monthly invoices with payment due	Agencies	Static
☐	eQuoting_agent_admin	eQuoting empowers the Blues' sales force, managing agents and agents to provide quoting activities online for small	Agencies	Static
☐	MCS View No Claims	The membership & Eligibility System (eMCS) allows you to view membership, billing and product information	Agencies	Static

Page 1 of 1 Total: 12 Displayed: 12 Selected: 0

OK Cancel

11

Click **OK**.

12

Scroll to the bottom of the screen and click **Submit Now**.

Home Manage Users Change User X

My Work

Home
Change Passwords
Manage Users
View Requests
Log Out

Entreev Response
Invite User

Full name
Amy

Last name
I

companyname

E-mail address

Telephone number

Agent Number

First name
Amy

Organizational roles
Add

eBookshelf_billinginvoice_agent
eBookshelf_agent
eBookshelf_accounting_agent
AgentSAMIrole
Search

Preferred user ID
hallett

Submit Now Schedule Submission Cancel

javascriptaction?https://agent-qa.bcbssm.com/dsm/console/action/73352335215717a3d9530da00#

13

Click **Close**.

Note: The request has been submitted successfully.

Home Manage Users Change User X

My Work

Home
Change Passwords
Manage Users
View Requests
Log Out

Manage Users > Change User > Success

You successfully submitted a request for December 18, 2018 11:34 AM to change the profile for Amy

Other Tasks

View my request

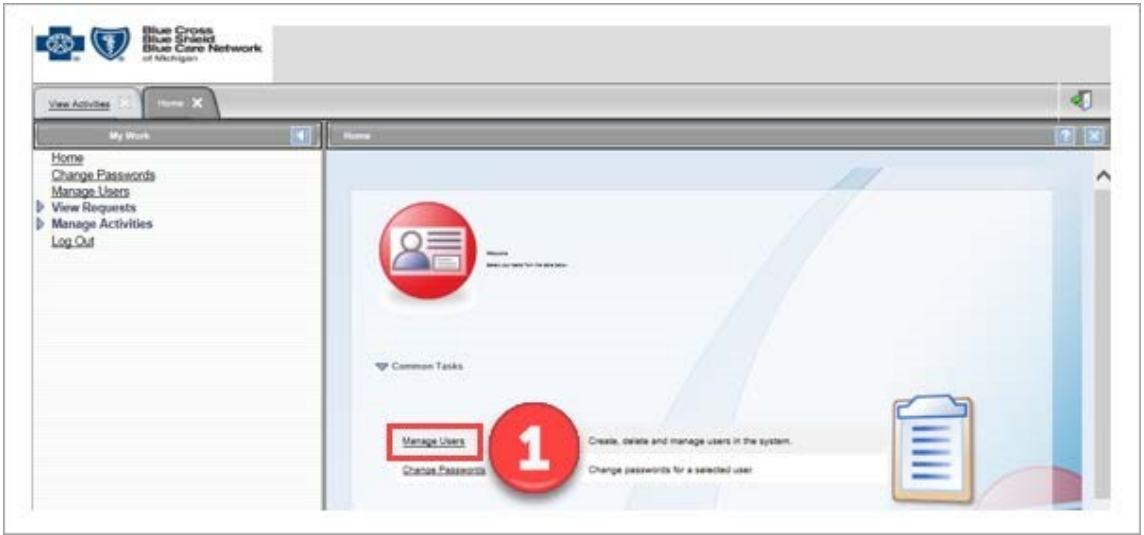
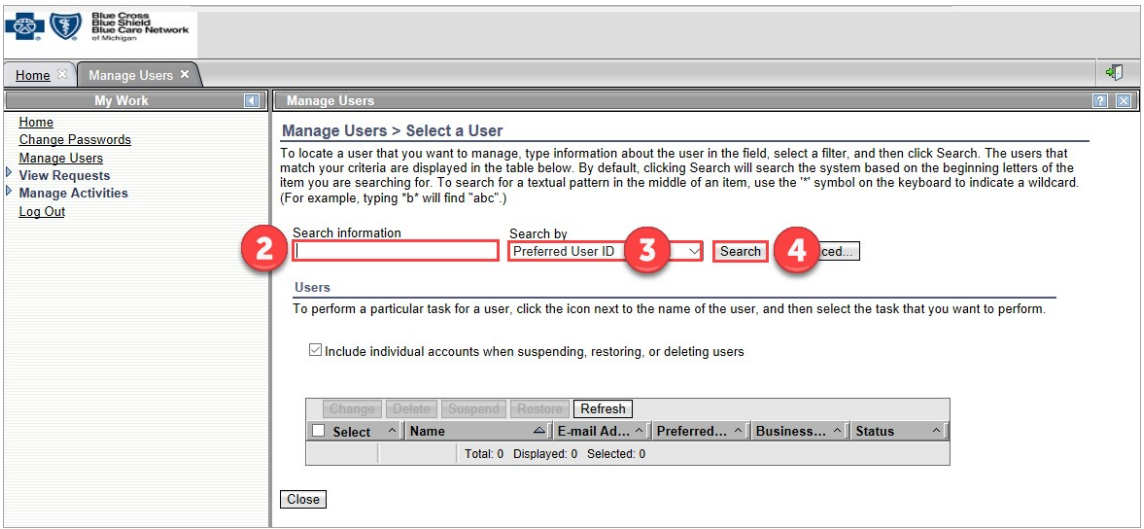
Close

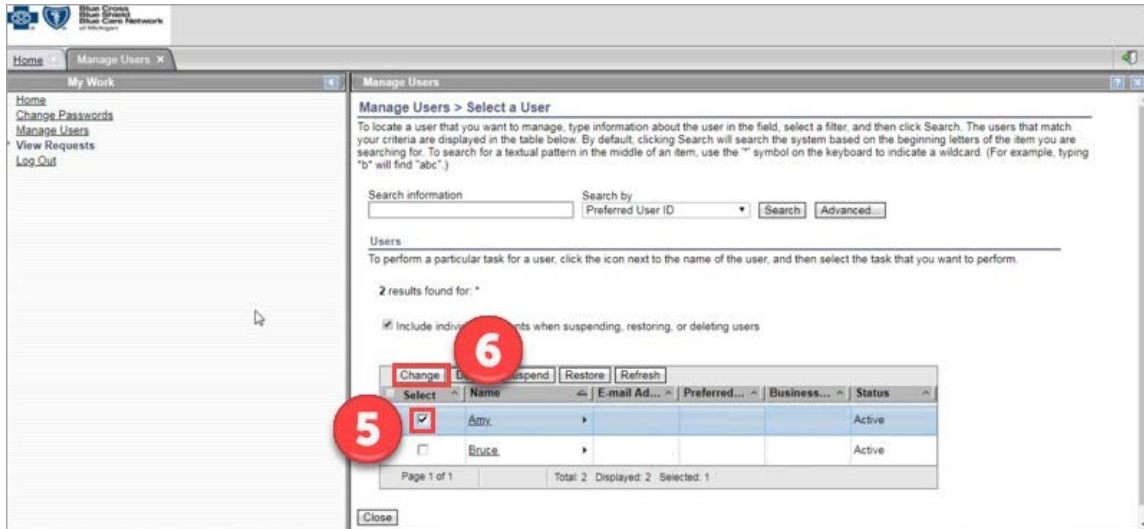
Task 17 Removing Access (Service) from a User

If a user no longer needs to have certain access (services), the administrator can revoke the unnecessary access from the user.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to remove services from a user.

Step	Action
1	Click the Manage Users link. 
2	Type the user's information in the Search field. Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name. 

3	Click Search by drop-down arrow to select the proper filter.																		
4	Click Search . Note: Any users matching the search criteria you selected are displayed.																		
5	Click the checkbox next to the user you want to remove services (roles) from.  The screenshot shows the 'Manage Users > Select a User' interface. It includes a search bar with 'Preferred User ID' selected, a 'Search' button, and an 'Advanced...' link. Below the search bar, there's a table of users. The table has columns: Select, Name, E-mail Ad..., Preferred..., Business..., and Status. Two users are listed: Amy and Bruce. Amy's checkbox is checked. Above the table, there are buttons: Change, Suspend, Restore, and Refresh. A red circle with the number 5 points to the 'Change' button, and a red circle with the number 6 points to the checked checkbox for Amy. <table><tr><th>Select</th><th>Name</th><th>E-mail Ad...</th><th>Preferred...</th><th>Business...</th><th>Status</th></tr><tr><td>☒</td><td>Amy</td><td></td><td></td><td></td><td>Active</td></tr><tr><td>☐</td><td>Bruce</td><td></td><td></td><td></td><td>Active</td></tr></table> Page 1 of 1 Total: 2 Displayed: 2 Selected: 1	Select	Name	E-mail Ad...	Preferred...	Business...	Status	☒	Amy				Active	☐	Bruce				Active
Select	Name	E-mail Ad...	Preferred...	Business...	Status														
☒	Amy				Active														
☐	Bruce				Active														
6	Click Change .																		

7

Select the role (service) to be removed.

Note: The services displayed depend on the type of user (i.e. Agent, Group, Association/Chamber) viewing them.

8

Click **Delete**.

9

Click **Submit Now**.

10

Click **Close**.

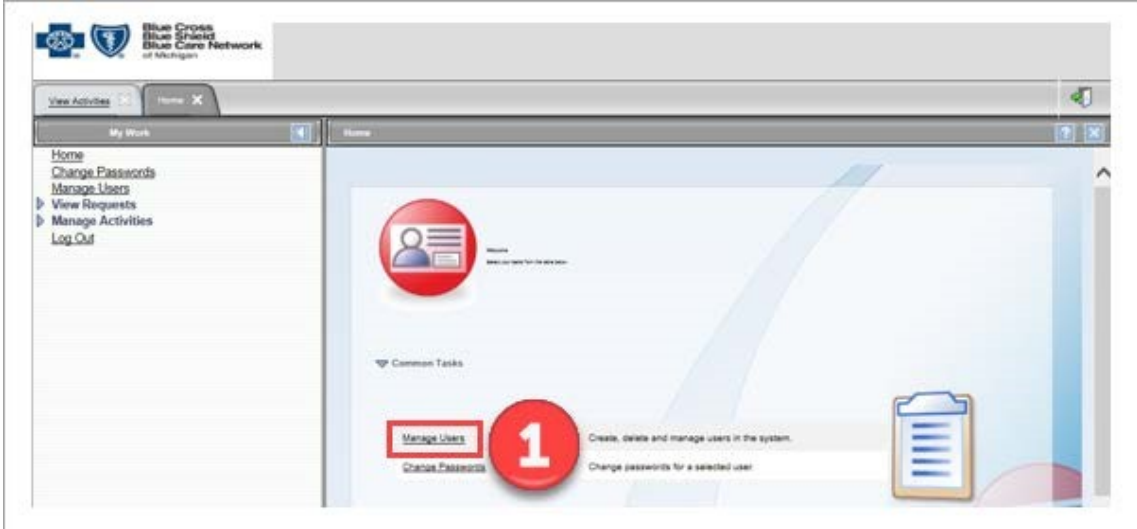
Note: The request has been submitted successfully.

Task 18 Assigning Principal Administrator

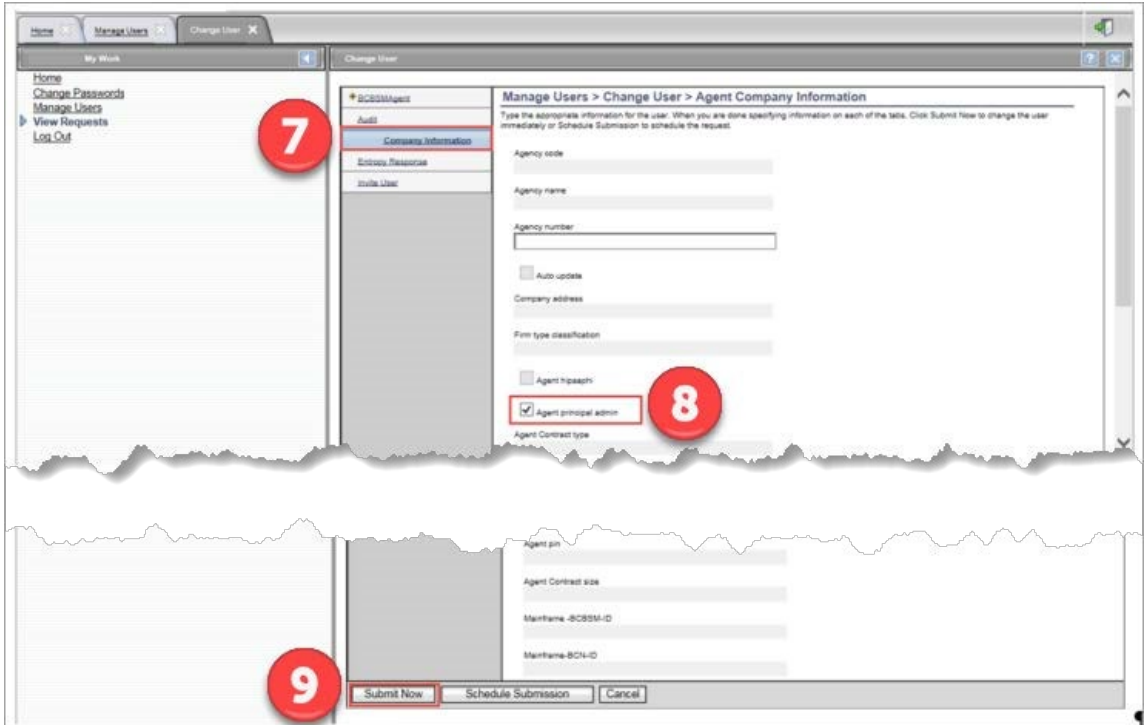
A need may arise to assign the administrator role to a user. After approving a user's registration request, the administrator can assign a user the role of Principal Administrator. The assigning administrator maintains the role as well.

- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

Complete the following steps to assign user as Principal Administrator.

Step	Action
1	Click Manage Users. 
2	Type the user's information in the Search field. Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.

	Home Change Passwords Manage Users View Requests Manage Activities Log Out Home Manage Users My Work Manage Users Manage Users > Select a User To locate a user that you want to manage, type information about the user in the field, select a filter, and then click Search. The users that match your criteria are displayed in the table below. By default, clicking Search will search the system based on the beginning letters of the item you are searching for. To search for a textual pattern in the middle of an item, use the "*" symbol on the keyboard to indicate a wildcard. (For example, typing "b*" will find "abc".) Search information Search by Preferred User ID Search ced... Users To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform. ☒ Include individual accounts when suspending, restoring, or deleting users Change Delete Suspend Restore Refresh Select Name E-mail Ad... Preferred... Business... Status Total: 0 Displayed: 0 Selected: 0 Close 3 Click Search by drop-down arrow to select the proper filter. <tr><td> 4 Click Search. Note: Any users matching the search criteria you selected are displayed. </td><td></td></tr><tr><td> 5 Click the checkbox next to the user you want to assign as Principal Administrator. </td><td> Home Change Passwords Manage Users View Requests Manage Activities Log Out Home Manage Users My Work Manage Users Users To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform. 4 results found for: ☒ Include individual accounts when suspending, restoring, or deleting users Change Delete Suspend Restore Refresh Select Name E-mail Address Preferred User ID Business Unit Status ☐ Adm. Active ☐ Amc Active ☒ Gencl Active ☐ Encl Active Page 1 of 1 Total: 4 Displayed: 4 Selected: 1 Close 6 Click Change. </td></tr><tr><td> 7 Click Company Information. Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber. </td><td></td></tr>	4 Click Search. Note: Any users matching the search criteria you selected are displayed.		5 Click the checkbox next to the user you want to assign as Principal Administrator.	Home Change Passwords Manage Users View Requests Manage Activities Log Out Home Manage Users My Work Manage Users Users To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform. 4 results found for: ☒ Include individual accounts when suspending, restoring, or deleting users Change Delete Suspend Restore Refresh Select Name E-mail Address Preferred User ID Business Unit Status ☐ Adm. Active ☐ Amc Active ☒ Gencl Active ☐ Encl Active Page 1 of 1 Total: 4 Displayed: 4 Selected: 1 Close 6 Click Change.	7 Click Company Information. Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber.	
4 Click Search. Note: Any users matching the search criteria you selected are displayed.							
5 Click the checkbox next to the user you want to assign as Principal Administrator.	Home Change Passwords Manage Users View Requests Manage Activities Log Out Home Manage Users My Work Manage Users Users To perform a particular task for a user, click the icon next to the name of the user, and then select the task that you want to perform. 4 results found for: ☒ Include individual accounts when suspending, restoring, or deleting users Change Delete Suspend Restore Refresh Select Name E-mail Address Preferred User ID Business Unit Status ☐ Adm. Active ☐ Amc Active ☒ Gencl Active ☐ Encl Active Page 1 of 1 Total: 4 Displayed: 4 Selected: 1 Close 6 Click Change.						
7 Click Company Information. Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber.							

	
8	Select Principal Admin checkbox. Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber.
9	Click Submit Now. Note: The Success screen appears. 
10	Click Close. Note: The principal role now displays under the user's roles.

3 Non-Administrator Procedures

BCBSM's Agent and Employer Secured Services administration functionality is designed to support the registration, access management and provisioning processes for users of the secure Agent and Group portal.

At the top of the landing page, there are three links available to assist users.

- Portal Access
- Group Code Access
- User Administration

Note: Users that are *not* Administrators cannot access User Administration



3.1 Portal Access – Non-Administrator

As a non-administrator, the **Portal Access** link at the top of the landing page is used to manage your ID. The tasks you can perform in this section are listed below:

- Changing password
- Requesting access (services)
- Updating user profile

Log in and click **Portal Access** to begin a task.



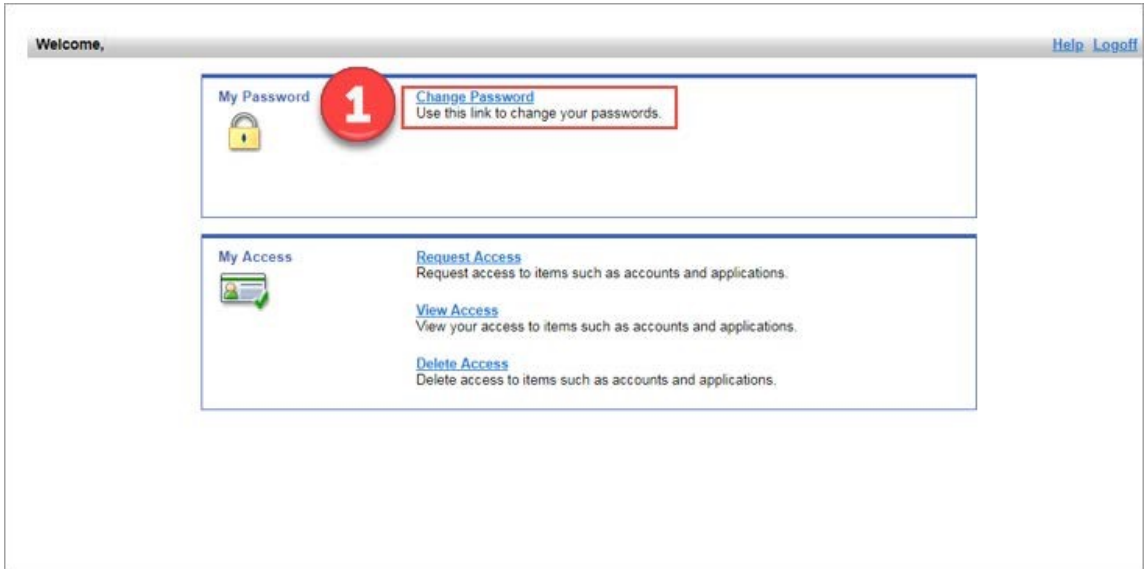
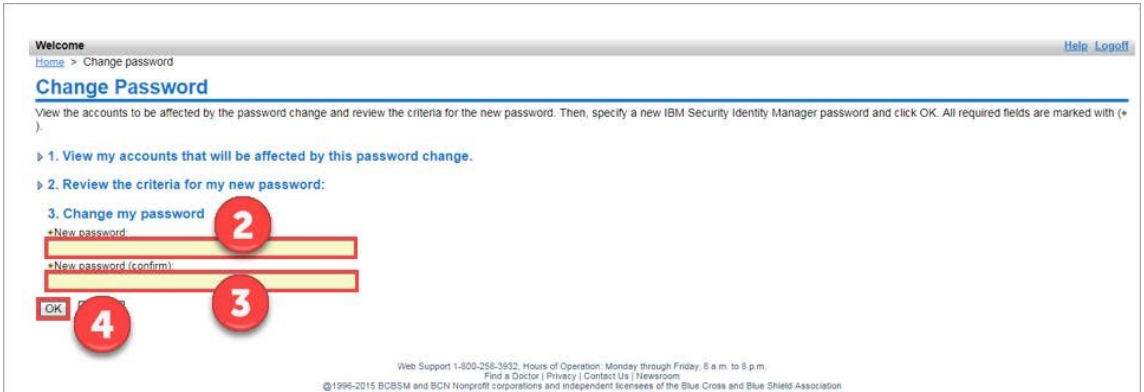
Task 19 Changing Password After Login

You can change your password after logging in to Secured Services.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to change your password after login.

Step	Action
------	--------

1	Click Change Password. 
2	Type the New password. 
3	Re-type the New password to confirm.
4	Click OK.

The following screen displays to confirm your change password request has been submitted.

Request Submitted: Change Password

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID: 3650926806125060852
Date Submitted: November 20, 2018 2:48:27 PM
Request Type: Change Password for Multiple Accounts
Access/Account: on ISAM Service
on ITIM Service

Related Tasks

To check on the status of your request, refer to the [View My Requests](#) page.
To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

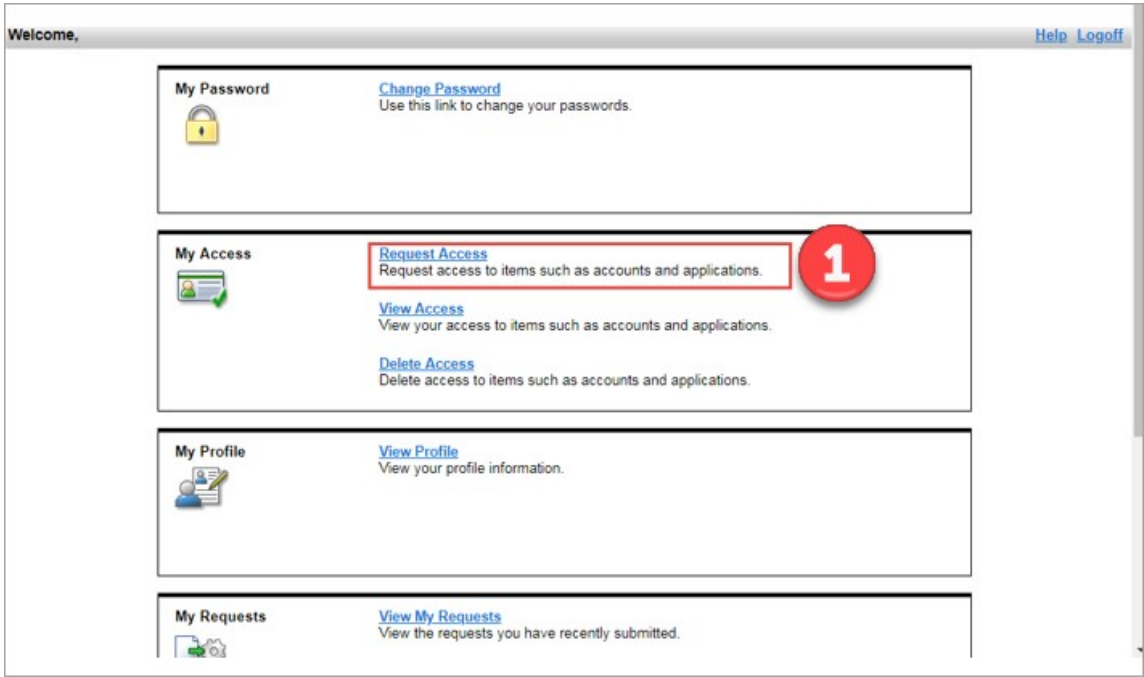
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Task 20 Requesting Access (Services)

All users can request to have an available access (service) added to their ID.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to request access.

Step	Action
1	Click Request Access. 
2	Select desired Access Name from the list. Note: The access (services) displayed will vary based on the type of user (i.e. Agent, Group, Association/Chamber).

Welcome,

[Home](#) > Request access

Request Access

Choose Access

Click the name of the access you would like to request.

Access Name	Access Type	Description
RC Explorer	Application	CCA-eGateway Service Package
eBilling_Pay_Invoice_Access	Application	eBilling gives you access to billing information for your...
eBilling_View_Invoice_Access	Application	eBilling gives you access to billing information for your...
eBookshelf_accounting_group_user	Application	Groups receiving monthly billing details and members...
eBookshelf_billingInvoice_group_user	Application	Groups receiving weekly or monthly invoices with pay...
eBookshelf_financial_group_user	Application	For specific groups only. Use instead of location speci...
eBookshelfLocationSpecificAdmin	Application	This is normally used by Principal Administrators or B...
HCBO	Application	Manage your account with health care benefits online
MCS Update + Claims	Application	The membership & Eligibility systems allows you to vi...
MCS Update No Claims	Application	The membership & Eligibility System (eMCS) allows y...

Page 1 of 2 Page Number: 1 Go Total: 13 Displayed: 10

3

Click the **Request Access** button.

Welcome,

[Home](#) > [Request access](#) > Request access confirmation

[Help](#) [Logout](#)

Request Access: eBilling_Pay_Invoice_Access

You have chosen to request access for the following information.

Access name: eBilling_Pay_Invoice_Access

Access type: Application

Description: eBilling gives you access to billing information for your group account or BCBSM book of business. Search by customer name or invoice to view current and past bills, and print transaction and payment reports

[Back](#) [Request Access](#)

The following screen displays to confirm the access (service) request has been submitted.

- Note:** An email notification is sent to the Administrator to approve/reject the requested access (service).

Welcome,

[Home](#) > Request access > Request submitted

[Help](#) [Logout](#)

Request Submitted: New Access

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID: 2149315134849956726

Date submitted: December 11, 2018 10:12:49 AM

Request type: User Data Change

Account/Access: eBilling_Pay_Invoice_Access

Access type: Application

Description: eBilling gives you access to billing information for your group account or BCBSM book of business. Search by customer name or invoice to view current and past bills, and print transaction and payment reports

Related Tasks

- To check on the status of your request, refer to the [View Requests](#) page.
- To request another access, click on [Request Access](#) to search for another access.
- To perform other tasks go to the [IBM Security Identity Manager Home](#) page.

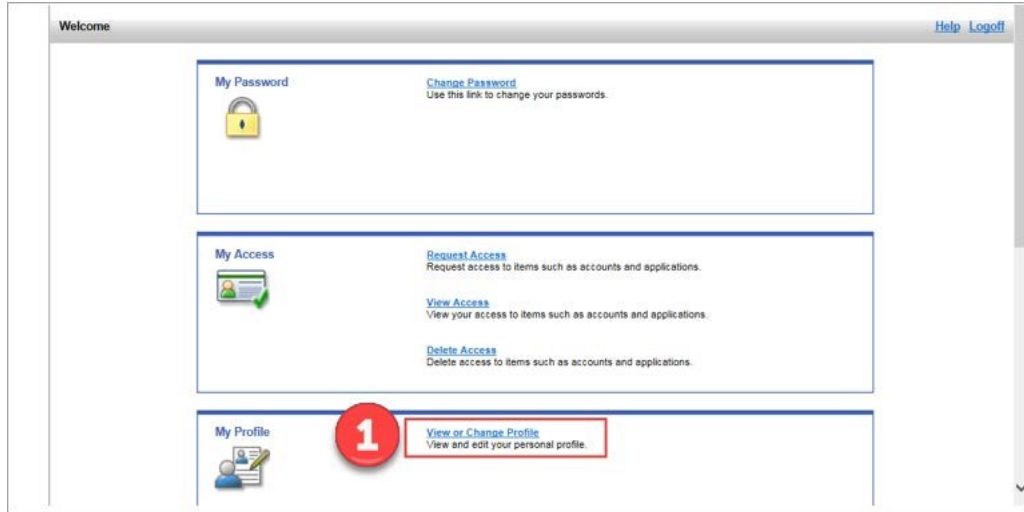
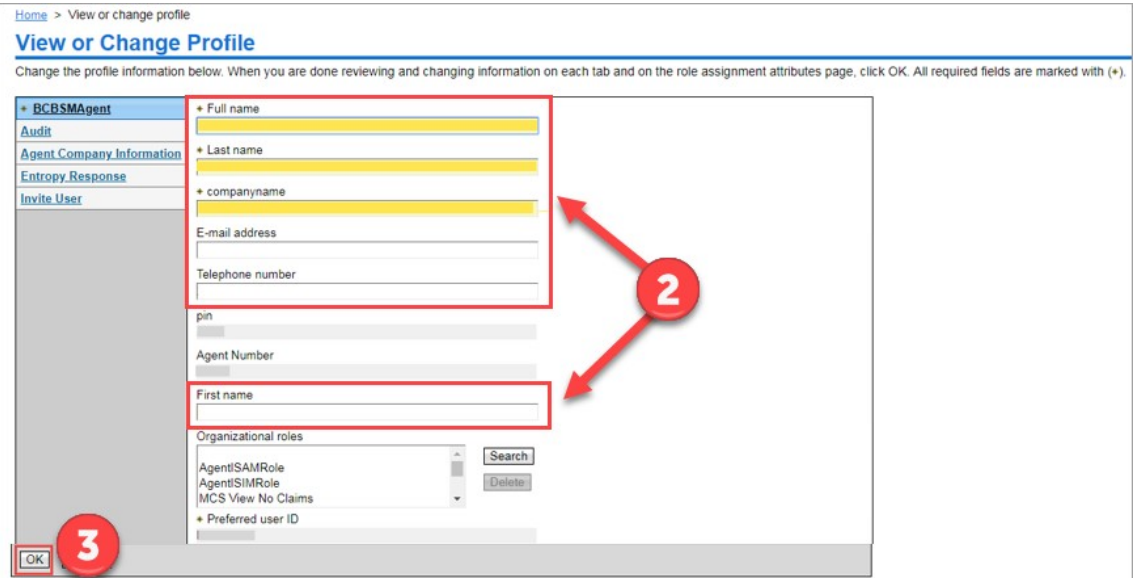
Task 21 Updating User Profile

You can view and/or change your user profile information in the **My Profile** section. There are five hyperlinks in the left navigation window that make up the personal user profile. They are:

BCBSM Agent (or BCBSM Group), Agent Company Information (or Group Company Information), Audit, Entropy Responses, and Invite User.

- **Note:** This task assumes you are successfully logged in and have selected **Portal Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to update your profile information.

Step	Action
1	Click View or Change Profile. 
2	Key the updated information in the correct fields. Note: The screen displayed above is for an Agent user. The update process is the same for a Group user, displaying fields and information relating to the group.
3	
3	Click OK .

The following screen displays to confirm the profile change request has been submitted.

[Home](#) > [View or change profile](#) > Request submitted

Request Submitted: View or Change Profile

You have submitted a request. Below is the information available to you at this time.

Request Detail

Request ID: 8756640398130397198
 Date submitted: December 4, 2018 9:01:13 AM
 Request type: View or Change Profile
 Account/Access:

Related Tasks

To check on the status of your request, refer to the View My Requests page.
Go to View or Change Profile page.
To perform other tasks go to the IDM Security Identity Manager Home page.

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3.2 Group Code Access - Non-Administrator

As a non-administrator, the **Group Code Access** link at the top of the landing page is used to manage your group code access. The tasks you can perform in this section are listed below: •

Requesting Group Codes

Log in and click **Group Code Access** to begin a task.

 Welcome:

[Portal Access](#)
[Group Code Access](#)
[User Administration](#)

[Logout](#) >

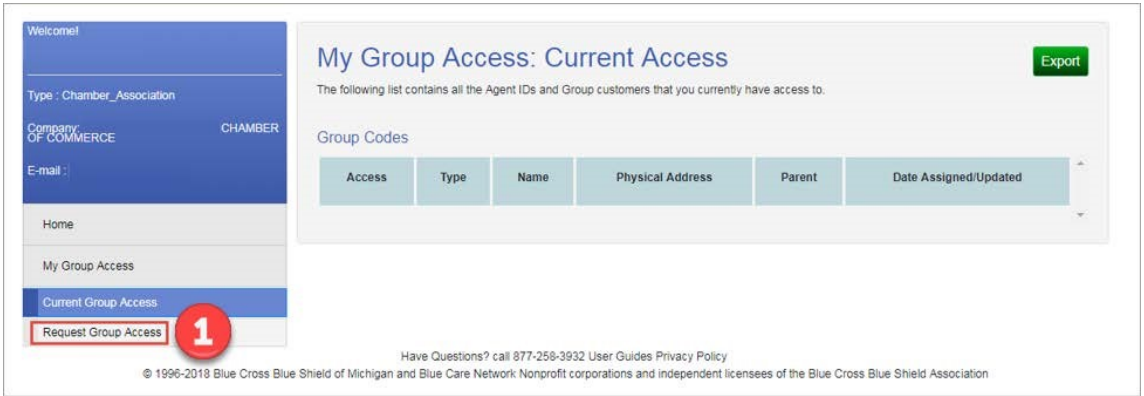
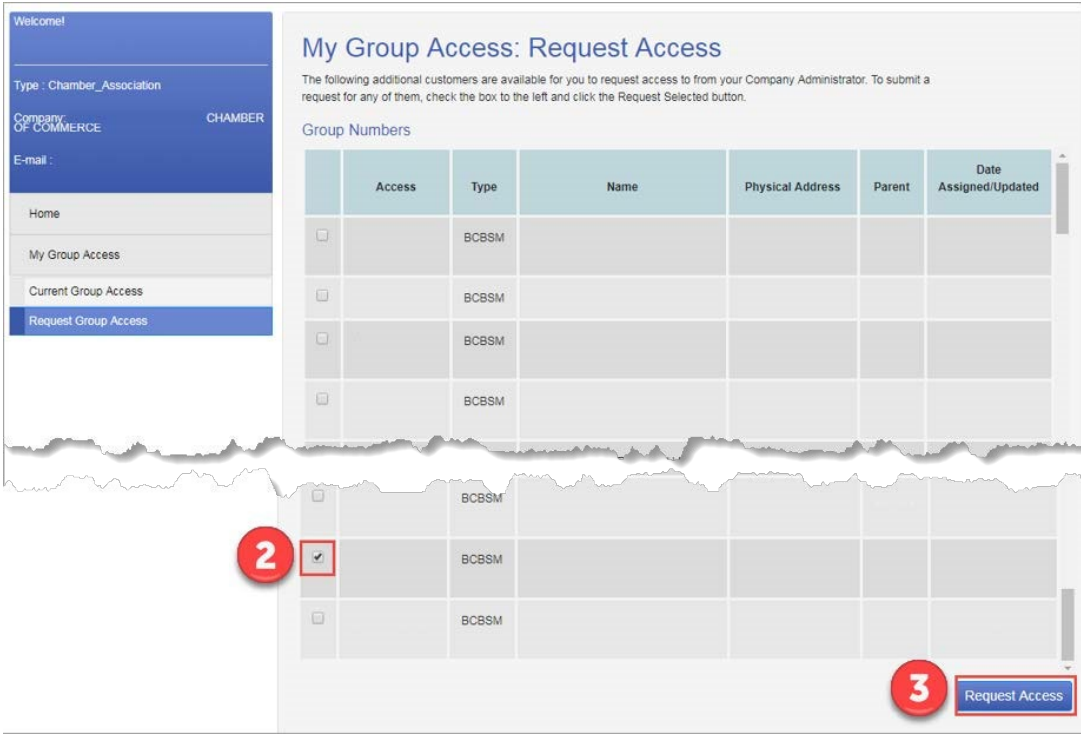
 [Go](#) >

Task 22 Requesting Group Codes

Users can request access to available group codes.

- **Note:** This task assumes you are successfully logged in and have selected **Group Code Access**. All fields marked with an asterisk (*) are required.

Complete the following steps to request group codes.

Step	Action
1	Click Request Group Access. 
2	Select the checkbox(es) for the Group Code(s) you want to request. 
3	Click Request Access.

