

Agent/Group Identity Manager - Desk Level Procedures

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

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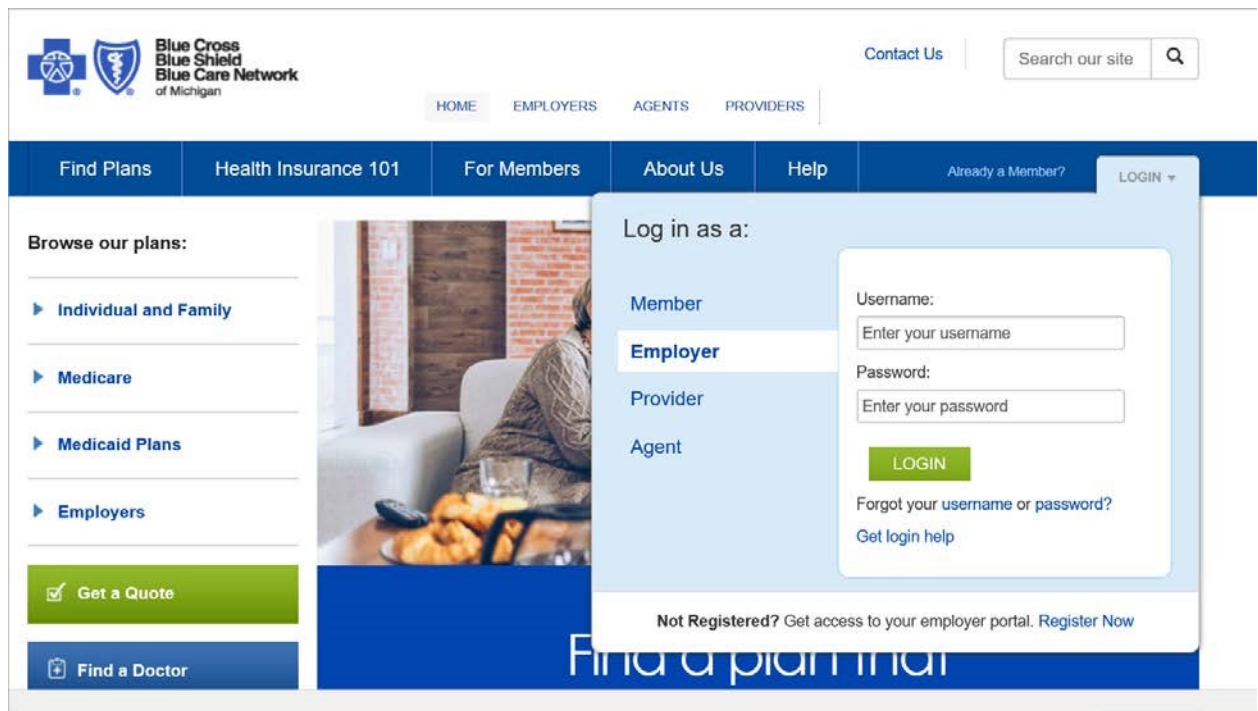
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1 Non-Secured Procedures

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

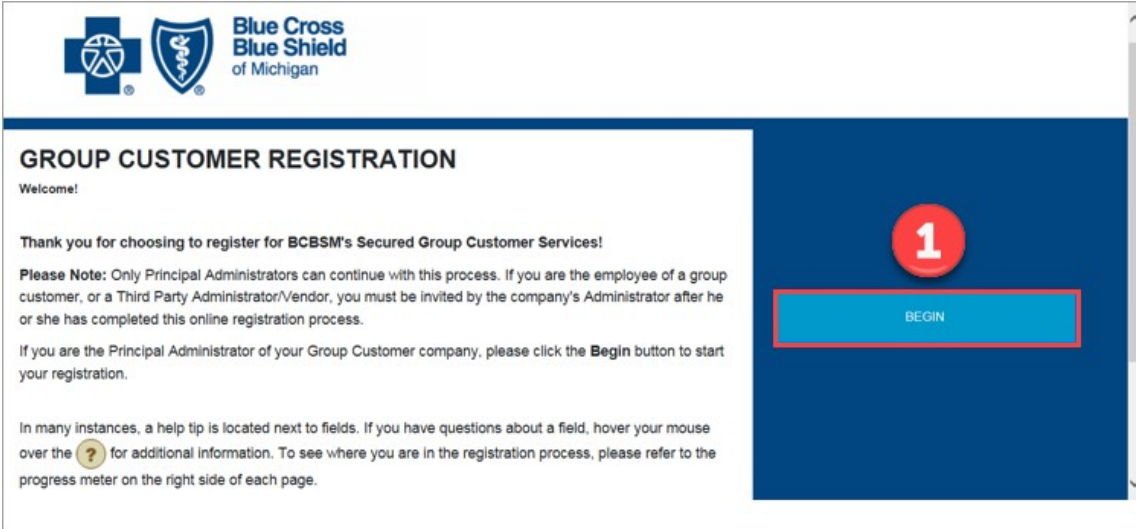


Task 1 Registering for Secured Services - Principal Administrators

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

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.

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 **2**
 I Decline

PREVIOUS CONTINUE

Start
1
2
3
4
8
End

3

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


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

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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.

BCBSM Group Number number ?

OR

BCN Facets Number number ?

First Name FirstName ?

Last Name LastName ?

PIN PIN ?

All fields Required

PREVIOUS CONTINUE

1 2 3 4 5 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

Company name	XXXXX
Address 1	XXXXX
Address 2	
City	XXXXX
State	XX
Zip code	XXXXX

Start

1

2

3

4

5

6

7

8

End

PREVIOUS CONTINUE

6

Type the **Phone Number** and **Email Address**, and then click **Continue**.

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.

First Name	XXXXX
Last Name	XXXXX
Phone Number	phone number
PIN	XXXX
E-Mail Address	e-mail address

The First Name, Last Name, and PIN # fields are populated by BCBSM's systems.

Start

1

2

3

4

5

6

7

8

End

PREVIOUS CONTINUE

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 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-administering pro...

Start

1

2

3

4


5

7

8

End

PREVIOUS CONTINUE

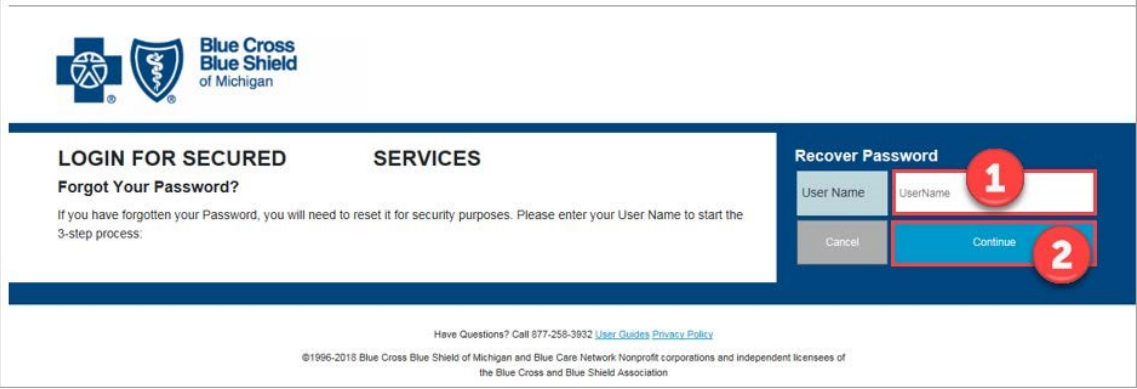
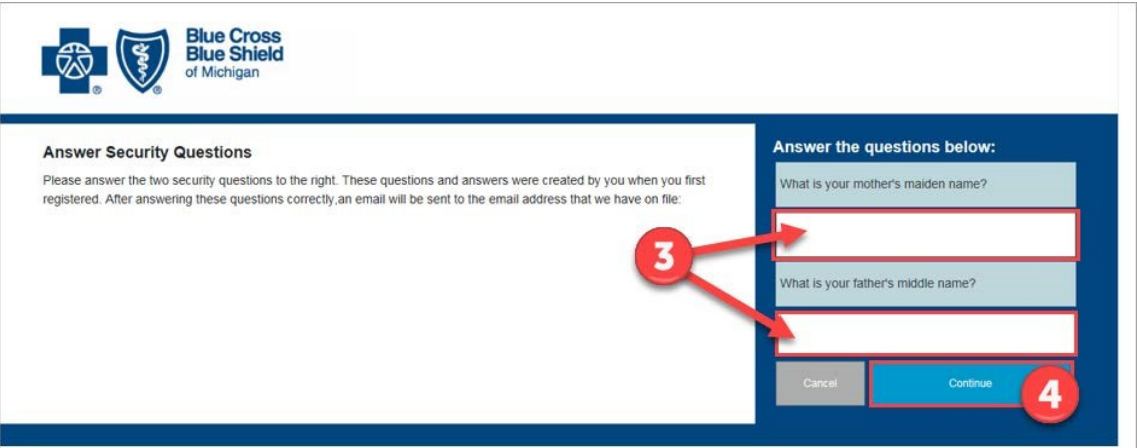


Task 2 Resetting Your Password

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.

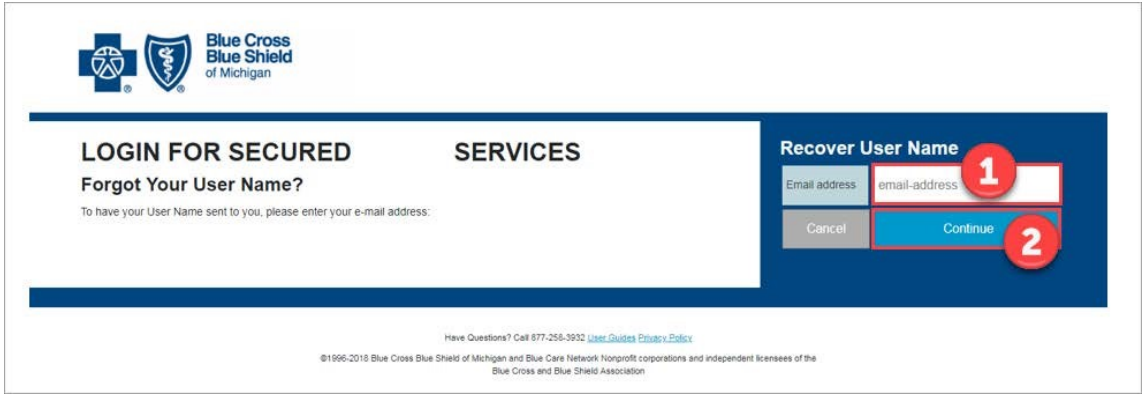
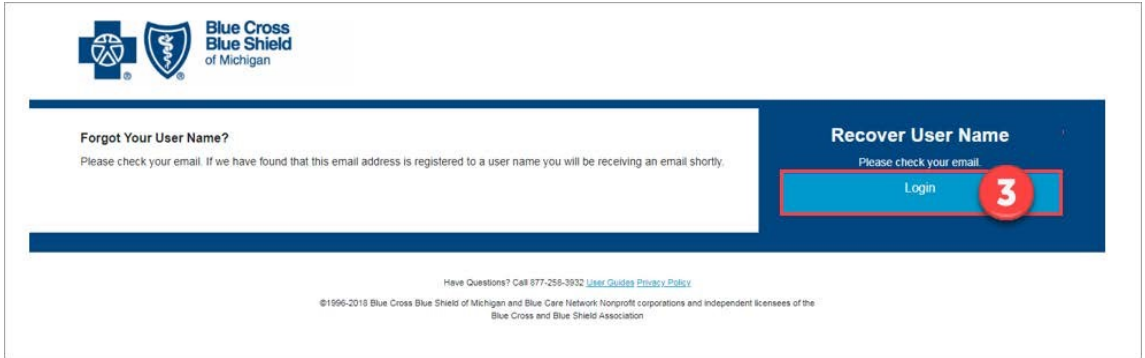
Step	Action
1	<p>Key your User Name.</p> 
2	<p>Click Continue.</p>
3	<p>Key answers to security questions.</p> 
4	<p>Click Continue.</p>

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	<p>Key your Email address.</p> 
2	<p>Click Continue.</p> <p>Note: Your User Name will be sent to the email address specified.</p>
3	<p>Click Login and continue login process.</p> 

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.



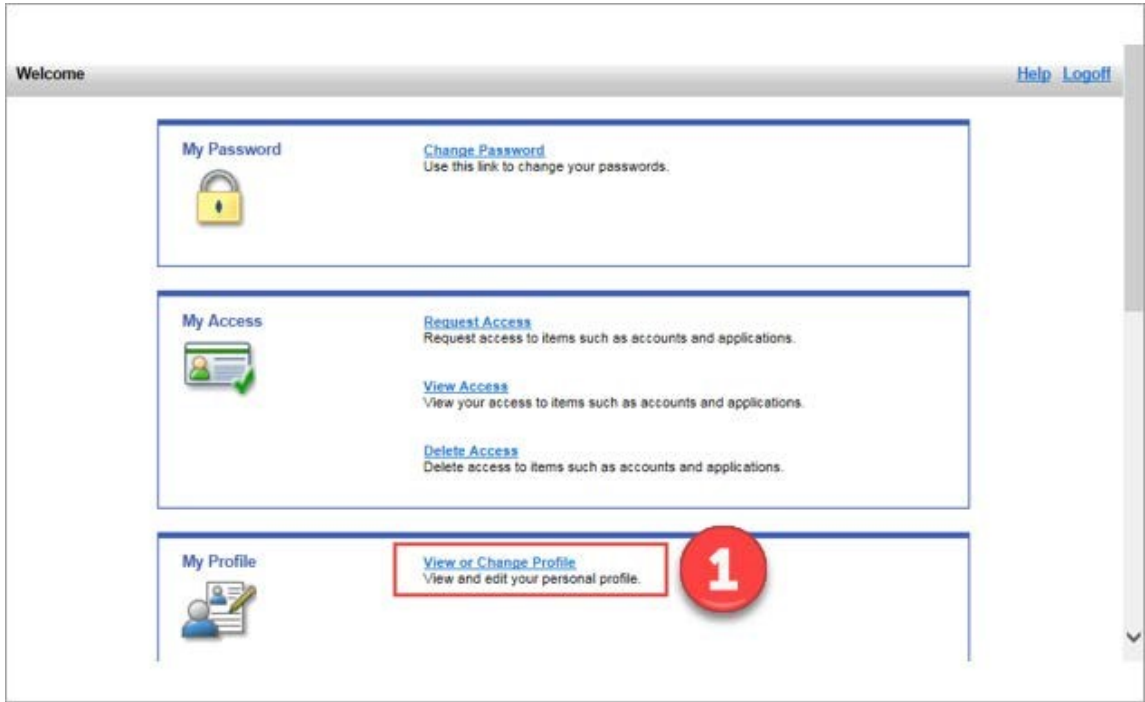
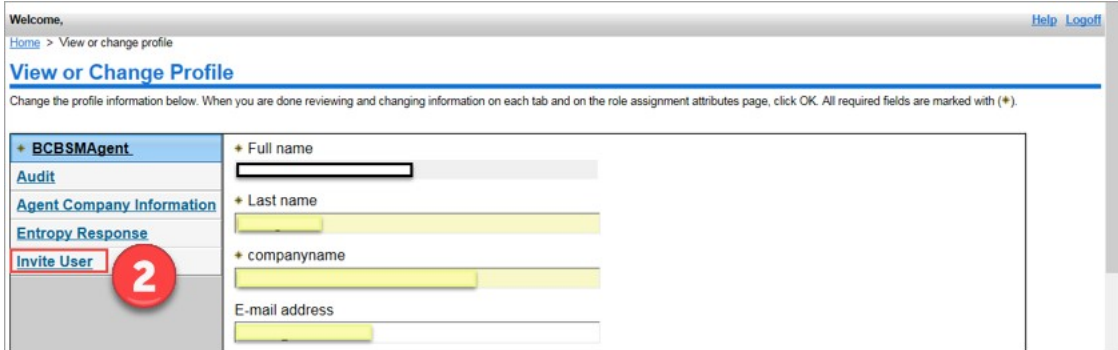
Task 4 Inviting New Users

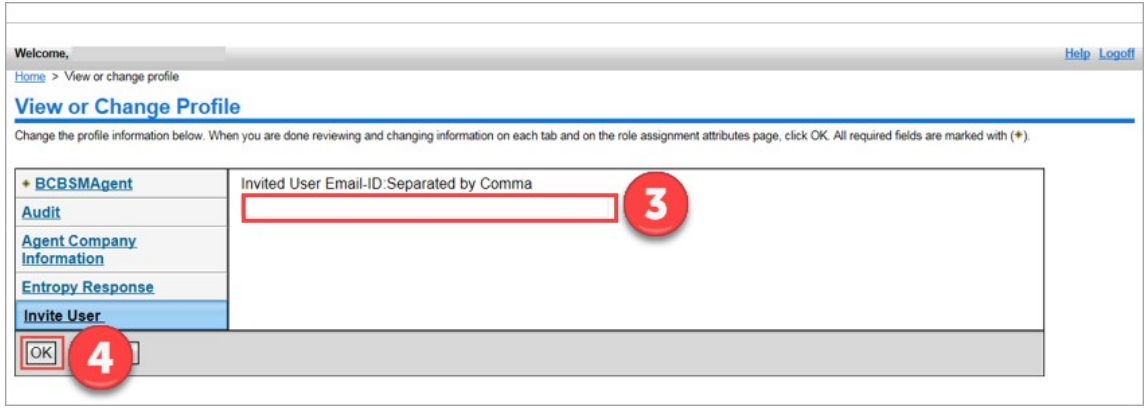
As an Administrator, you can invite new users to register via email. Each invited user receives an email invitation that provides instructions and a link to complete their registration.

▪ **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
------	--------

<p>1</p>	<p>Click View or Change Profile.</p>  <p>The screenshot shows a user interface with three main sections: 'My Password', 'My Access', and 'My Profile'. The 'My Profile' section contains a link 'View or Change Profile' which is highlighted with a red box and a red circle with the number '1' next to it. Other links include 'Change Password', 'Request Access', 'View Access', and 'Delete Access'.</p>
<p>2</p>	<p>Click Invite User.</p>  <p>The screenshot shows the 'View or Change Profile' page. The 'Invite User' tab is selected and highlighted with a red box and a red circle with the number '2'. The page contains a list of tabs on the left: '+ BCBSMAgent', 'Audit', 'Agent Company Information', 'Entropy Response', and 'Invite User'. On the right, there are input fields for 'Full name', 'Last name', 'companyname', and 'E-mail address'.</p>
<p>3</p>	<p>Key the email address. Note: If you are typing more than one email, separate each of them with a comma.</p>

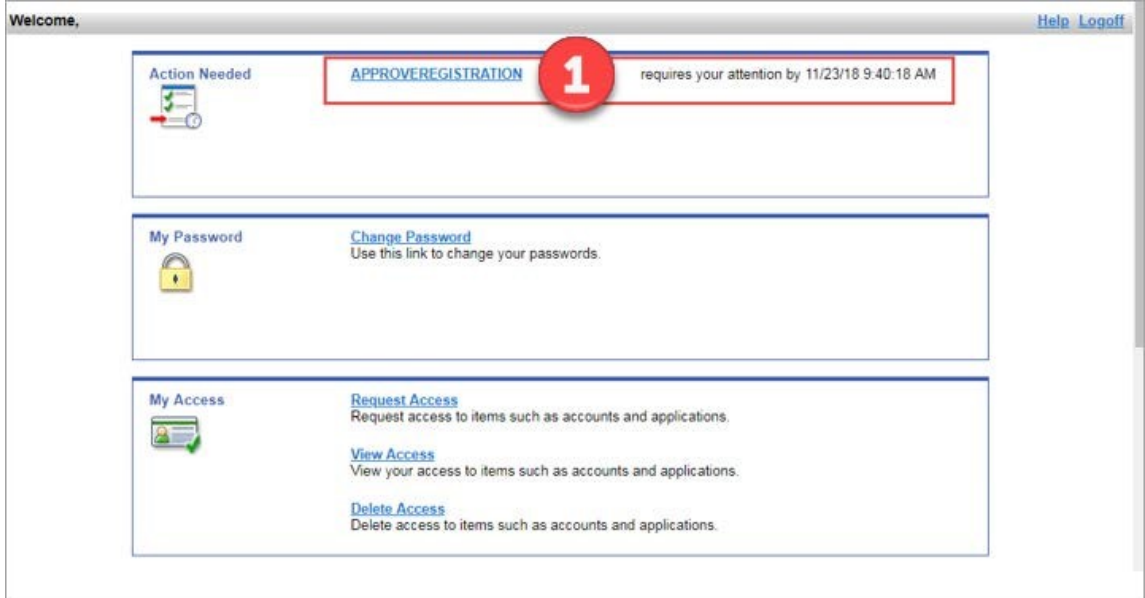
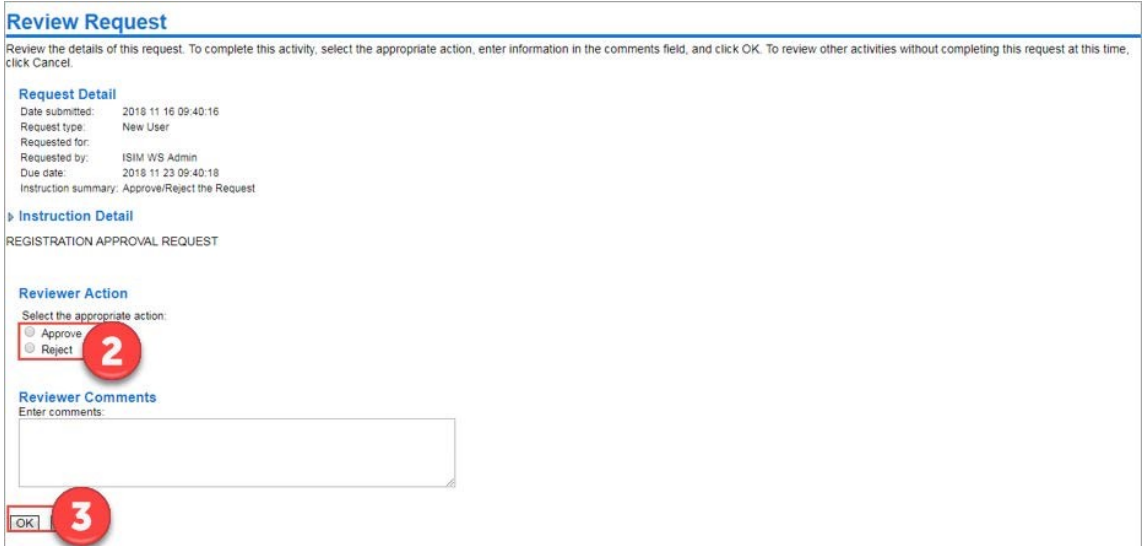
	
4	Click OK .

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	<p>Click APPROVEREGISTRATION.</p>  <p>The screenshot shows a user dashboard with a 'Welcome' message and 'Help Logoff' links. A prominent notification box titled 'Action Needed' contains the text 'APPROVEREGISTRATION' and 'requires your attention by 11/23/18 9:40:18 AM'. A red circle with the number '1' is overlaid on the notification. Below this are three sections: 'My Password' with a 'Change Password' link, and 'My Access' with links for 'Request Access', 'View Access', and 'Delete Access'.</p>
2	<p>Under Reviewer Action, Click Approve.</p>  <p>The screenshot shows the 'Review Request' form. It includes a 'Request Detail' section with fields for Date submitted, Request type, Requested for, Requested by, Due date, and Instruction summary. Below is the 'Instruction Detail' section with the text 'REGISTRATION APPROVAL REQUEST'. The 'Reviewer Action' section has two radio buttons: 'Approve' (selected) and 'Reject'. A red circle with the number '2' is overlaid on the 'Approve' radio button. At the bottom, there is a text area for 'Reviewer Comments' and an 'OK' button. A red circle with the number '3' is overlaid on the 'OK' button.</p>
3	<p>Click OK.</p>

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

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

[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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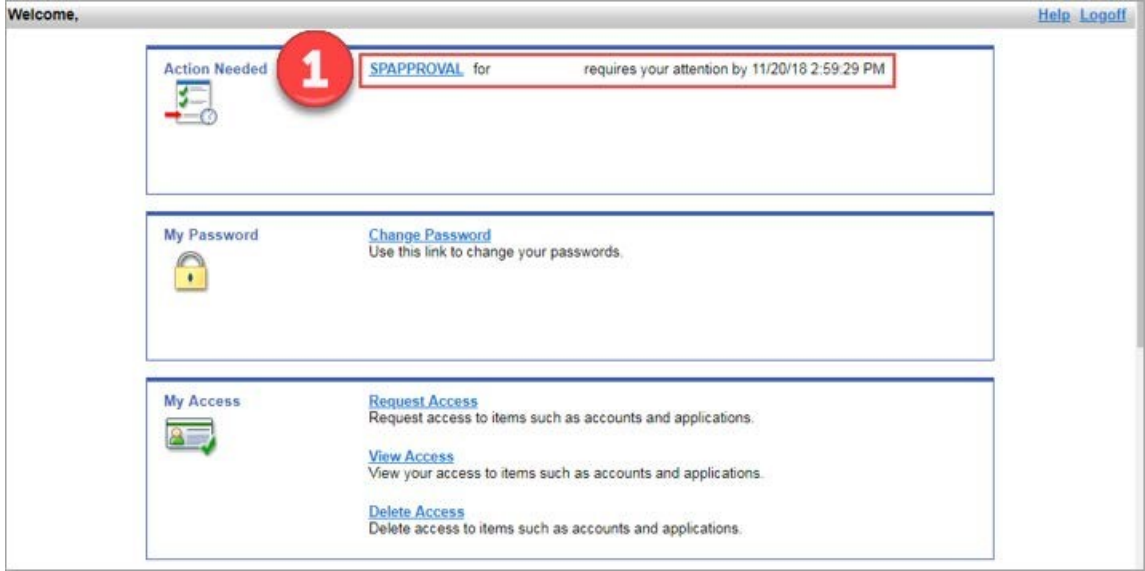
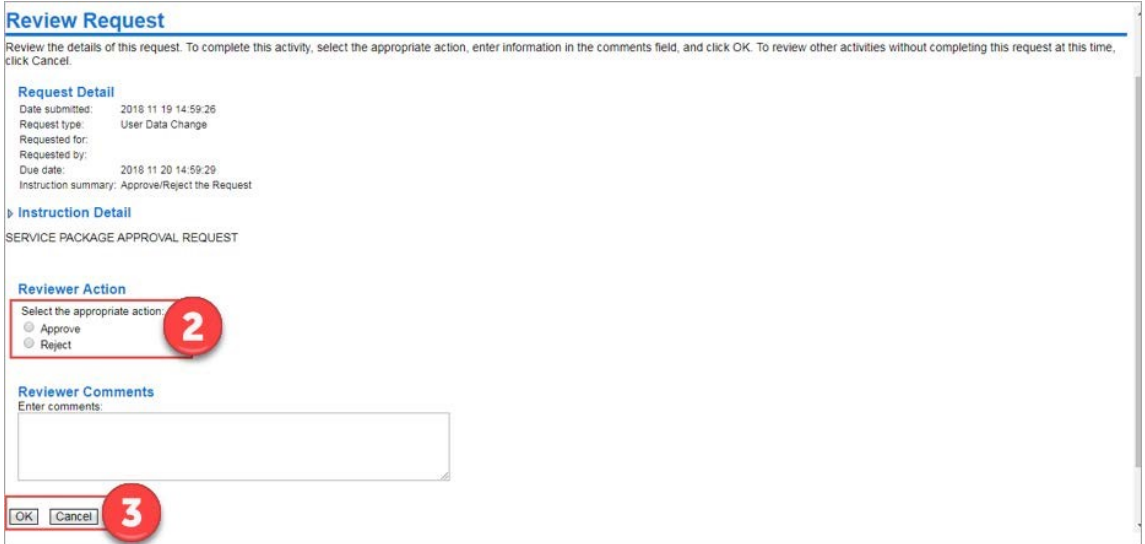
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Task 6 Approving an Access (Service) Request

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	<p>Click SPAPPROVAL.</p>  <p>The screenshot shows a dashboard with a 'Welcome' header and 'Help Logoff' links. The main content area is divided into three sections: 'Action Needed', 'My Password', and 'My Access'. In the 'Action Needed' section, there is a red box containing the text 'SPAPPROVAL for requires your attention by 11/20/18 2:59:29 PM'. A red circle with the number 1 is overlaid on the 'SPAPPROVAL' link.</p>
2	<p>Under Reviewer Action, Click Approve.</p>  <p>The screenshot shows the 'Review Request' form. It includes a 'Request Detail' section with fields for Date submitted, Request type, Requested for, Requested by, Due date, and Instruction summary. Below this is the 'Reviewer Action' section, which contains a radio button for 'Approve' and a radio button for 'Reject'. A red circle with the number 2 is overlaid on the 'Approve' radio button. Below the 'Reviewer Action' section is a 'Reviewer Comments' section with a text input field. At the bottom of the form, there are 'OK' and 'Cancel' buttons. A red circle with the number 3 is overlaid on the 'OK' button.</p>

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.

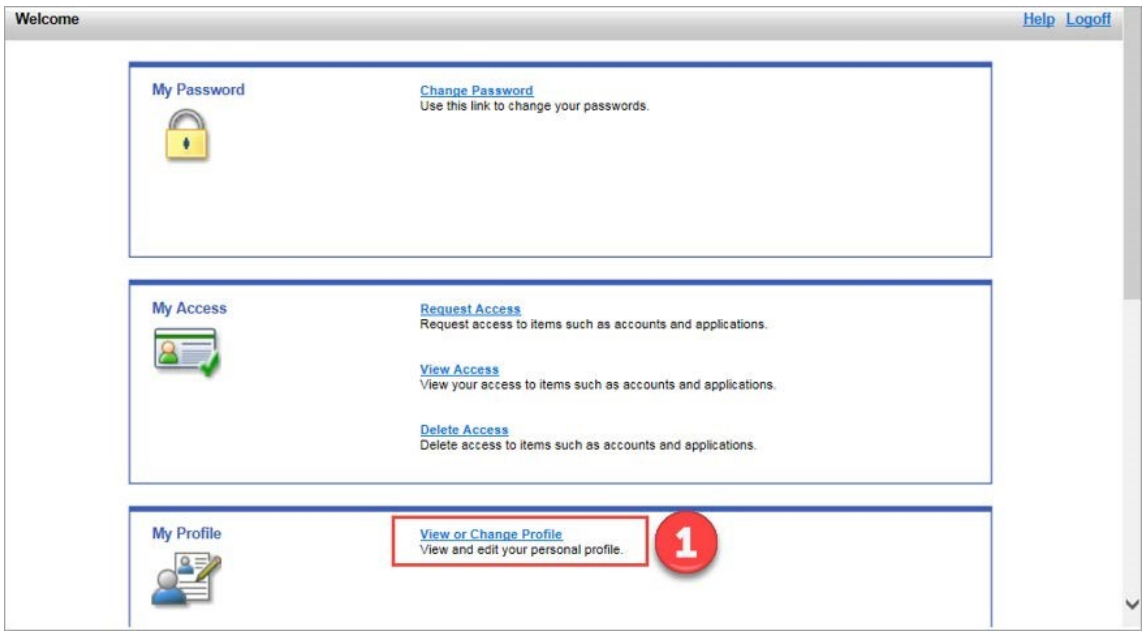
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Task 7 Updating User Profile

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	<p>Click View or Change Profile.</p>  <p>The screenshot shows a user interface with three main sections: 'My Password' (with a 'Change Password' link), 'My Access' (with 'Request Access', 'View Access', and 'Delete Access' links), and 'My Profile' (with a 'View or Change Profile' link). The 'View or Change Profile' link is highlighted with a red box and a red circle containing the number 1.</p>				
2	<p>You can update information under any of the tabs in the left navigation pane by clicking on the appropriate tab.</p> <p>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.</p>				
	<table border="1"> <thead> <tr> <th data-bbox="315 1673 878 1747">IF you want to update:</th> <th data-bbox="878 1673 1438 1747">THEN:</th> </tr> </thead> <tbody> <tr> <td data-bbox="315 1747 878 1839">BCBSM Agent (or Group) tab</td> <td data-bbox="878 1747 1438 1839">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

- Audit
- Agent Company Information**
- Entropy Response
- Invite User

+ 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

OK 4

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.

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	What is your mother's maiden name? test
+ Group Company Information	What is your father's middle name? test
Audit	What city were you born in? test
Entropy Responses	What is the first vehicle you drove? test
Invite User	What is your favorite food? test
	What is your pet's name? test

OK **8**

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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	Invited User Email-ID Separated by comma
+ Group Company Information	
Audit	
Entropy Responses	
Invite User	

OK **10**

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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 "Welcome" message and a "Help Logoff" link. Below this is a breadcrumb trail: "Home > View or change profile > Request submitted". The main heading is "Request Submitted: View or Change Profile". A message states: "You have submitted a request. Below is the information available to you at this time." Under the heading "Request Detail", the following information is displayed: Request ID: 1895624516658636690, Date submitted: January 4, 2019 2:19:46 PM, Request type: View or Change Profile, and Account/Access. Below this is the "Information Updated" section, which shows "bcbam-agent-invitedemail:". The "Related Tasks" section contains three items: "To check on the status of your request, refer to the View My Requests page.", "Go to View or Change Profile page.", and "To perform other tasks go to the IBM Security Identity Manager Home page." At the bottom right, there is a copyright notice: "Copyright IBM Corporation 1999,2012. All rights reserved."

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

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

Information Updated

bcbam-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.

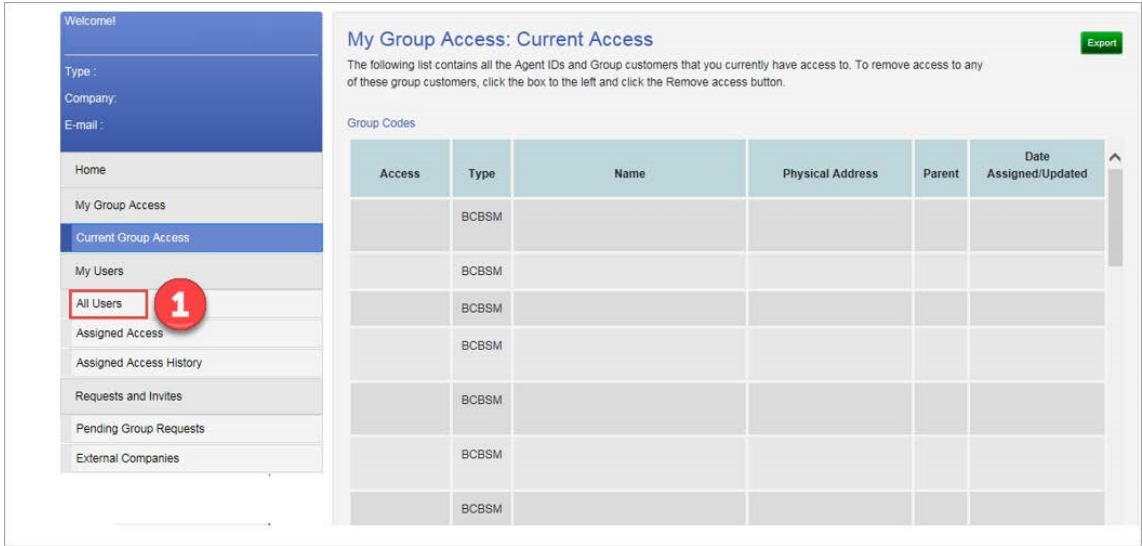
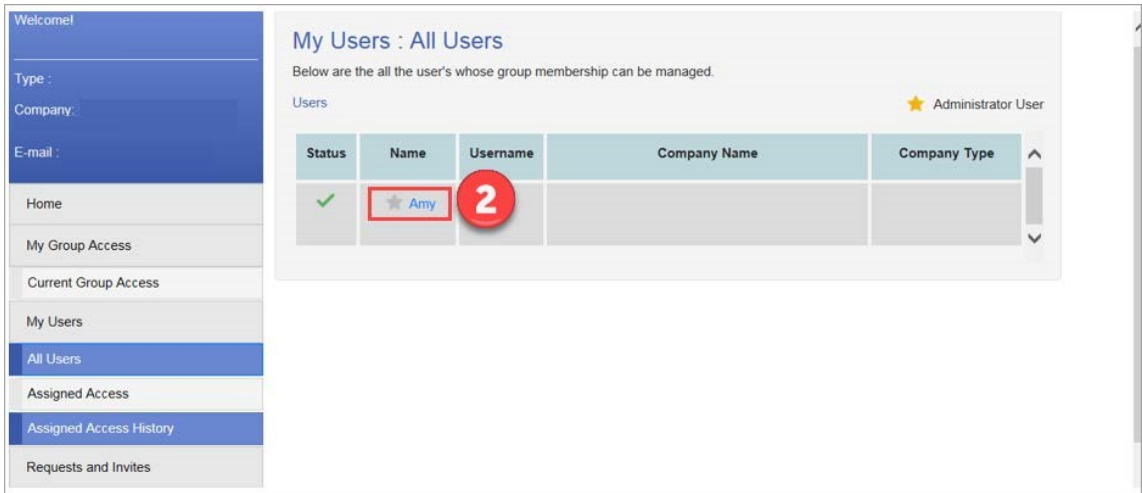


Task 8 Adding/Removing Group Codes

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
<p>1</p>	<p>Click All Users.</p> 
<p>2</p>	<p>Click user's Name.</p> 

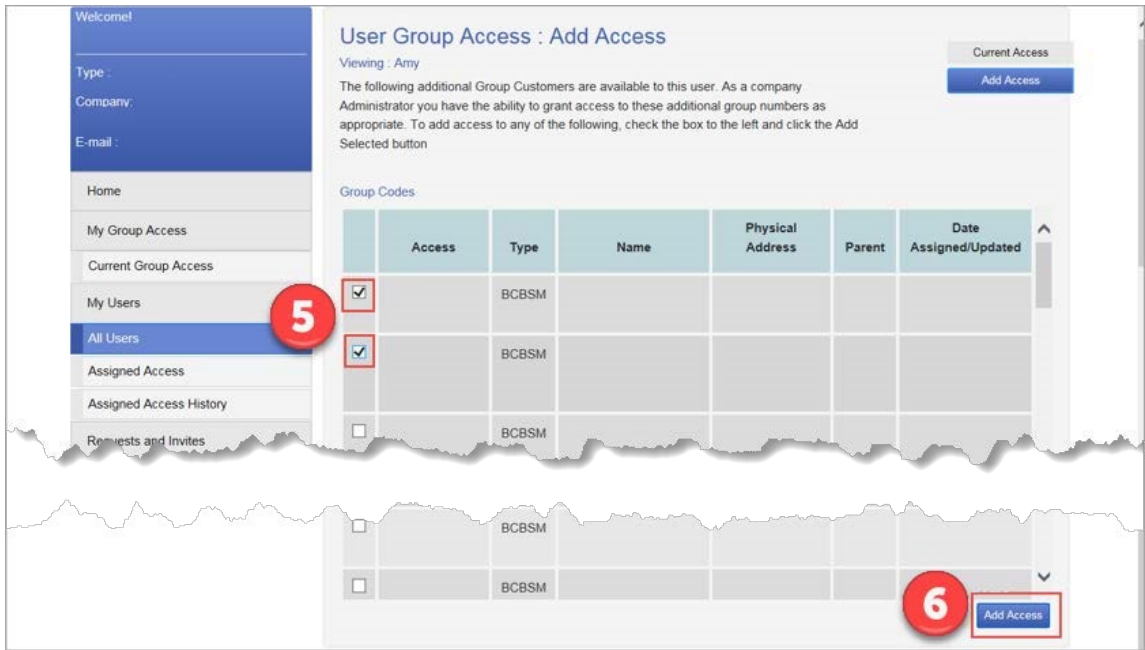
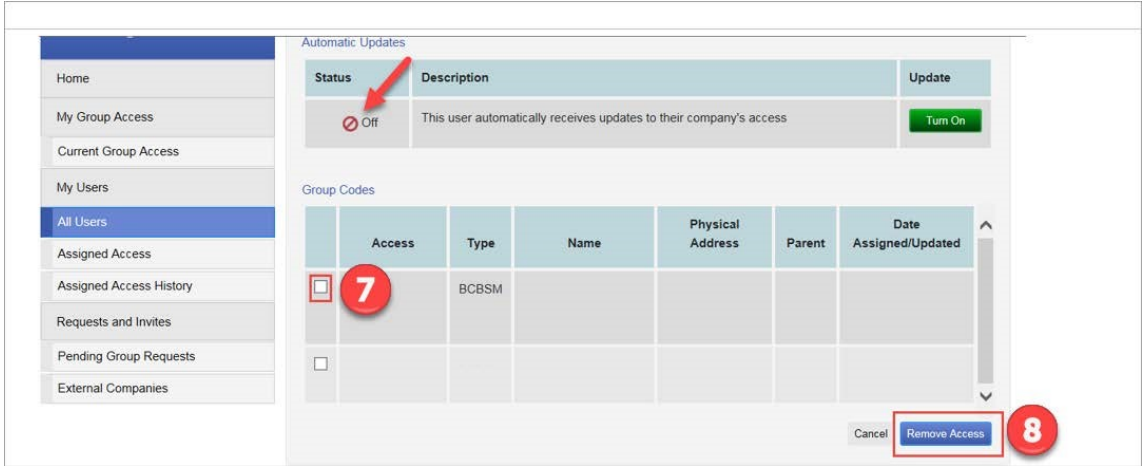
3	Note: The selected user's Current Access displays.	
	To	Then
	Add Group Codes	Go to step 4.
	Remove Group Codes	Go to step 7.

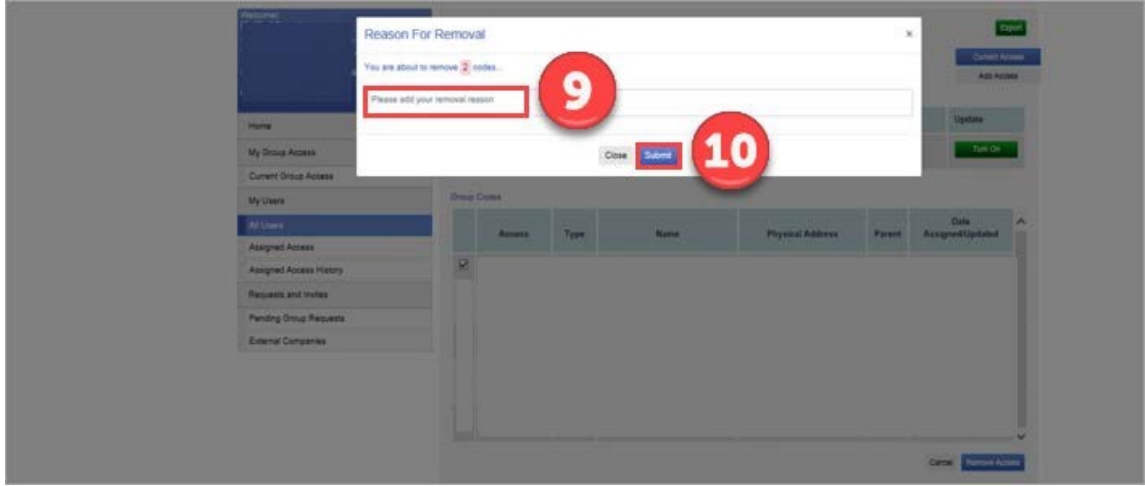
4

Click **Add Access**.

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

The screenshot displays the 'User Group Access : Current Access' page. On the left is a navigation sidebar with 'All Users' selected. The main area shows a table for 'Automatic Updates' with one row where the status is 'Off'. A red circle with the number '4' highlights the 'Add Access' button in the top right. A red arrow points to the 'Turn On' button in the 'Update' column of the table.

<p>5</p>	<p>Click the checkbox(es) next to the group code(s) you want the user to access.</p>  <p>The screenshot shows the 'User Group Access : Add Access' interface. On the left is a navigation menu with 'All Users' selected. The main area has a 'Current Access' section with an 'Add Access' button. Below is a 'Group Codes' table with columns: Access, Type, Name, Physical Address, Parent, and Date Assigned/Updated. The first two rows have checked checkboxes in the 'Access' column, and a red circle with the number 5 highlights these checkboxes. The 'Add Access' button at the bottom right is highlighted with a red circle and the number 6.</p>
<p>6</p>	<p>From the Current Access screen, click Add Access.</p>
<p>7</p>	<p>Click the checkbox(es) next to the group code(s) to remove.</p> <p>Note: Automatic-Updates must be Off to remove Group Codes.</p>  <p>The screenshot shows the 'Automatic Updates' section with a table containing one row where the status is 'Off' (indicated by a red arrow). Below it is the 'Group Codes' table with columns: Access, Type, Name, Physical Address, Parent, and Date Assigned/Updated. The first row has an unchecked checkbox in the 'Access' column, highlighted with a red circle and the number 7. At the bottom right, the 'Remove Access' button is highlighted with a red circle and the number 8.</p>
<p>8</p>	<p>Click Remove Access.</p>

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

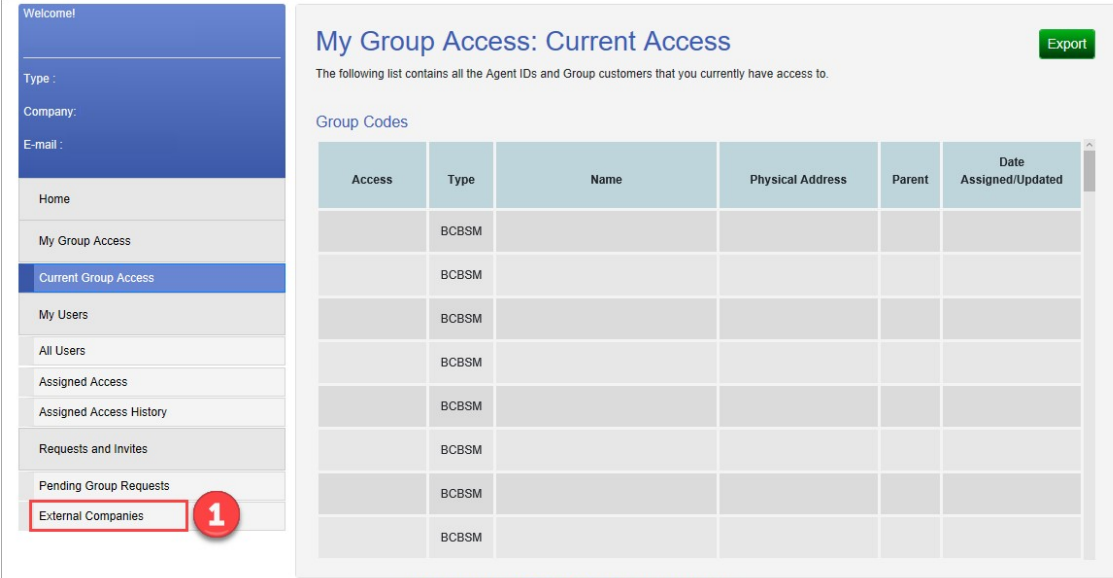
Task 9 Requesting/Approving External Access

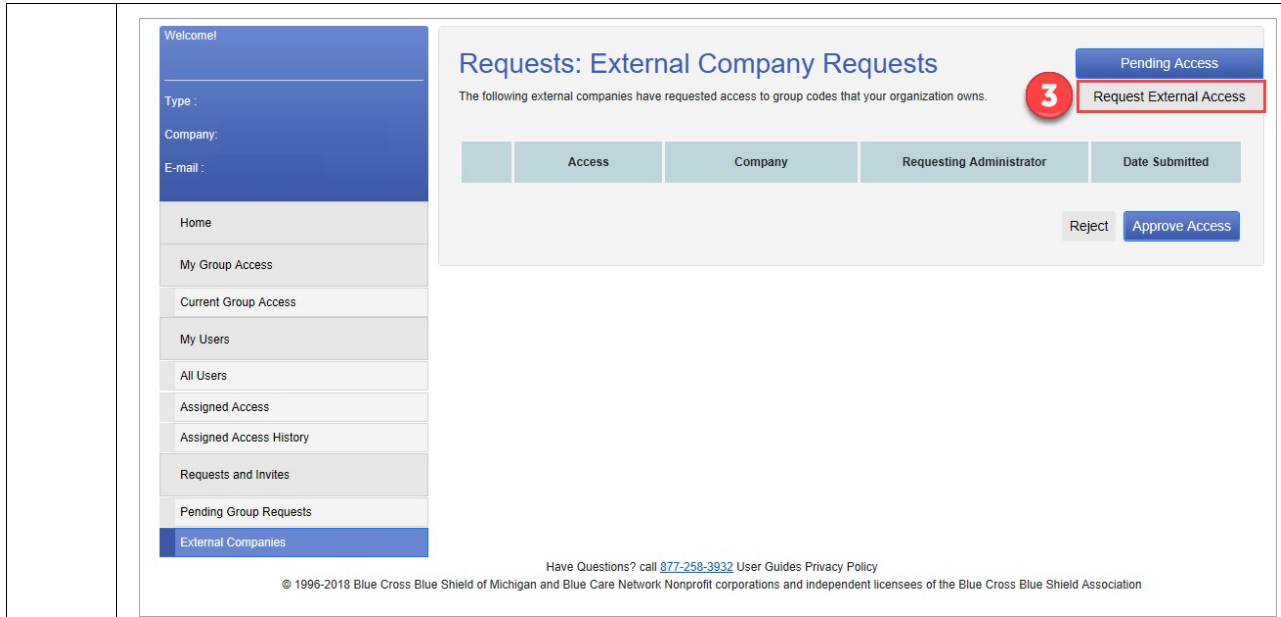
Administrators can request access to group numbers owned by other external companies. They can also approve external requests. When a request is submitted, the administrator(s) in the owning Group company is notified. The administrator(s) of the owning Group company can decide to approve or to reject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

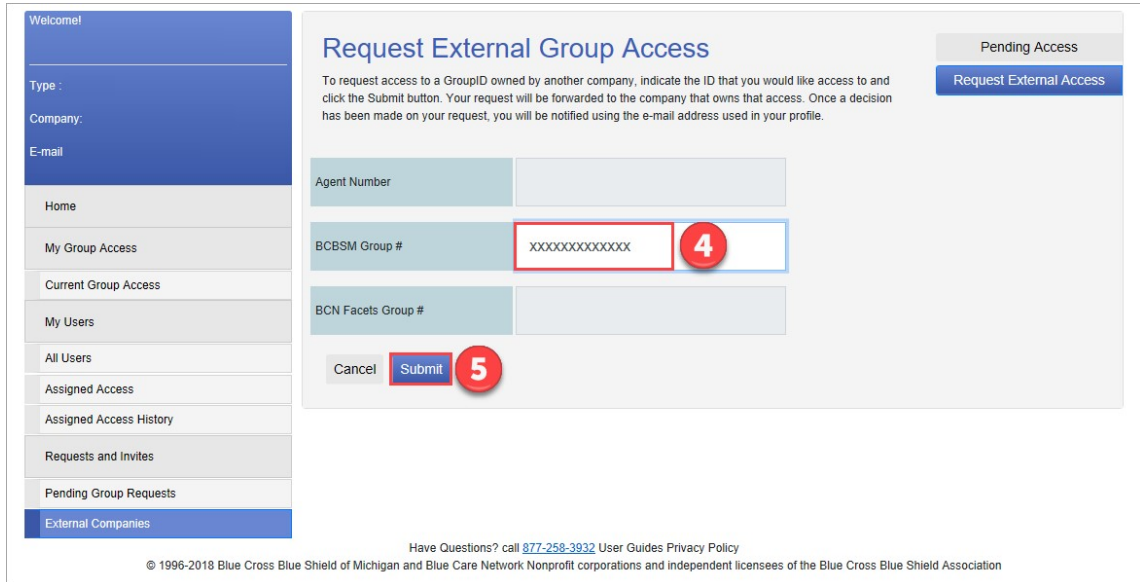
<p>1</p>	<p>Click External Companies.</p>  <p>Have Questions? call 877-258-3932 User Guides Privacy Policy © 1996-2018 Blue Cross Blue Shield of Michigan and Blue Care Network Nonprofit corporations and independent licensees of the Blue Cross Blue Shield Association</p>						
<p>2</p>	<p>Note: The External Company Requests screen displays.</p> <table border="1"> <thead> <tr> <th data-bbox="318 984 878 1058">To</th> <th data-bbox="878 984 1446 1058">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="318 1058 878 1146">Request External Access</td> <td data-bbox="878 1058 1446 1146">Go to step 3.</td> </tr> <tr> <td data-bbox="318 1146 878 1234">Approve External Access</td> <td data-bbox="878 1146 1446 1234">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.						
<p>3</p>	<p>Click Request External Access.</p>						



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.



5

Click **Submit**.

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

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

Form was submitted successfully!

Have Questions? call 877-258-3932 User Guides Privacy Policy
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6

Click the checkbox(es) next to the request(s) to approve.

Note: Alternatively, you can also reject the request by selecting **Reject**.

Requests: External Company Requests

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

Access	Company	Requesting Administrator	Date Submitted
<input checked="" type="checkbox"/>			

Reject

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

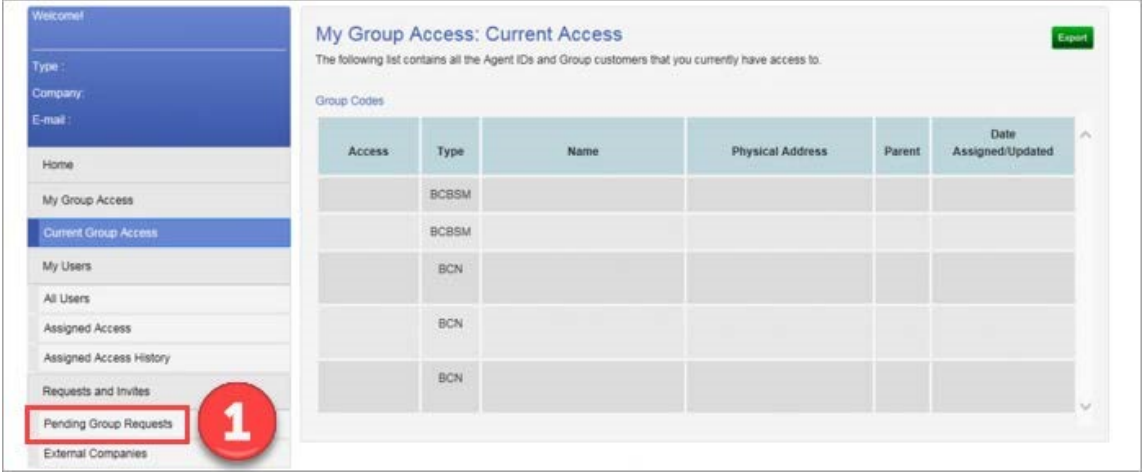
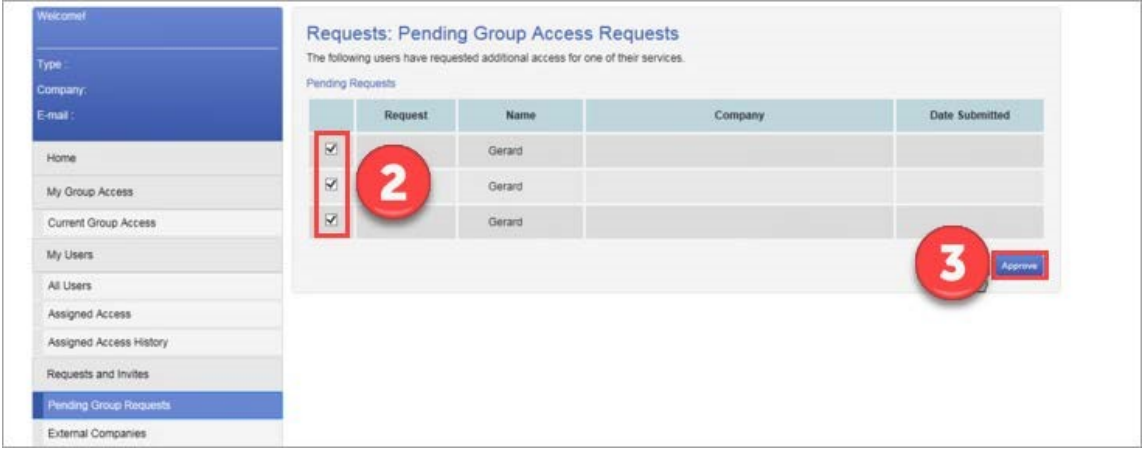
Have Questions? call [877-258-3932](tel:877-258-3932) User Guides Privacy Policy
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Task 10 Approving Group Code Requests

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

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

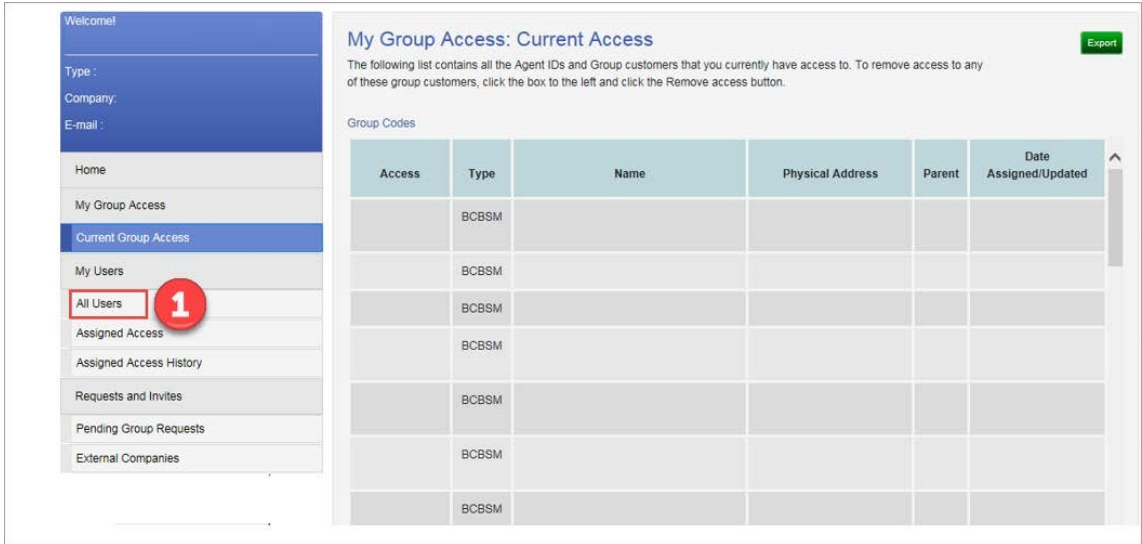
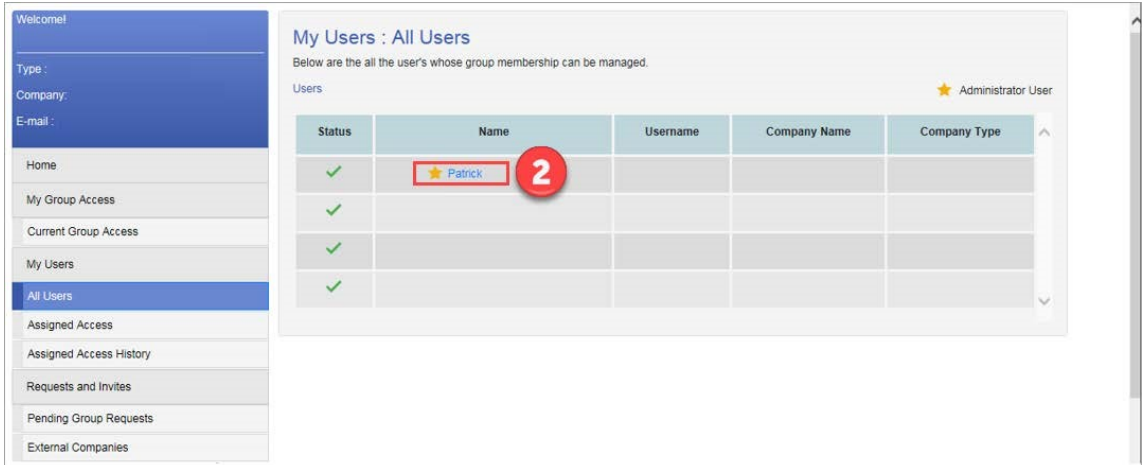


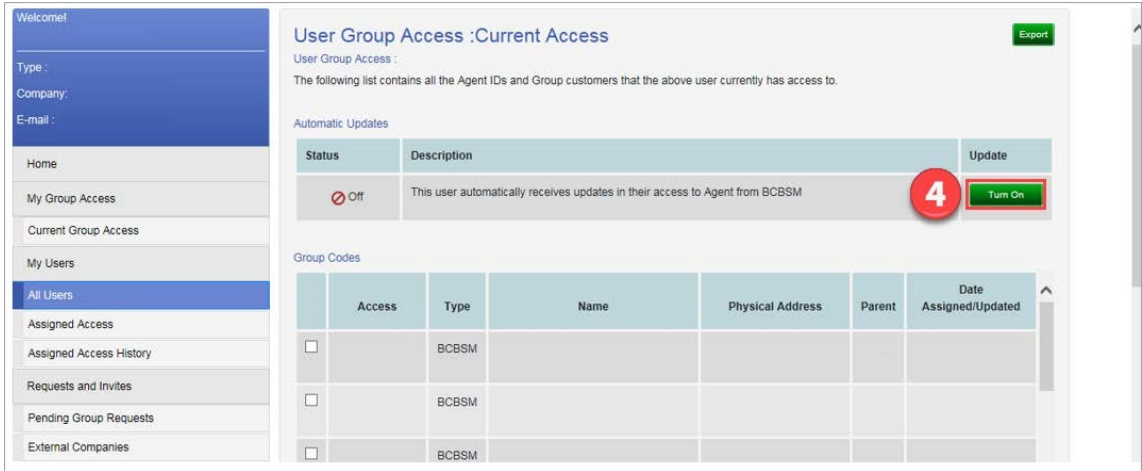
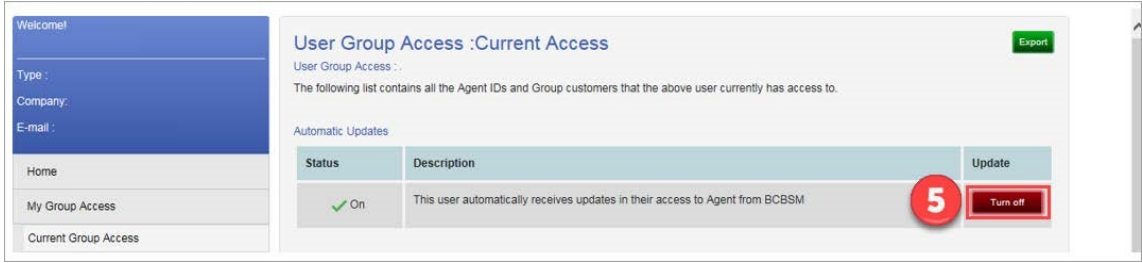
Task 11 Turning On/Off Automatic-Updates

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
<p>1</p>	<p>Click All Users.</p> 
<p>2</p>	<p>Click the user’s Name.</p> <p>Note: A star next to the user’s name indicates they are an Administrator.</p> 

3	<p>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.</p> <table border="1" data-bbox="318 289 1446 541"> <thead> <tr> <th data-bbox="318 289 881 365">To</th> <th data-bbox="881 289 1446 365">Then</th> </tr> </thead> <tbody> <tr> <td data-bbox="318 365 881 449">Turn on Automatic-Updates</td> <td data-bbox="881 365 1446 449">Go to step 4.</td> </tr> <tr> <td data-bbox="318 449 881 541">Turn off Automatic-Updates</td> <td data-bbox="881 449 1446 541">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	<p>Click Turn On.</p>  <p>The screenshot shows a sidebar on the left with navigation options like 'Home', 'My Group Access', and 'All Users'. The main content area is titled 'User Group Access :Current Access' and includes a table for 'Automatic Updates'. The table has columns for 'Status', 'Description', and 'Update'. The status is 'Off' with a red 'X' icon. A red circle with the number 4 highlights the 'Turn On' button in the 'Update' column.</p>						
5	<p>Click Turn Off.</p>  <p>The screenshot shows the same interface as step 4, but the 'Automatic Updates' status is now 'On' with a green checkmark icon. A red circle with the number 5 highlights the 'Turn Off' button in the 'Update' column.</p>						

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.

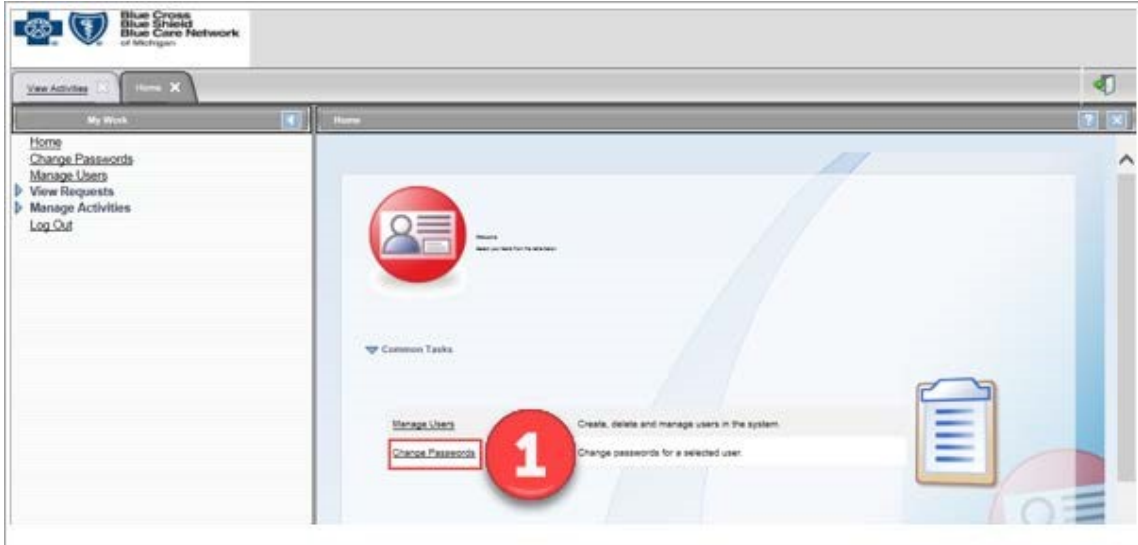


Task 12 Changing/Resetting User Passwords

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	<p>Click the Change Passwords link.</p> 

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.

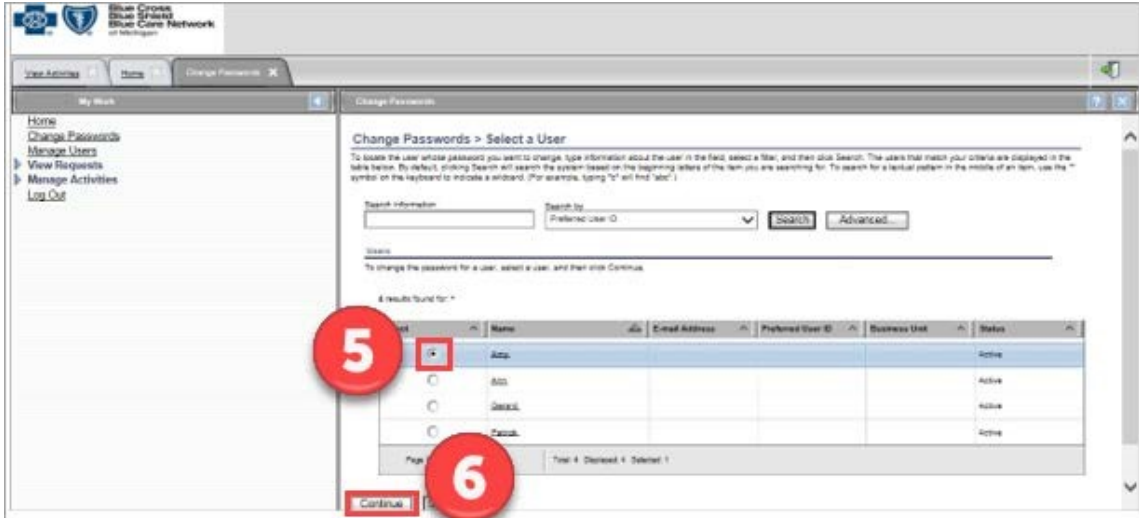
4

Click **Search**.

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


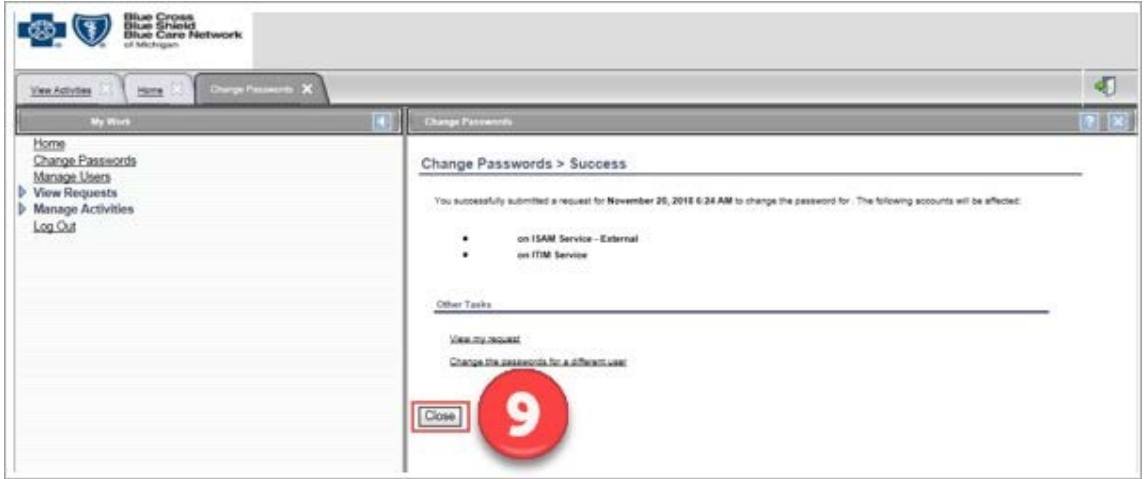
5

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



6

Click **Continue**.

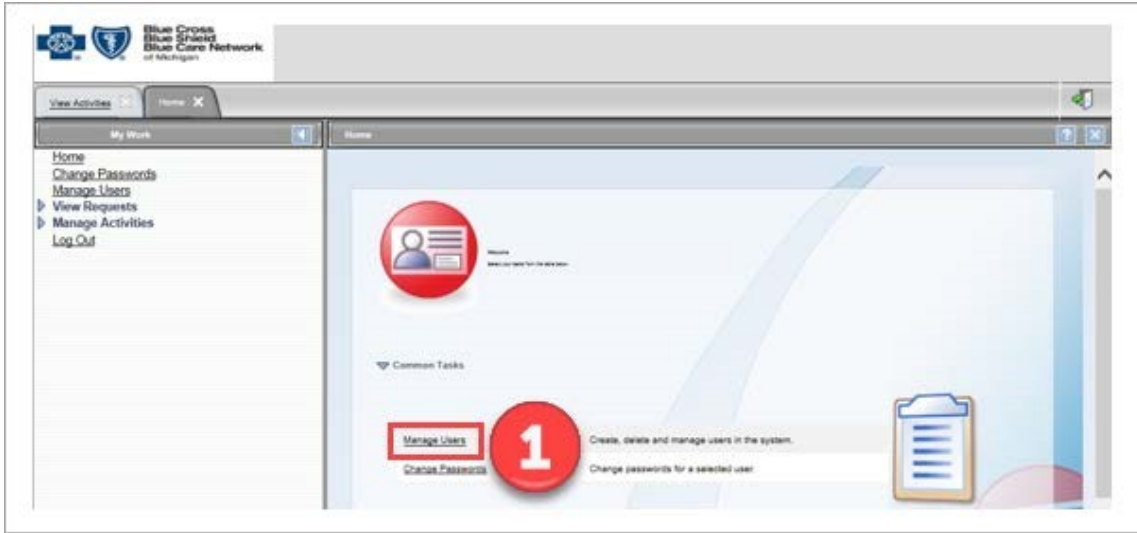
7	<p>Type the same new password in the in the Password and Confirm Password fields.</p> 
8	Click Submit .
9	<p>Click Close.</p> <p>Note: The home screen of User Administration is displayed.</p>
	

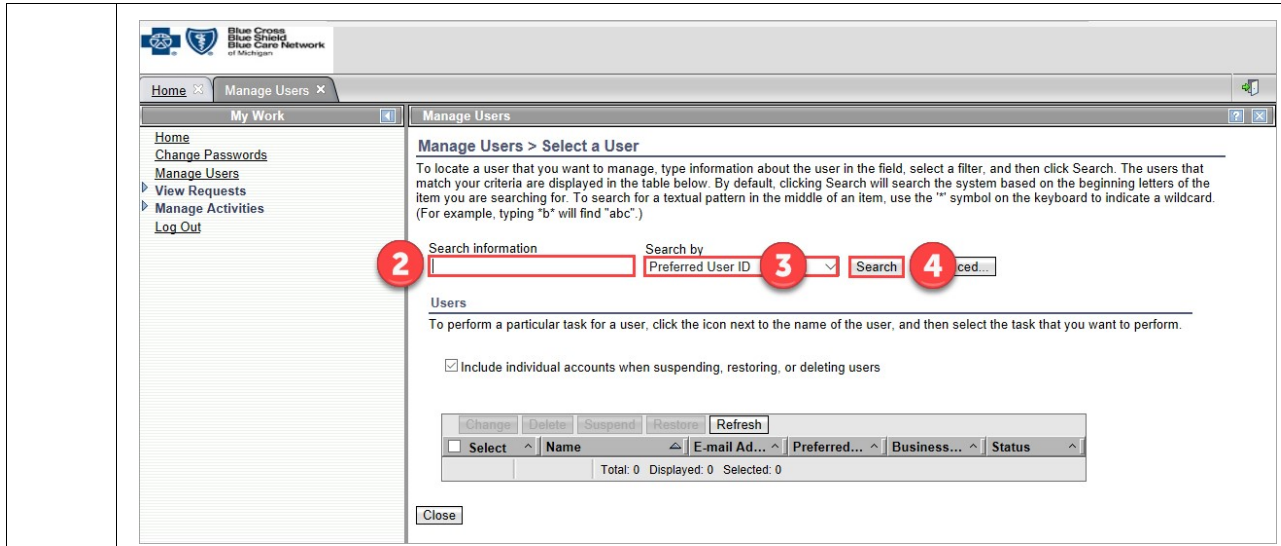
Task 13 Suspending/Locking a User Account

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.

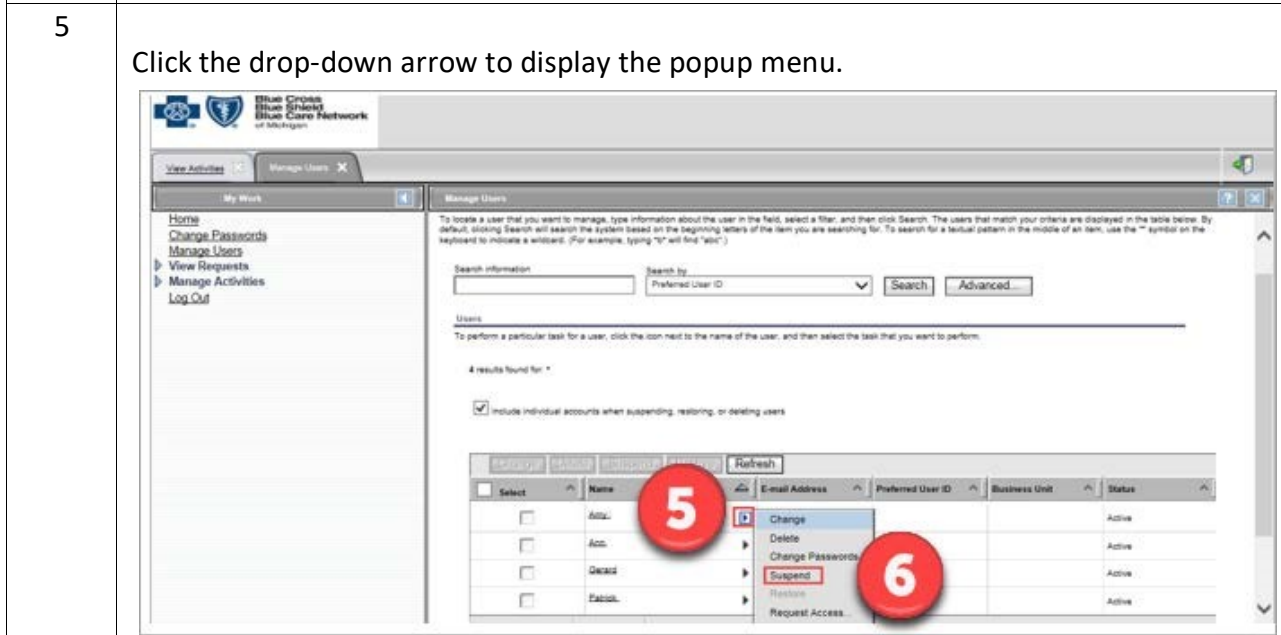
Complete the following steps to suspend a user's account.

Step	Action
1	<p>Click Manage Users.</p> 
2	<p>Type the user's information in the Search field.</p> <p>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.</p>



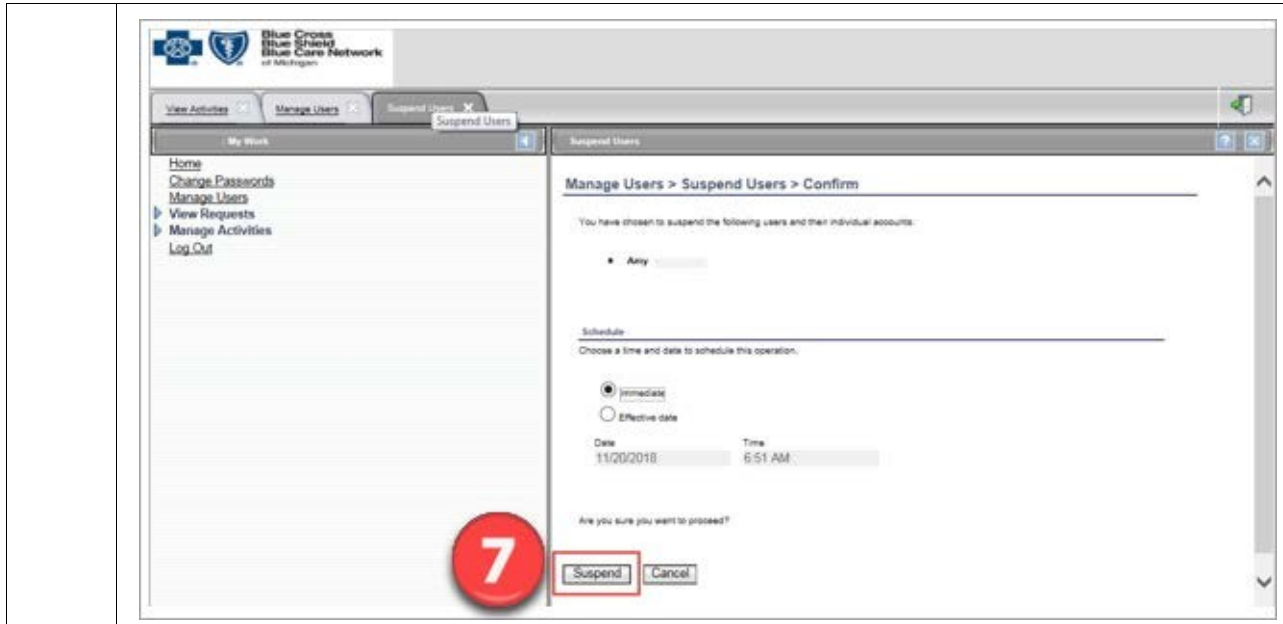
3 Click **Search** by drop-down arrow to select the proper filter.

4 Click **Search**.
Note: Any users matching the search criteria you selected are displayed.



6 Click **Suspend**.

7 Click **Suspend** to confirm.



8

Click **Close**.

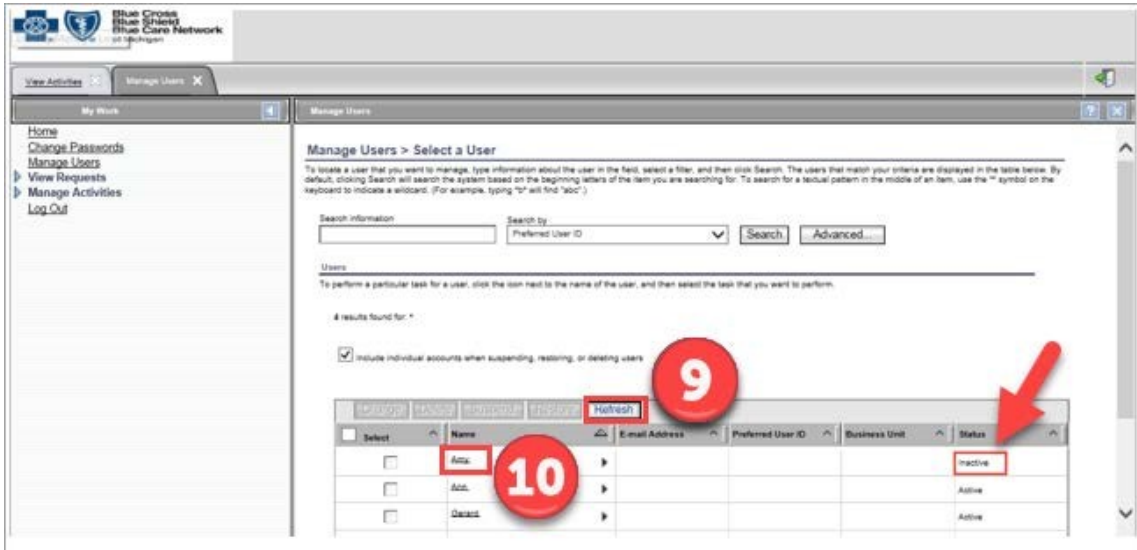
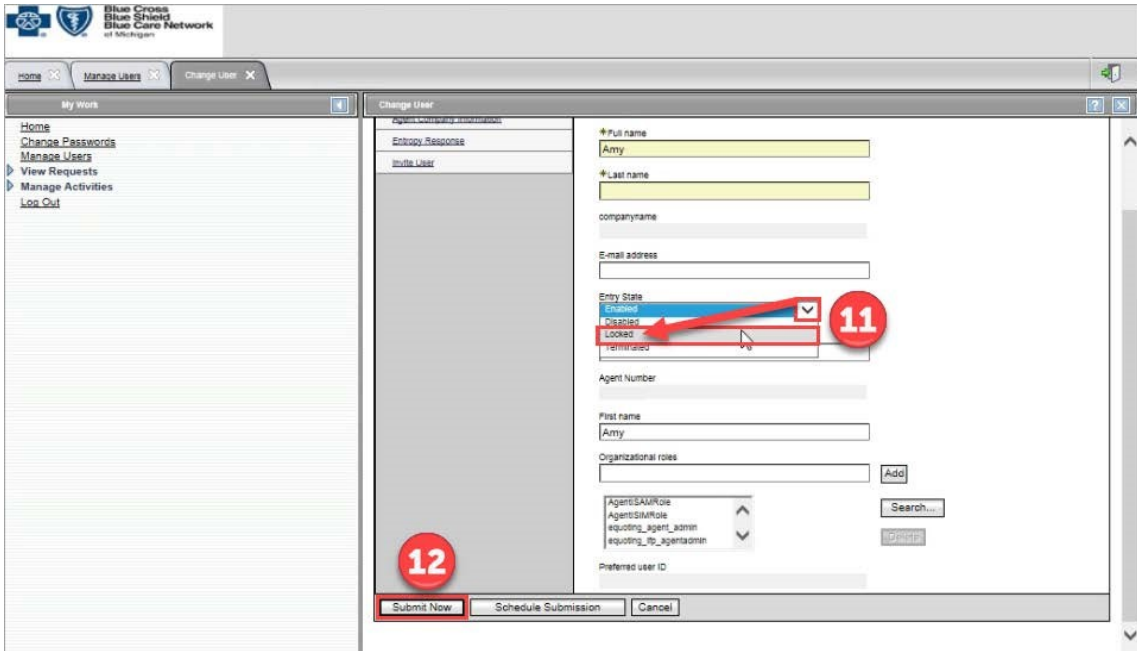
Note: This closes the Suspend Users tab and returns to Manage Users tab.



9

Click **Refresh**.

Note: The user status displays Inactive.

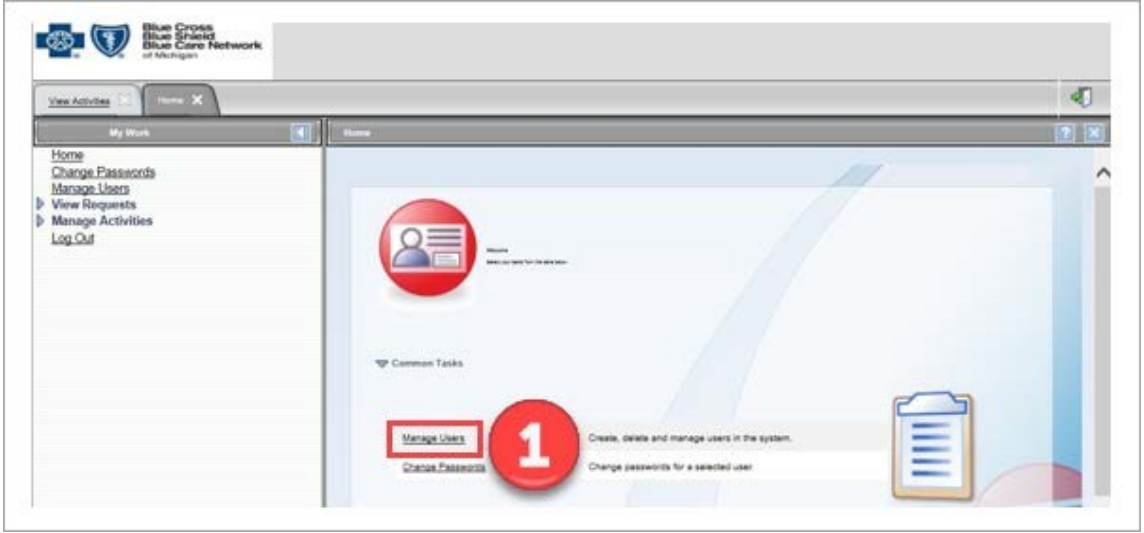
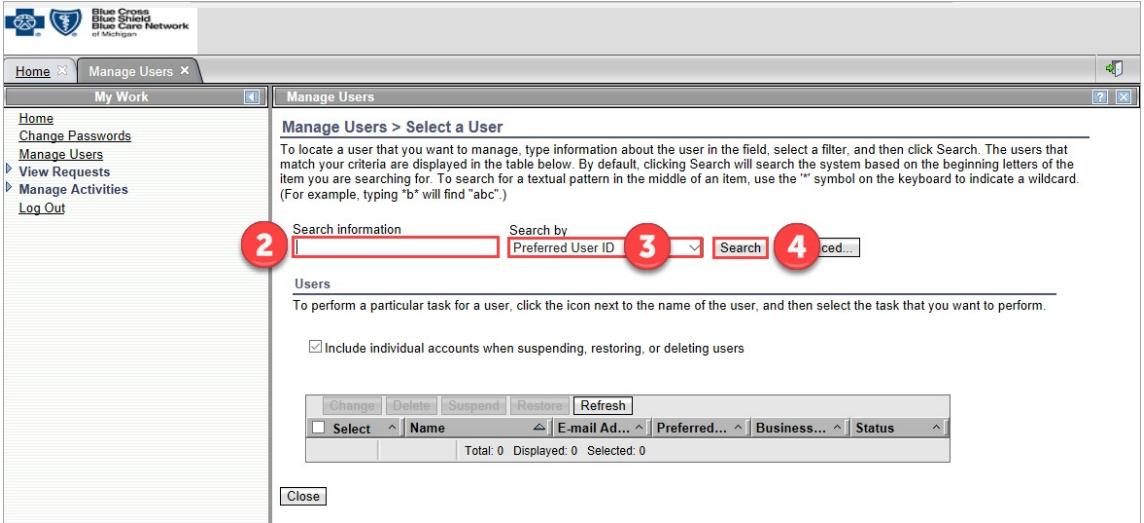
	
10	Click the name of the appropriate user.
11	<p>Click the Entry State drop-down arrow and select Locked.</p> 
12	Click Submit Now .

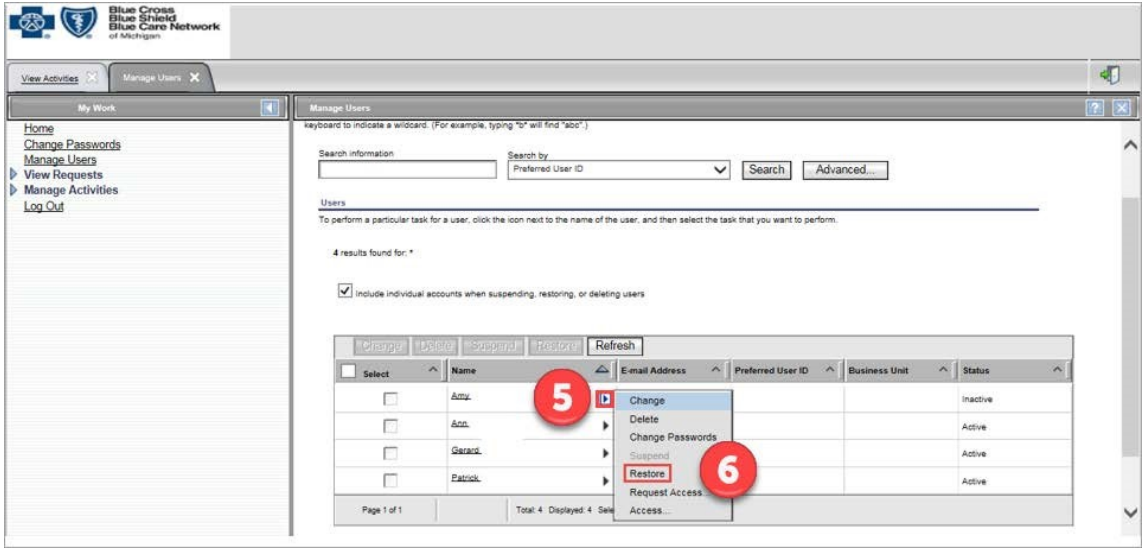
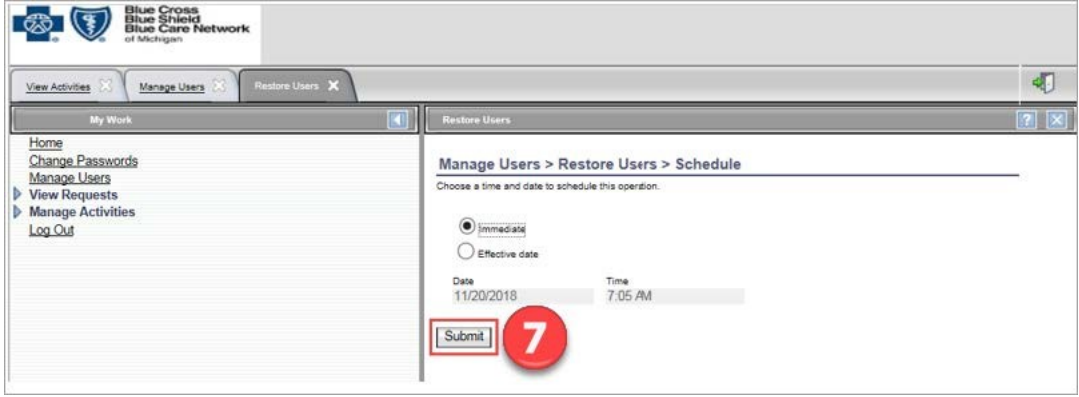
Task 14 Restoring/Activating a Suspended/Locked Account

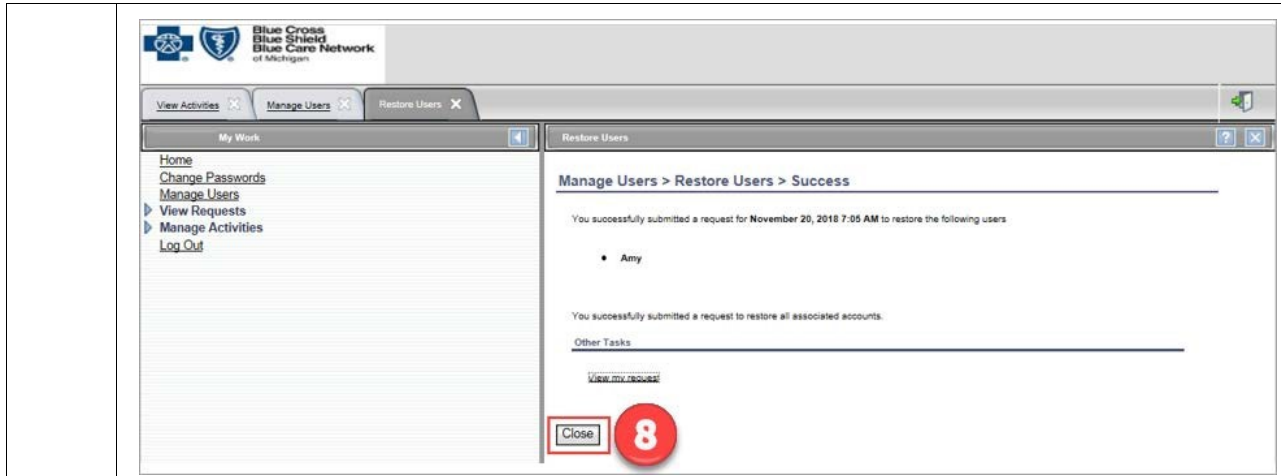
It may be necessary to restore (activate) a user account, for example, if the user was out on leave.

- **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	<p>Click the Manage Users link.</p> 
2	<p>Type the user's information in the Search field.</p> <p>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.</p> 

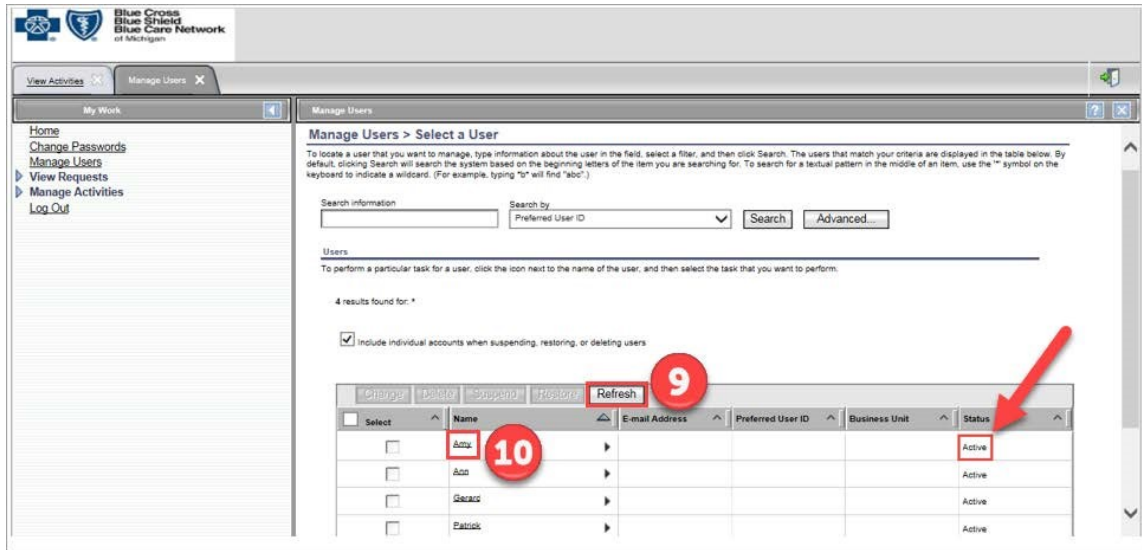
3	Click Search by drop-down arrow to select the proper filter.
4	Click Search . Note: Any users matching the search criteria you selected are displayed.
5	Click the drop-down arrow to display the popup menu. 
6	Click Restore .
7	Click Submit . 
8	Click Close . Note: This closes the Restore Users tab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

The screenshot shows the 'Change User' interface for the 'BCBSMGroup'. The 'Common Entitlements' dropdown menu is set to 'Expired', which is highlighted with a red circle '11' and an arrow. The 'Submit Now' button at the bottom is highlighted with a red circle '12'.

12	Click Submit Now .
----	---------------------------

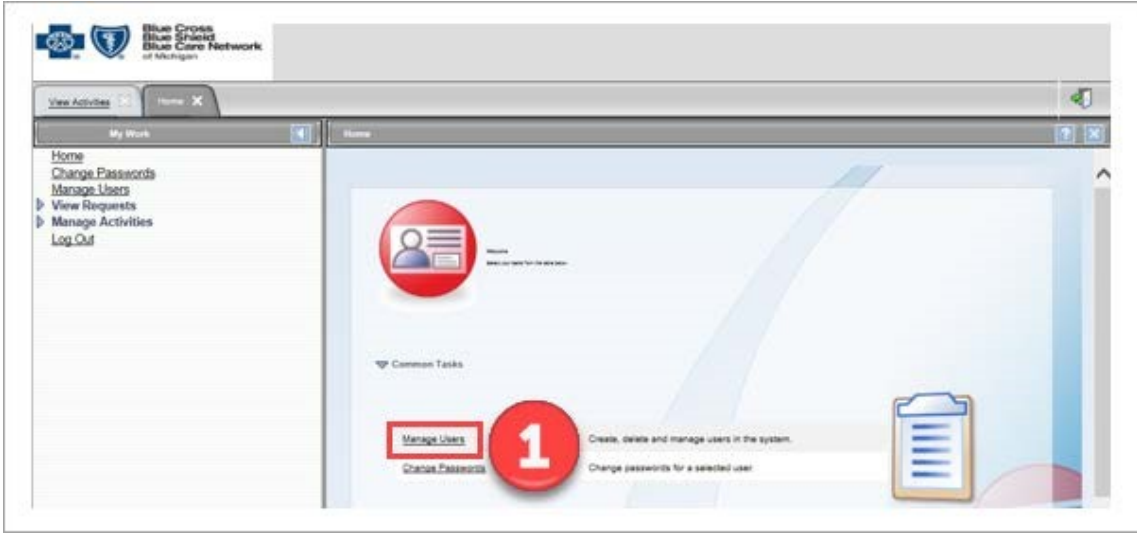
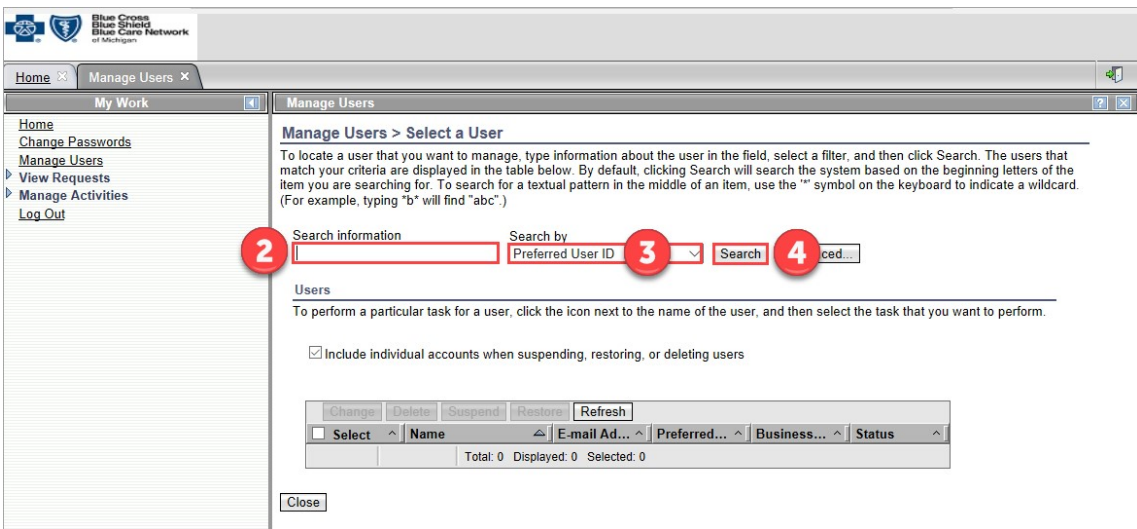
Task 15 Deleting/Terminating a User's Account

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	<p>Click Manage Users.</p> 
2	<p>Type the user's information in the Search field.</p> <p>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.</p>
	
3	<p>Click Search by drop-down arrow to select the proper filter.</p>
4	<p>Click Search.</p> <p>Note: Any users matching the search criteria you selected are displayed.</p>

5

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

Blue Cross Blue Shield Blue Care Network 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: **testen**

Include individual accounts when suspending, restoring, or deleting users

Change	Delete	Suspend	Restore	Refresh	
Select	Name	E-mail Ad...	Preferred...	Business...	Status
<input checked="" type="checkbox"/>	Gerard				Active

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

[Close]

6

Click **Delete**.

Blue Cross Blue Shield Blue Care Network 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: **testergths**

Include individual accounts when suspending, restoring, or deleting users

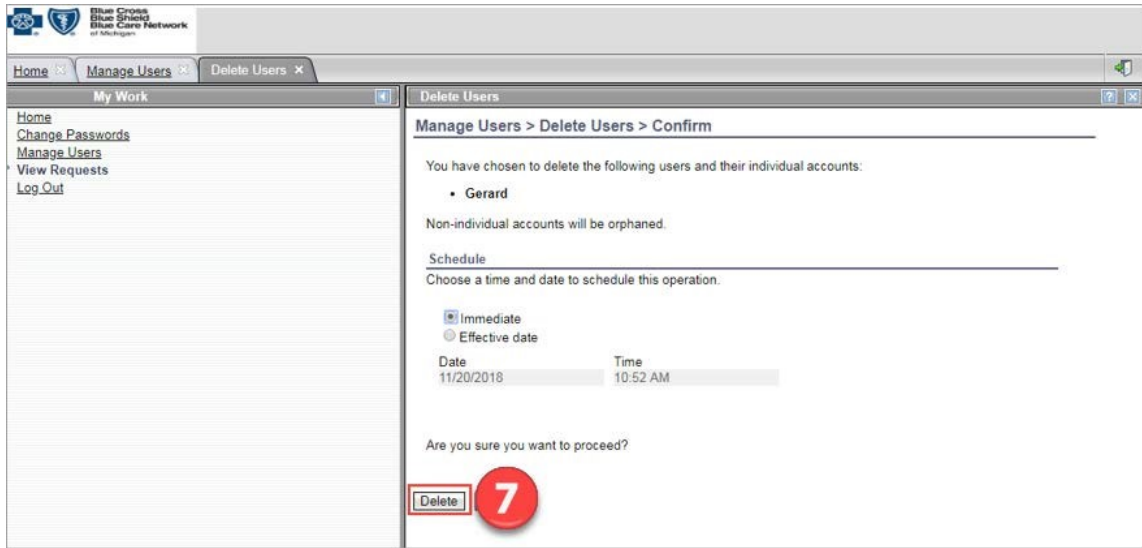
Change	Delete	Suspend	Restore	Refresh	
Select	Name	E-mail Ad...	Preferred...	Business...	Status
<input checked="" type="checkbox"/>	Gerard				Active

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

[Close]

7

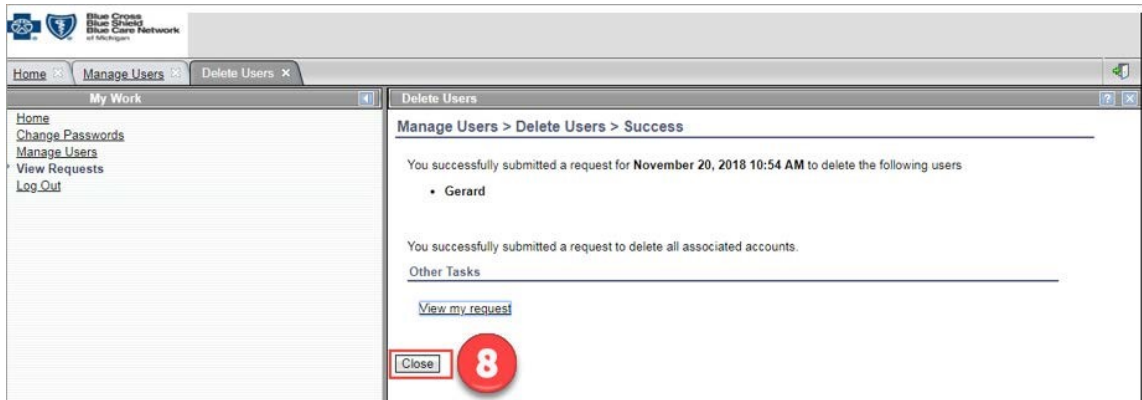
Click **Delete** to confirm.



8

Click **Close**.

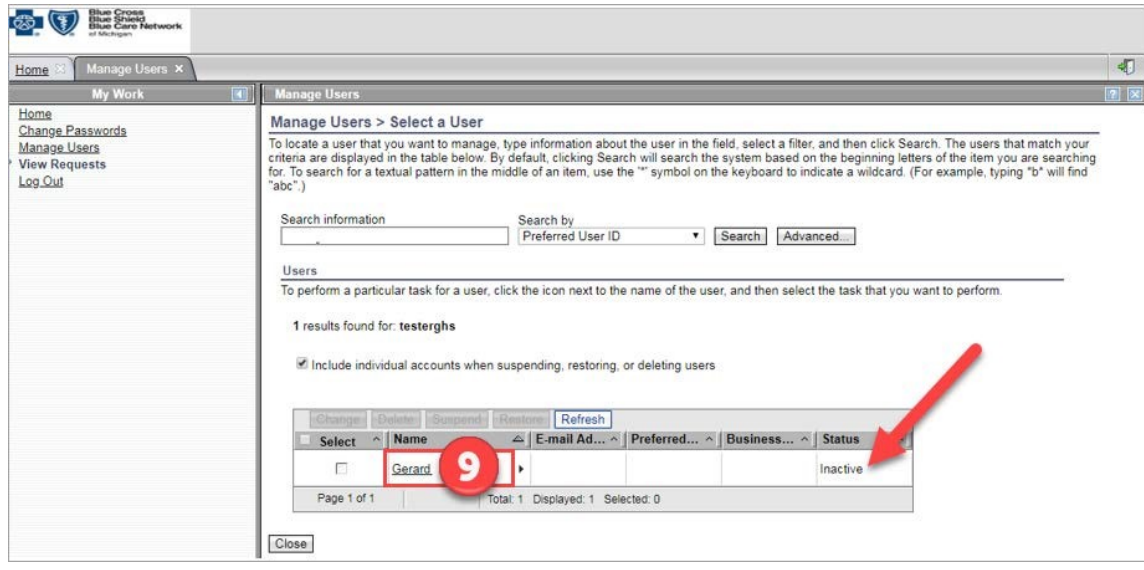
Note: This closes the Delete Users tab and returns to Manage Users tab.



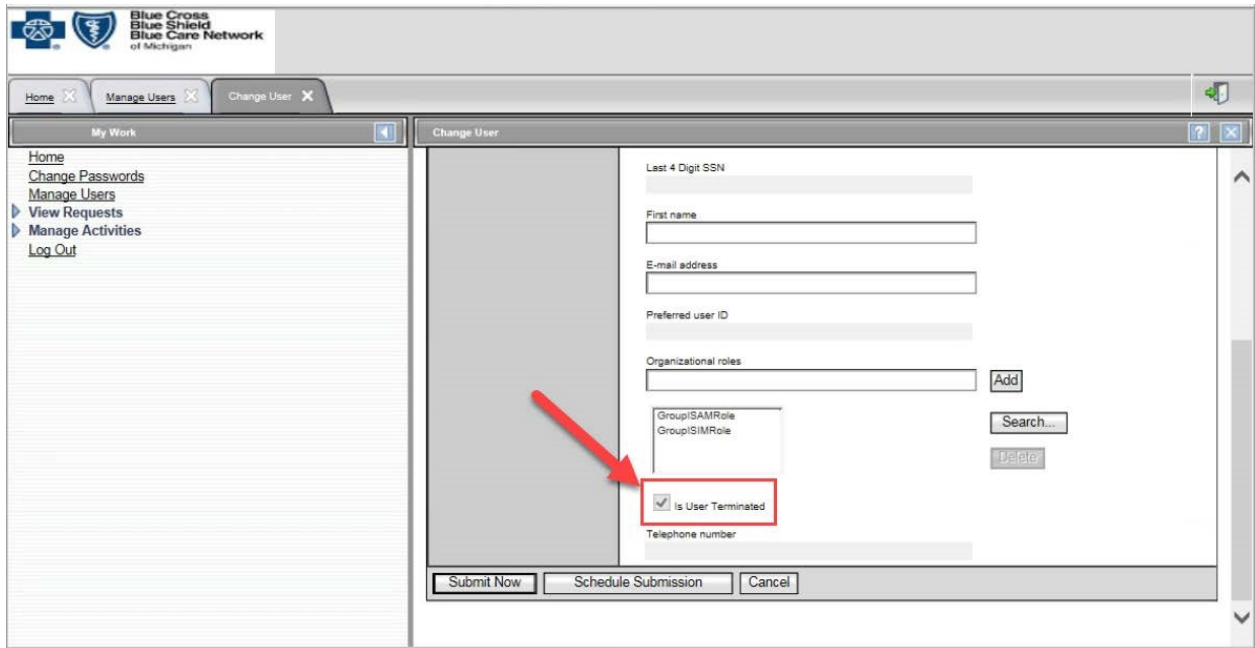
9

Click the user's name link.

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



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


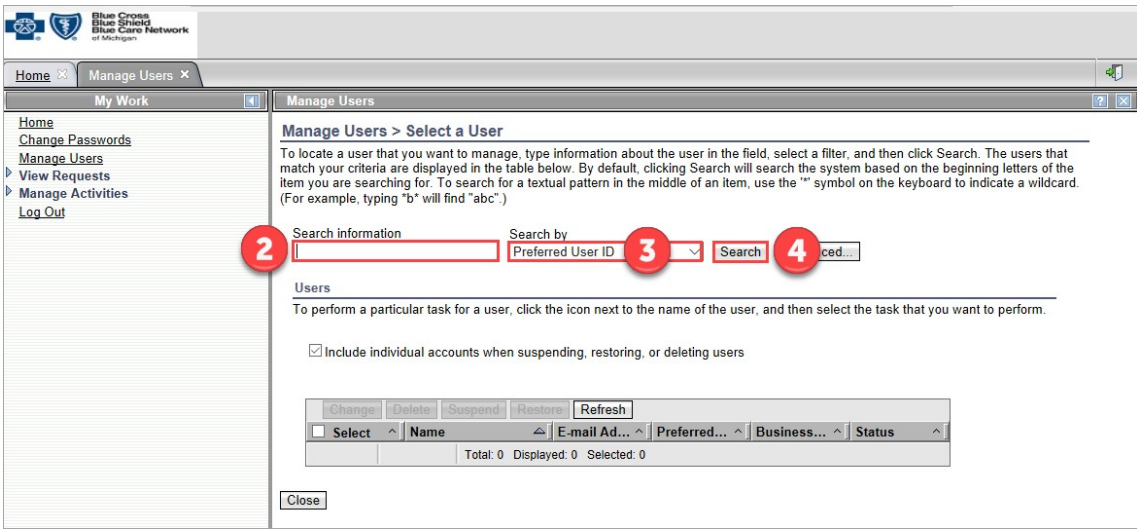


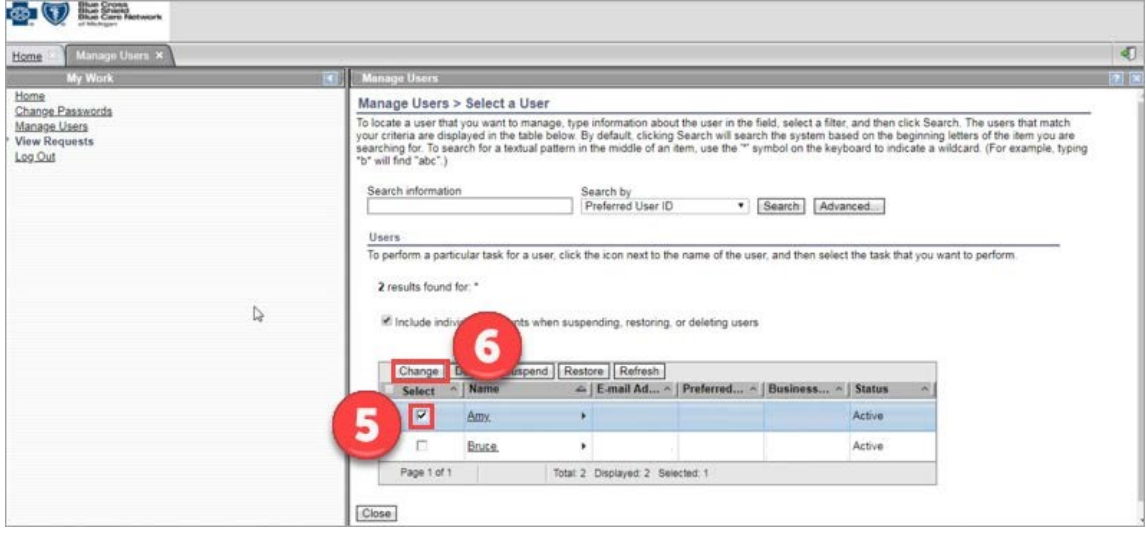
Task 16 Adding Services to a User

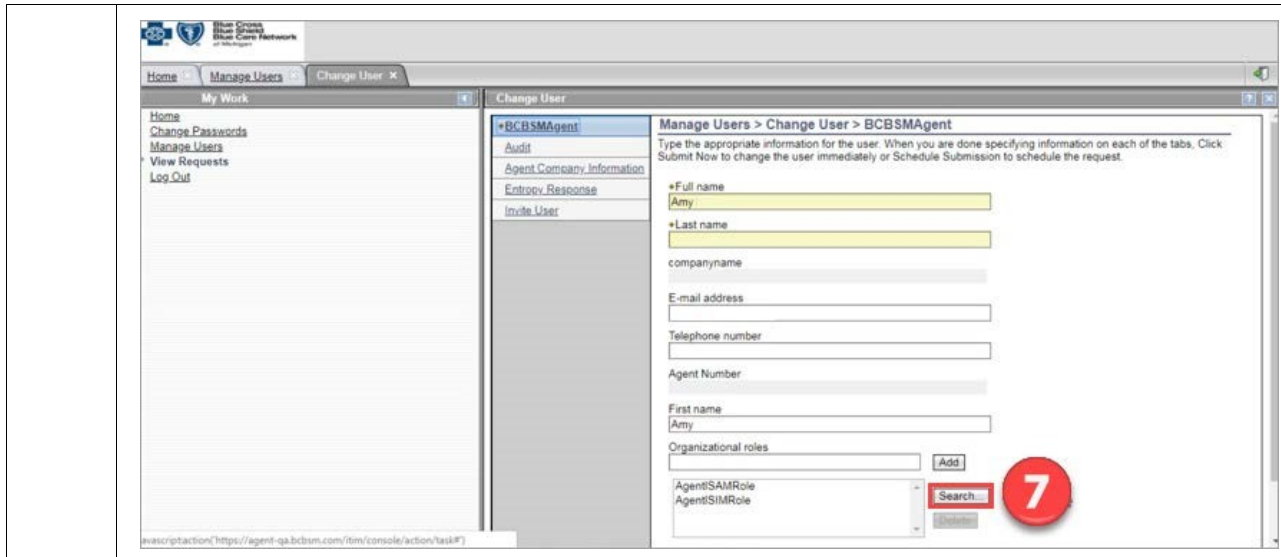
An administrator can grant the necessary services to a user's account. The administrator does not have to wait for a user to request access to services to grant access. Administrators are always limited to granting only those services to which their company has access.

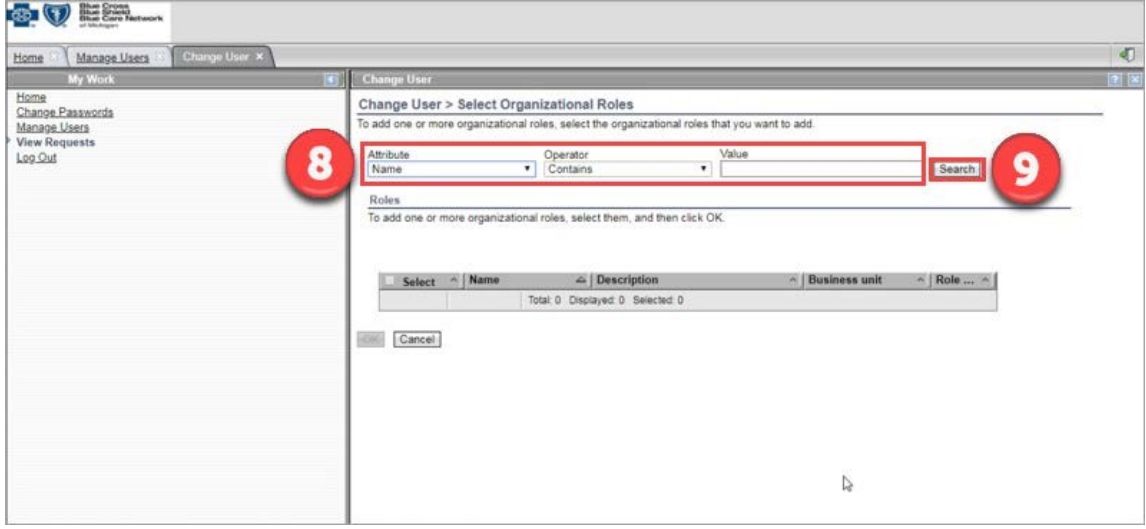
- **Note:** This task assumes you are successfully logged in and have selected **User Administration**. All fields marked with an asterisk (*) are required.

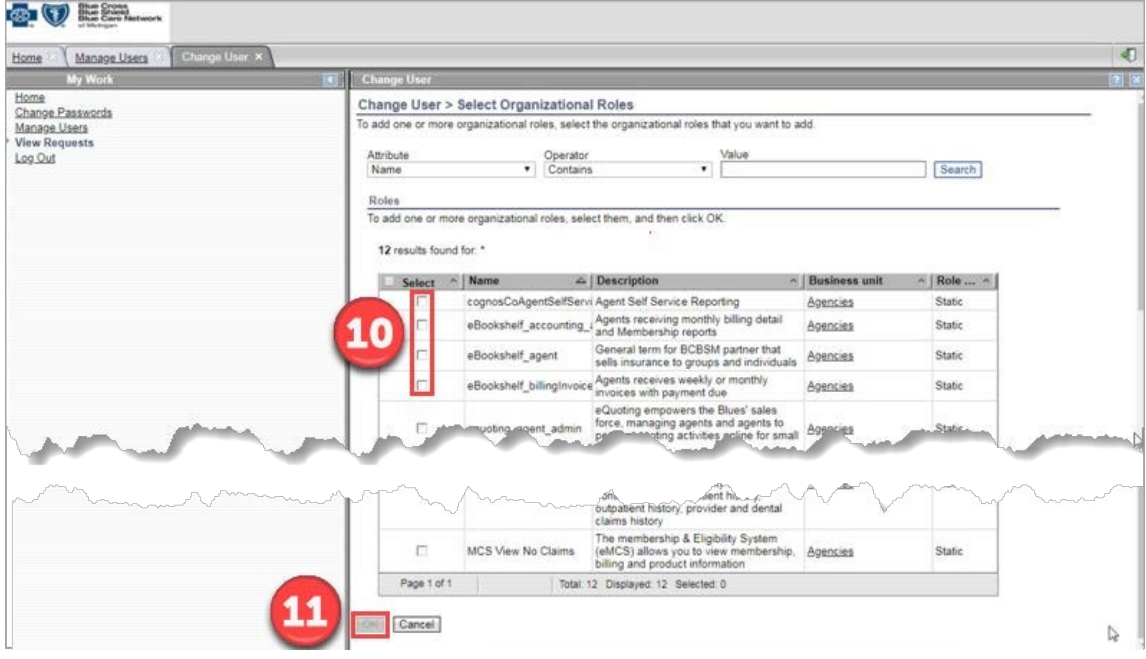
Complete the following steps to add services to a user.

Step	Action
1	<p>Click the Manage Users link.</p> 
2	<p>Type the user's information in the Search field.</p> <p>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.</p>
	
3	<p>Click Search by drop-down arrow to select the proper filter.</p>

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



8	<p>Click the drop-down arrows and/or type the search criteria in the three fields to display the appropriate services (roles).</p> 
9	<p>Click Search.</p>
10	<p>Click the checkbox(es) next to the service(s) you want to add.</p> <p>Note: The services displayed depend on the type of user (i.e. Agent, Group, Association/Chamber) viewing them.</p>

	<p>10</p> <p>11</p>
11	<p>Click OK.</p>

12

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

Blue Cross
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Blue Care Network
of Michigan

Home Manage Users Change User X

My Work

Home
Change Passwords
Manage Users
View Requests
Log Out

Change User

Entroy Resoone
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
AgentSAMRole

Preferred user ID
hallerst

Submit Now Schedule Submission Cancel

javascriptaction?https://agent-qa.bcbsm.com/itm/console/action/73352335215717a3d9530d00f

13

Click **Close**.

Note: The request has been submitted successfully.

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Blue Shield
Blue Care Network
of Michigan

Home Manage Users Change User X

My Work

Home
Change Passwords
Manage Users
View Requests
Log Out

Change User

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](#)

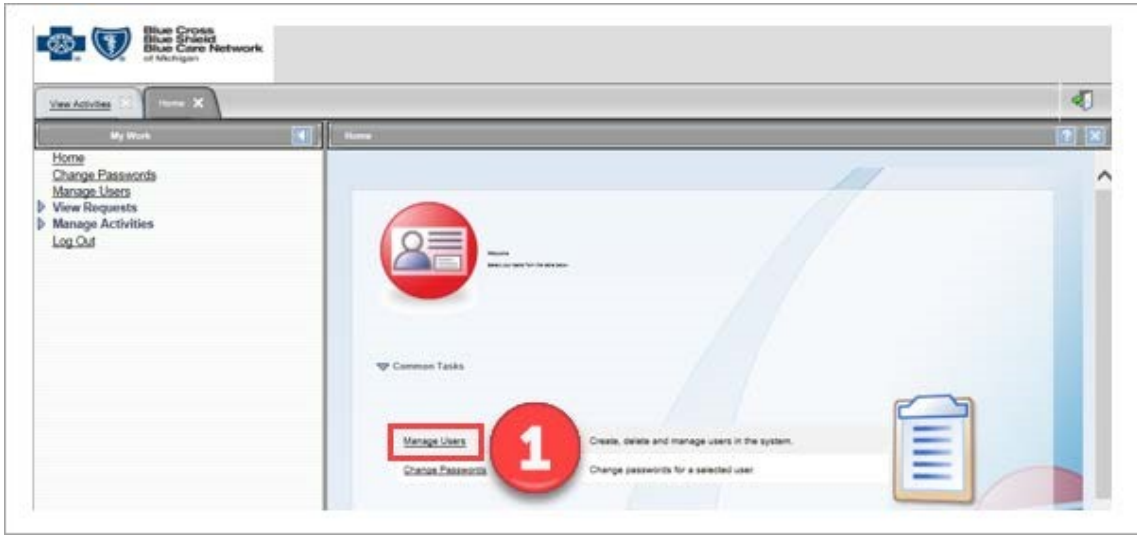
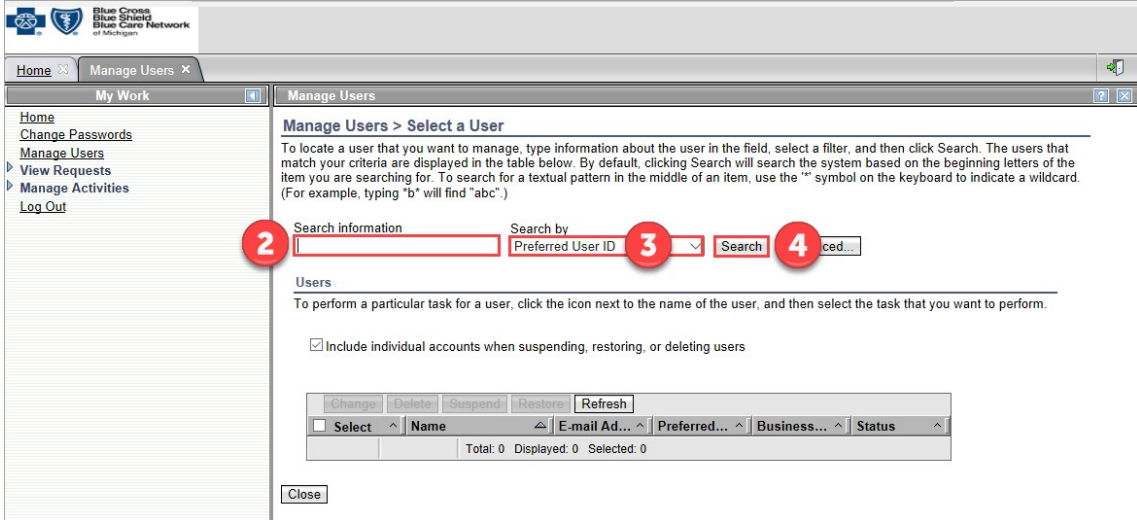
Close

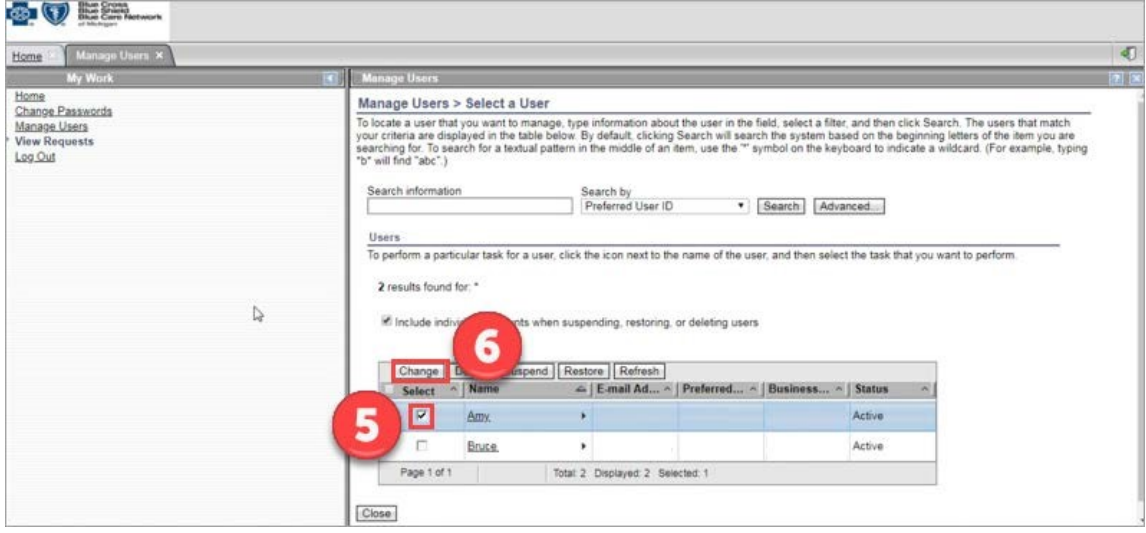
Task 17 Removing Access (Service) from a User

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.

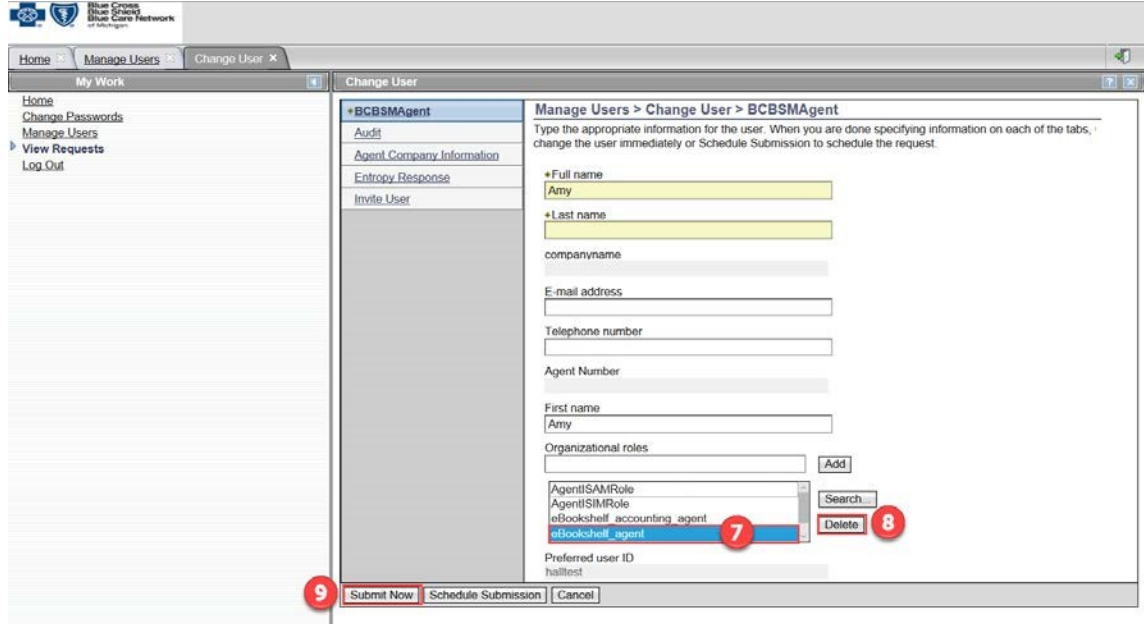
Step	Action
1	<p>Click the Manage Users link.</p> 
2	<p>Type the user's information in the Search field.</p> <p>Note: The information required in the search depends on the filter selected in the Search by field. You can search by Preferred User ID, Full name, Email address, or Last name.</p> 

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. 
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**.

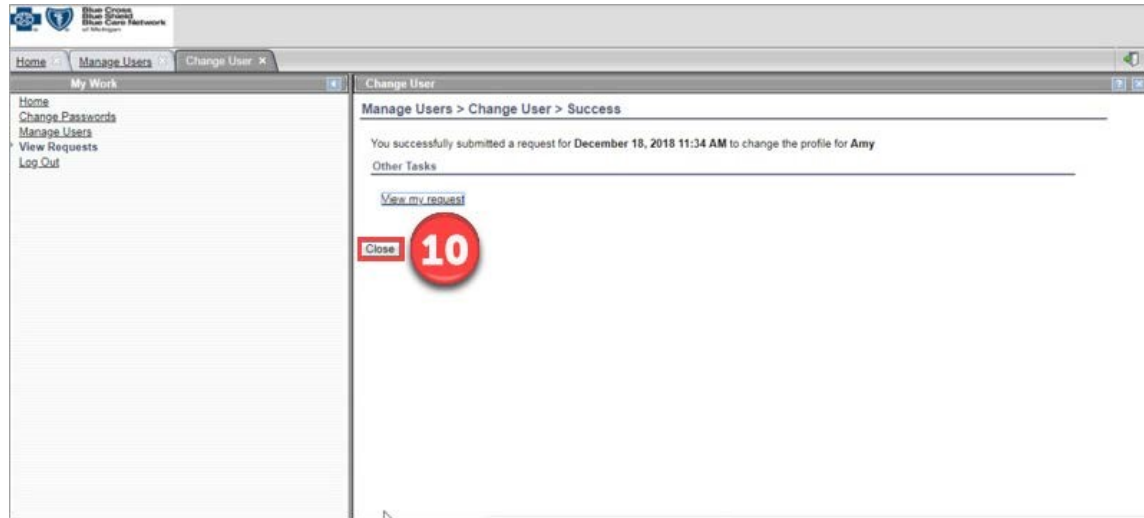
9

Click **Submit Now**.

10

Click **Close**.

Note: The request has been submitted successfully.

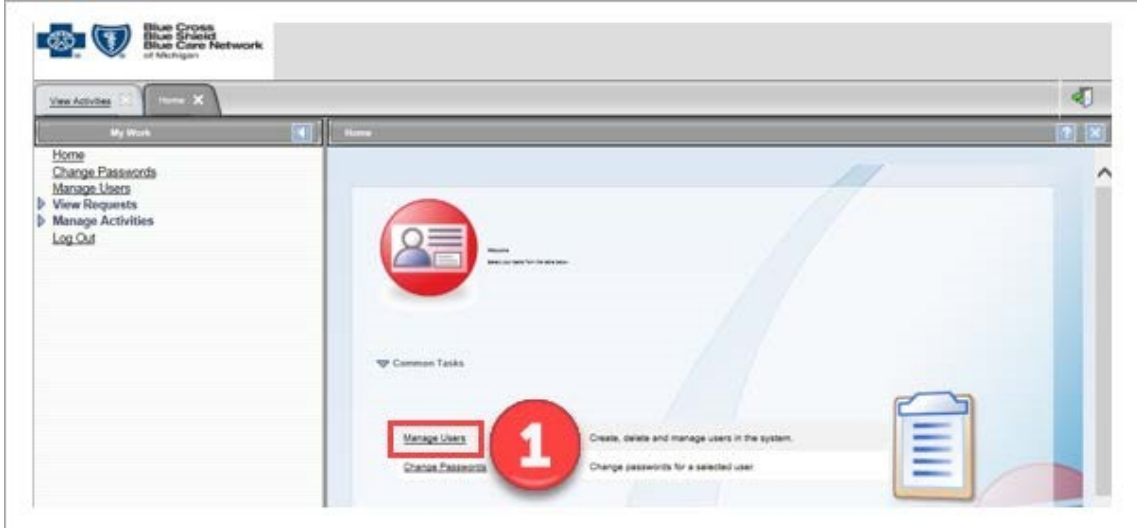


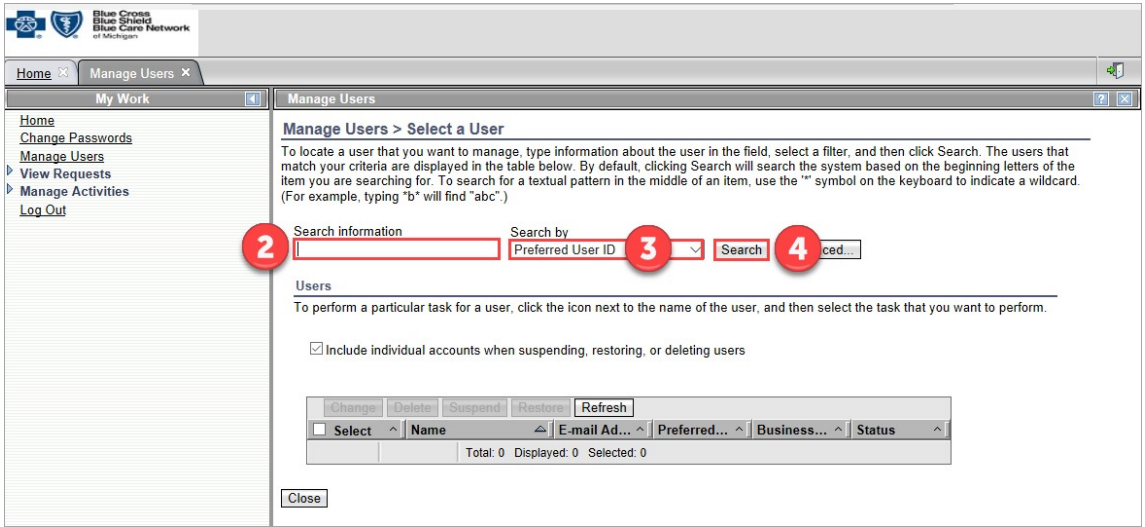
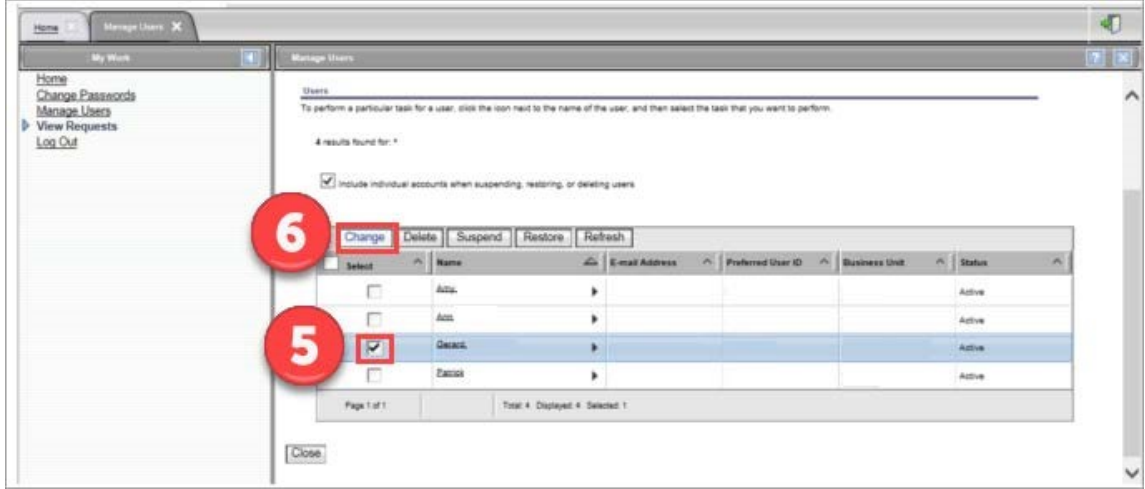
Task 18 Assigning Principal Administrator

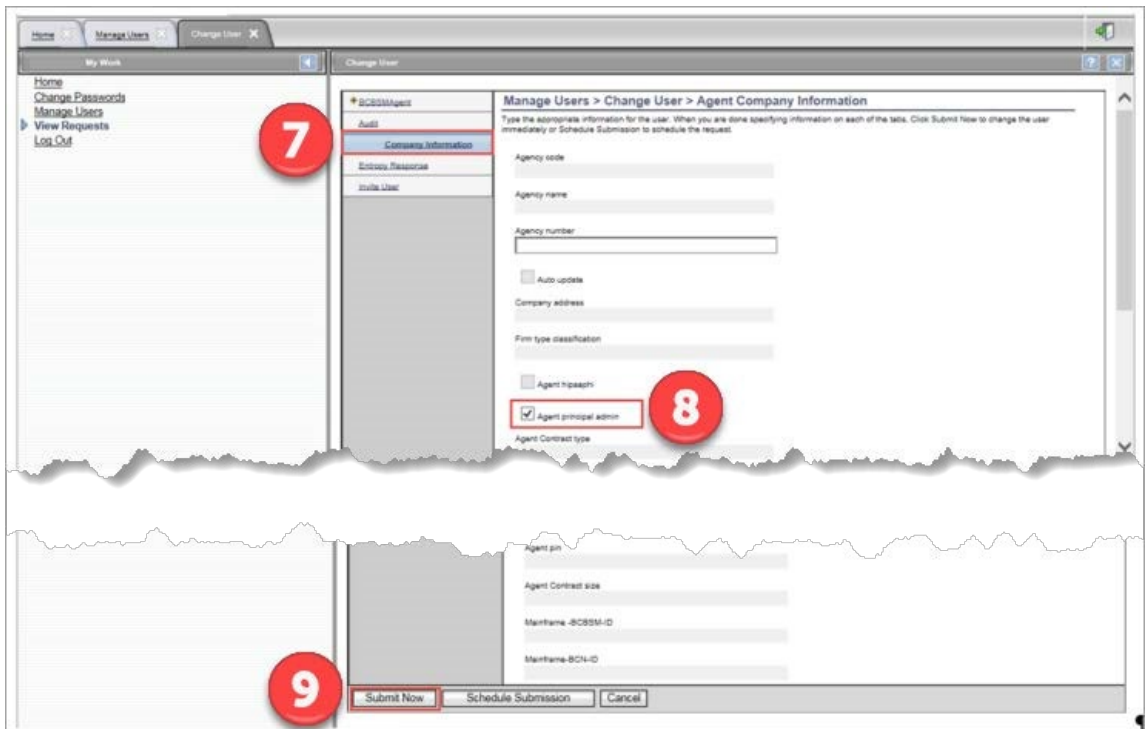

A need may arise to assign the administrator role to a user. After approving a user's registration request, the administrator can assign a user the role of Principal Administrator. The assigning administrator maintains the role as well.

- **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	<p>Click Manage Users.</p> 
2	<p>Type the user's information in the Search field.</p> <p>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.</p>

	 <p>2 Search information <input type="text"/> Search by 3 Preferred User ID 4 Search <input type="button" value="Search"/></p> <p>3 Click Search by drop-down arrow to select the proper filter.</p> <p>4 Click Search.</p> <p>Note: Any users matching the search criteria you selected are displayed.</p>
3	<p>Click Search by drop-down arrow to select the proper filter.</p>
4	<p>Click Search.</p> <p>Note: Any users matching the search criteria you selected are displayed.</p>
5	<p>Click the checkbox next to the user you want to assign as Principal Administrator.</p>  <p>5 <input checked="" type="checkbox"/> Dana...</p> <p>6 Change</p>
6	<p>Click Change.</p>
7	<p>Click Company Information.</p> <p>Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber.</p>

	 <p>The screenshot shows the 'Change User' form in a web browser. The left sidebar contains navigation links: Home, Change Passwords, Manage Users, View Requests, and Log Out. The main content area is titled 'Manage Users > Change User > Agent Company Information'. It includes a breadcrumb trail, a description, and several input fields: Agency code, Agency name, Agency number, Auto update (checkbox), Company address, Firm type classification, Agent hipaach (checkbox), Agent principal admin (checkbox), and Agent Contract type. Callout 7 points to the 'Company Information' tab. Callout 8 points to the 'Agent principal admin' checkbox. Callout 9 points to the 'Submit Now' button at the bottom of the form.</p>
8	<p>Select Principal Admin checkbox.</p> <p>Note: Depending on the user, this field could be referring to the Agent, Group, or Association/Chamber.</p>
9	<p>Click Submit Now.</p> <p>Note: The Success screen appears.</p>  <p>The screenshot shows the 'Success' screen in the web browser. The breadcrumb trail is 'Manage Users > Change User > Success'. The main content area displays a success message: 'You successfully submitted a request for December 3, 2018 3:10 PM to change the profile for Gerard!'. Below the message is a section for 'Other Tasks' with a 'View my request' link. A 'Close' button is highlighted with callout 10.</p>
10	<p>Click Close.</p> <p>Note: The principal role now displays under the user's roles.</p>

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.



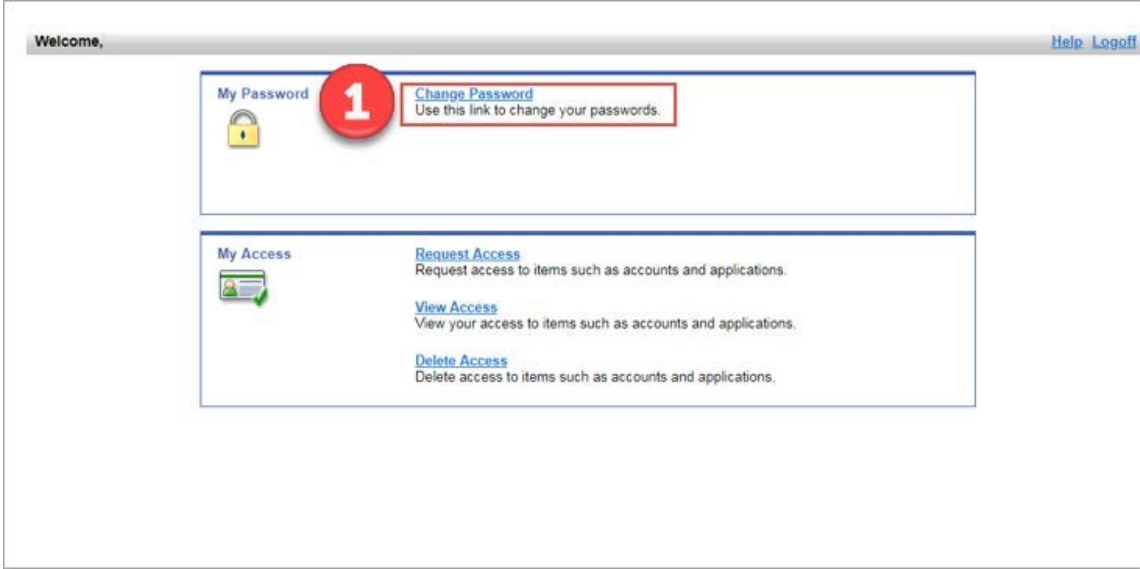
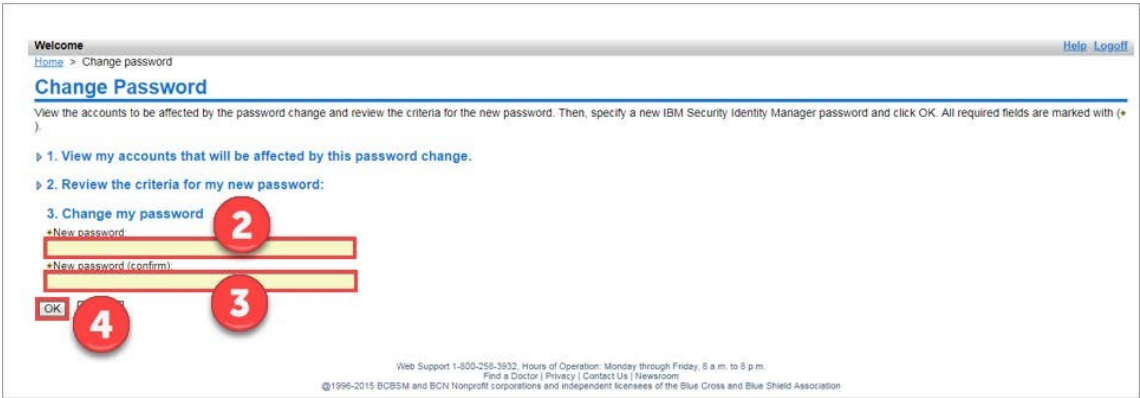
Task 19 Changing Password After Login

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
------	--------

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

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 [IRM Security Identity Manager Home](#) page.

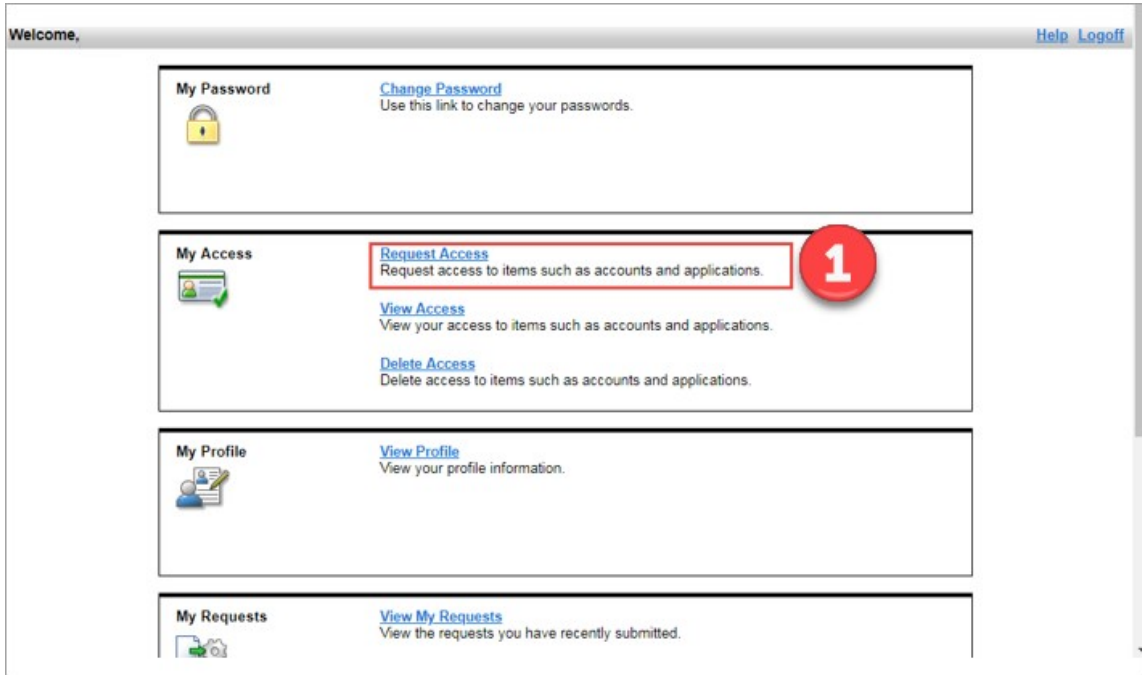
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Task 20 Requesting Access (Services)

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	<p>Click Request Access.</p>  <p>The screenshot shows a user portal with a 'Welcome' header and 'Help Logoff' links. The main content area is divided into four sections: 'My Password' with a 'Change Password' link; 'My Access' with 'Request Access', 'View Access', and 'Delete Access' links; 'My Profile' with a 'View Profile' link; and 'My Requests' with a 'View My Requests' link. The 'Request Access' link in the 'My Access' section is highlighted with a red box, and a red circle with the number '1' is placed over it to indicate the step.</p>
2	<p>Select desired Access Name from the list.</p> <p>Note: The access (services) displayed will vary based on the type of user (i.e. Agent, Group, Association/Chamber).</p>

Welcome,
[Home](#) > Request access

Request Access

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

Access Name	Access Type	Description
BC 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...
eBookshelf_locationSpecificAdmin	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, [Help](#) [Logout](#)

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

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

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

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.

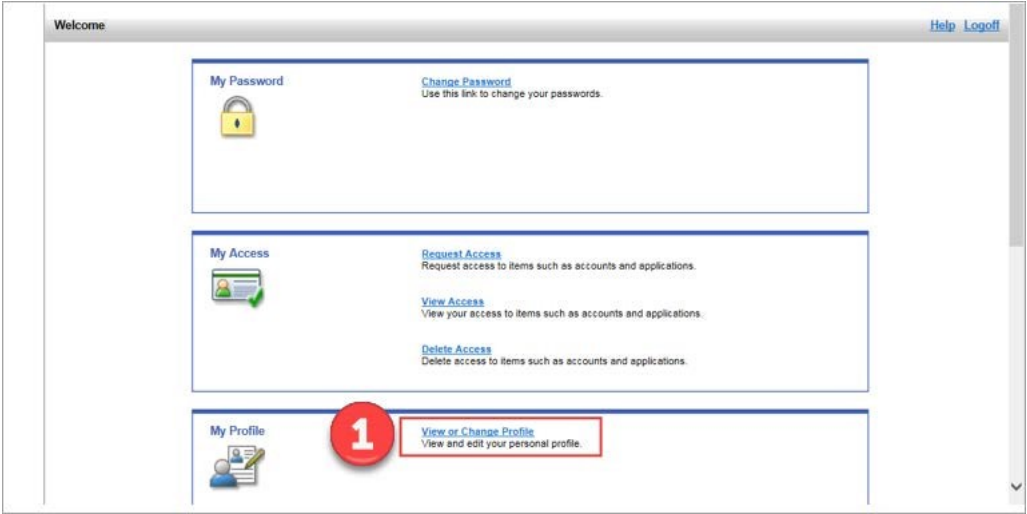
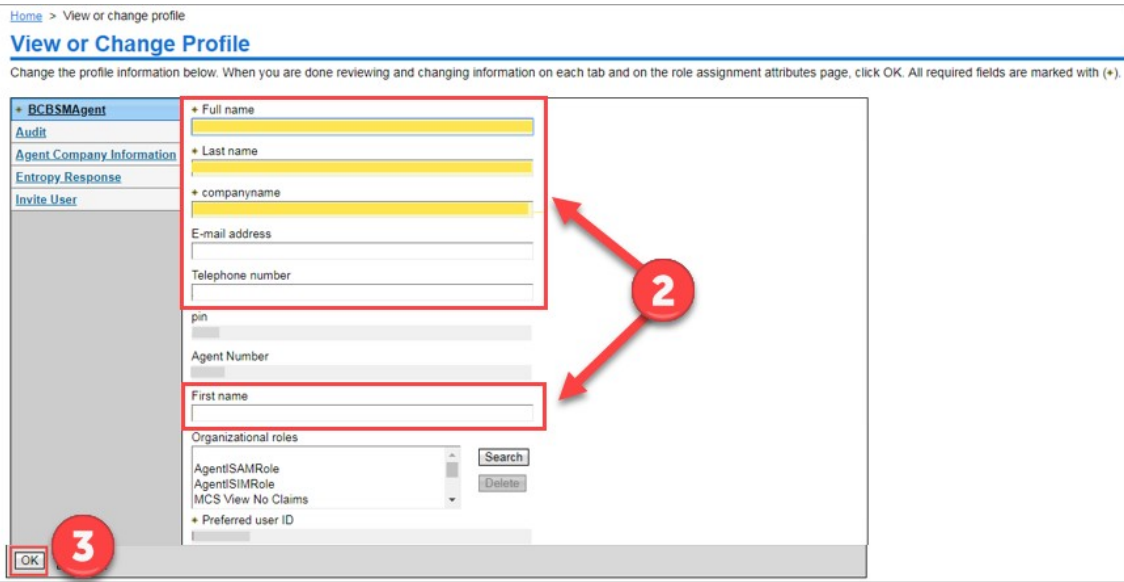
Task 21 Updating User Profile

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	<p>Click View or Change Profile.</p> 
2	<p>Key the updated information in the correct fields.</p> <p>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.</p>
	
3	<p>Click OK.</p>

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 IBM 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.

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Welcome:

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

Logout >

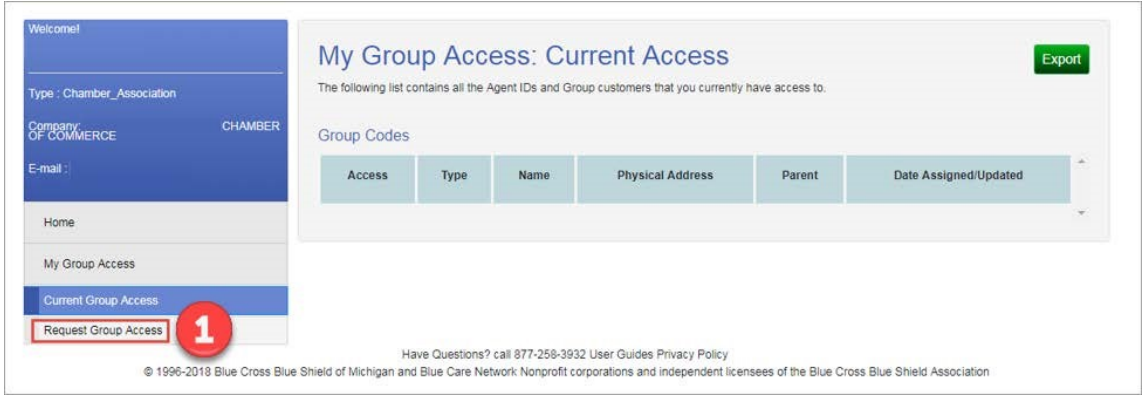
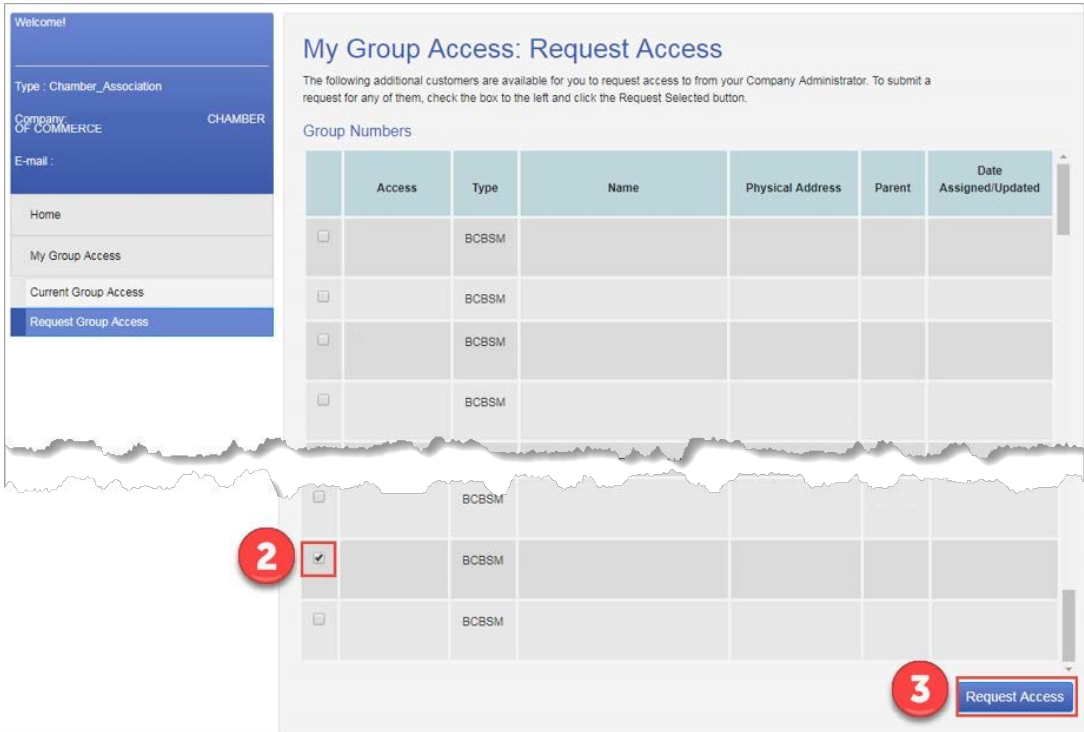
Enter search... Go >

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	<p>Click Request Group Access.</p> 
2	<p>Select the checkbox(es) for the Group Code(s) you want to request.</p> 
3	<p>Click Request Access.</p>

