

# EDI Support Services

## *Vendors: Managing Users in EDISS Connect*

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

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

### In this document:

- Manage Users
- Adding New Users

### *Manage Users*

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

The screenshot displays the 'Account Profile' section on the left and a 'How to Add a Transaction' guide on the right. The 'Account Profile' section includes fields for Phone, Email, Account Created, Software, Date Accepted, and Submitter ID. A 'Manage Users' button is highlighted with a red border. The 'How to Add a Transaction' section lists three steps: 1. Select state(s), 2. Select line(s) of business, and 3. Select transactions you want available for providers to choose. Below these steps are buttons for 'Add Transaction' and 'Manage Transaction Catalog'.

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

## Changing Passwords in the EDISS Gateway Continued...

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

EDISS Connect

### Manage Users Edit > | Logout >

Account Name:

View Users  
Add User

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

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

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

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

EDISS Connect

### Manage Users Edit > | Logout >

Account Name:

View Users  
Add User

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

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

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

## Changing Passwords in the EDISS Gateway Continued...

Account Name:

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

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

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

### Adding New Users

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

Account Name:

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

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

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

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

## Changing Passwords in the EDISS Gateway Continued...

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

Account Name: Test Vendor

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

### User Information

\* = Required

First Name \*:

Last Name \*:

Username \*:

Security Role \*:

Email \*:

Email Confirm \*:

[Add User >](#) or [cancel >](#)

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

## Changing Passwords in the EDISS Gateway Continued...

The screenshot shows the 'Manage Users' page in the EDISS Connect system. At the top, there is a navigation bar with the EDI Support Services logo and the text 'EDISS Connect'. Below the navigation bar, there are several menu items: Account Home, Manage Providers, Manage Processing Providers, Transaction Catalog, Contact, and Help. The main content area is titled 'Manage Users' and includes a search bar and links for 'Edit' and 'Logout'. A green success message states 'Your request completed successfully.' Below this, there is a sidebar with 'Account Name:' and buttons for 'View Users' and 'Add User'. The main area contains a table of users with columns for Name, Username, Security Role, and Last Login. The user 'Thomas Jefferson' is highlighted with a red border. A note at the bottom explains that users who do not complete registration within 30 days will be automatically deleted.

Account Name:

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

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

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

4. When a new user is setup in the system, the user will receive the email notification below with a temporary password.

## Changing Passwords in the EDISS Gateway Continued...

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

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

Registration password: S2X3yp(s)

[Complete Online Registration >](#)

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

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

If you have any problems completing the registration process, please contact EDISS at **800-967-7902**.

Jurisdiction E (JE) Part A and B:  
855-609-9960

Jurisdiction F (JF) Part A and B:  
877-908-8431

All Other Lines of Business:  
800-967-7902

[Contact Us >](#)

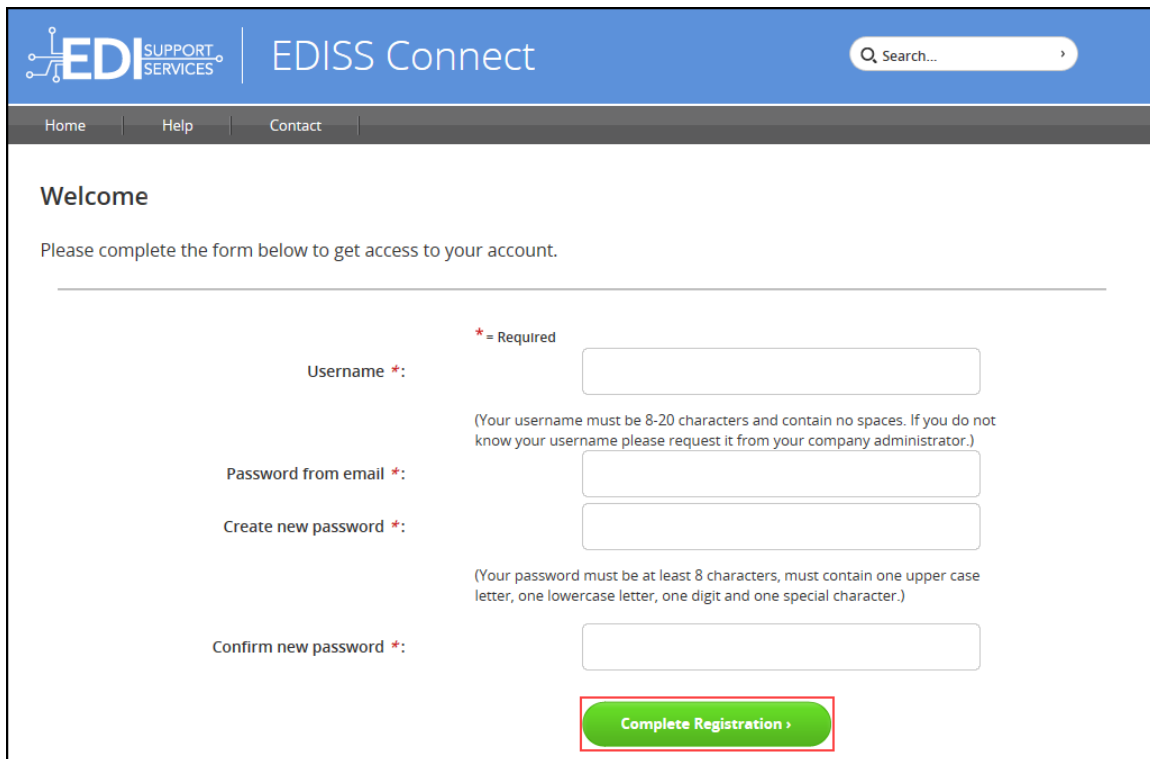
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5. The user must click **Complete Online Registration** within the email to finish their registration.

**Note:** If you are unable to view the **Complete Online Registration** image within the email, it will be located directly under the temporary password, or you may also use the **Show Image** option in the email.

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

## Changing Passwords in the EDISS Gateway Continued...

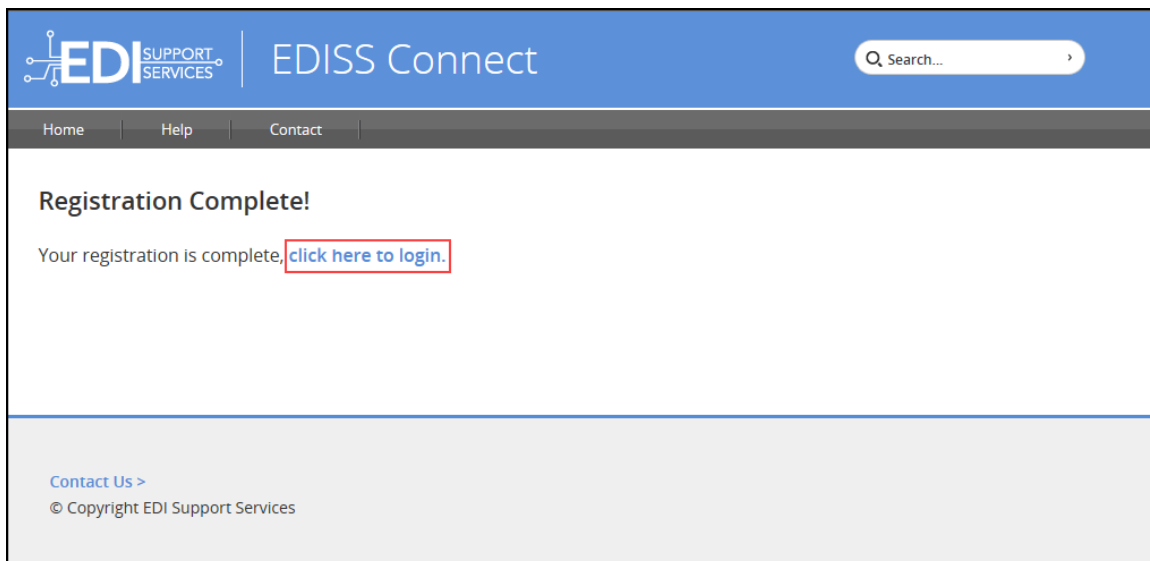


The screenshot shows the EDISS Connect registration page. At the top left is the EDI Support Services logo, and at the top right is the EDISS Connect logo and a search bar. Below the header is a navigation bar with links for Home, Help, and Contact. The main content area is titled "Welcome" and contains the text "Please complete the form below to get access to your account." The registration form includes the following fields and instructions:

- Username \***: A text input field. A note above it states: "\* = Required" and "(Your username must be 8-20 characters and contain no spaces. If you do not know your username please request it from your company administrator.)"
- Password from email \***: A text input field.
- Create new password \***: A text input field. A note below it states: "(Your password must be at least 8 characters, must contain one upper case letter, one lowercase letter, one digit and one special character.)"
- Confirm new password \***: A text input field.

At the bottom of the form is a green button labeled "Complete Registration >".

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



The screenshot shows the EDISS Connect registration complete message. At the top left is the EDI Support Services logo, and at the top right is the EDISS Connect logo and a search bar. Below the header is a navigation bar with links for Home, Help, and Contact. The main content area is titled "Registration Complete!" and contains the text "Your registration is complete. [click here to login.](#)" The footer contains the text "Contact Us >" and "© Copyright EDI Support Services".

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

## ***Changing Passwords in the EDISS Gateway Continued...***

8. Once the user changes their password, they will be prompted to complete the security questions and answers as the final step.