myVACCN.com

Account Administration Guide

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Overview

The Account Administration feature allows providers to control website access for their Tax Identification Number (TIN). Each person who needs access must first register to create an account. Then, an Account Administrator can sign into the secure site and approve or deny access for those accounts. This guide will show you how to become an Account Administrator and how to use the feature once you have access. Each TIN can have multiple Account Administrators.

Account Administrators are responsible for:

- Approving website registration requests for new users
- Denying website registration requests for new users or existing users
- Promoting users to Account Administrator
- Demoting other Account Administrators to a non-administrator role
- Serving as a point-of-contact for other users within their organization/TIN

The Account Administrator role selection for myVACCN.com is subject to attestation that you:

1. Have the authority on behalf of your organization to make decisions and manage account access for users under its TIN
2. Have the authority to control other user's access to the Account Administration role, while acknowledging that there can be multiple Account Administrators under the same organization
3. Agree to be responsible for managing and disabling access as necessary and to be the point of contact for users under your organization/TIN
4. Accept responsibility on your behalf as well as on behalf of your organization for which you are making use of this application

Please note: Billing Agencies cannot sign up to be an Account Administrator.

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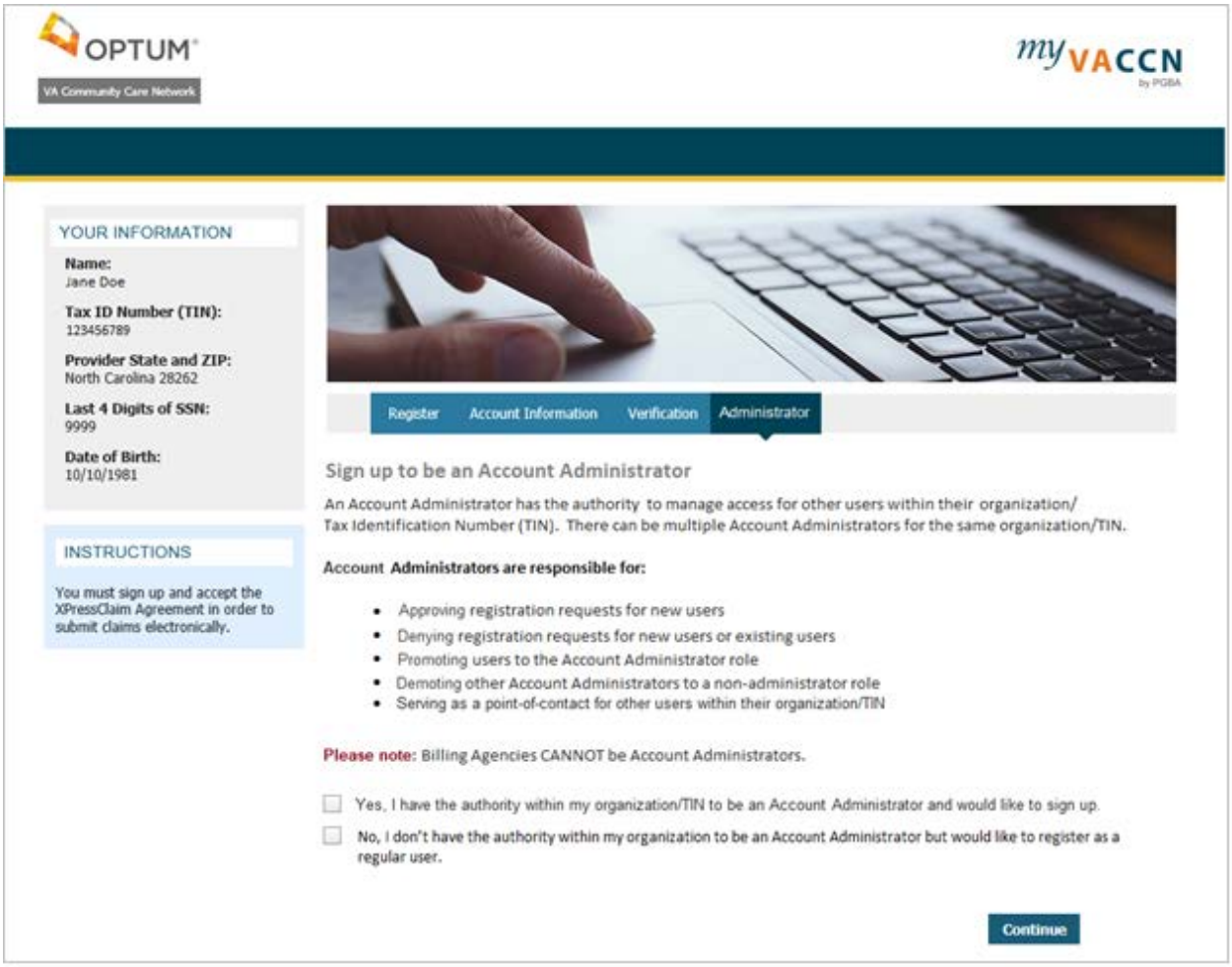
Account Administration Sign Up

Sign up to be an Account Administrator during website registration as a new user. Existing users will see an option to sign up when returning to the secure website for the first time after this feature is implemented.



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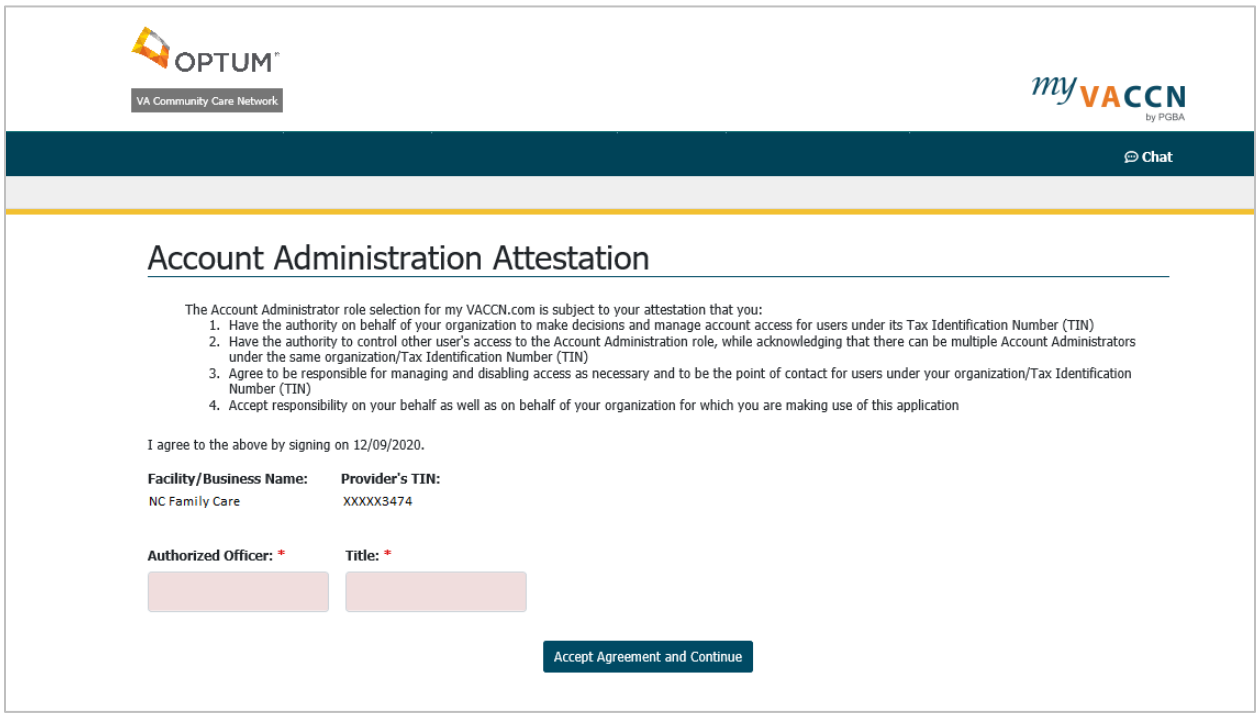
Account Administration Attestation Form

Each user must first agree to the Account Administration Attestation and submit an electronic signature as shown below in order to be an Account Administrator.



Please note: If a user declined to sign up initially, he/she can be promoted to an Account Administrator at any time by another Administrator for the same Tax Identification Number (TIN).

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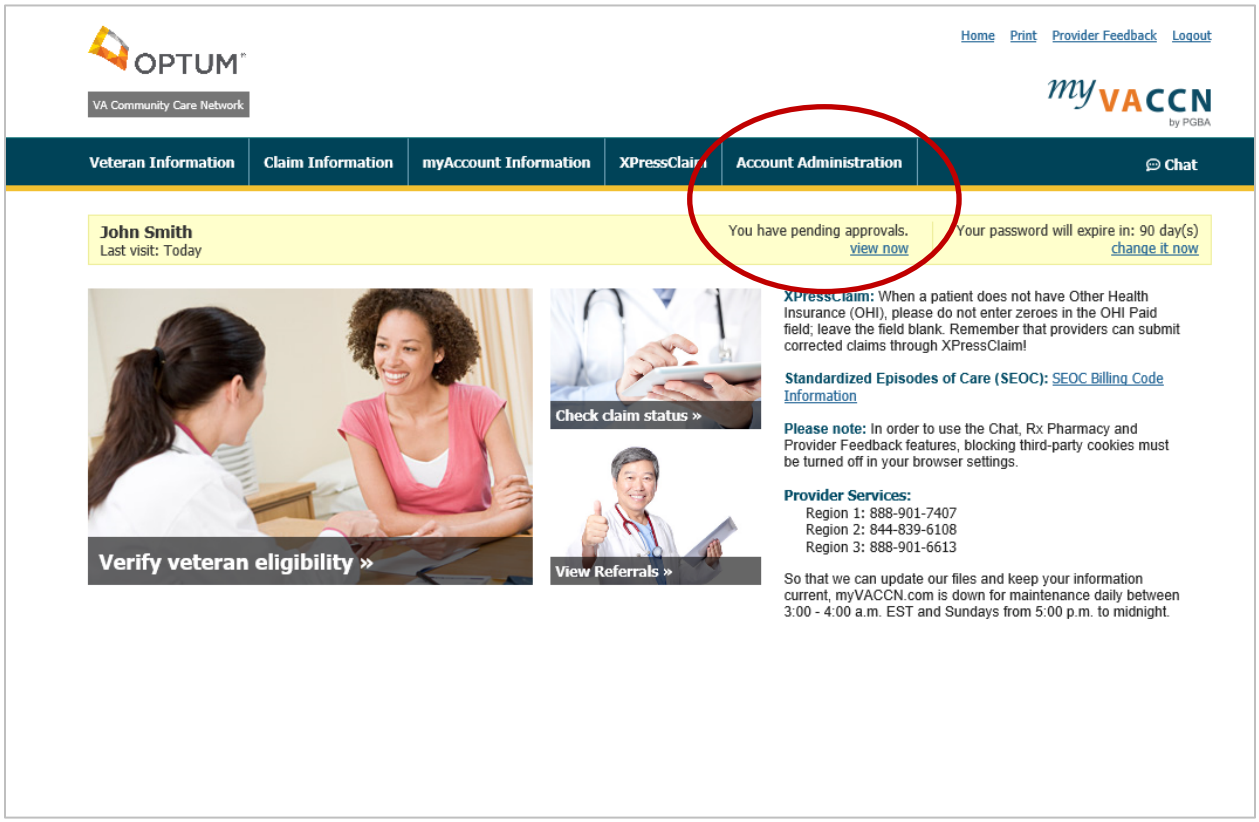
Secure Homepage

The Account Administration option will display in the top blue navigation bar of the secure homepage. If there are accounts pending approval, a message will display in the yellow notification bar. Select either Account Administration or the "view now" link to navigate to the Account Administration feature.

Please note: Users who are not administrators will not see either link on their homepage.



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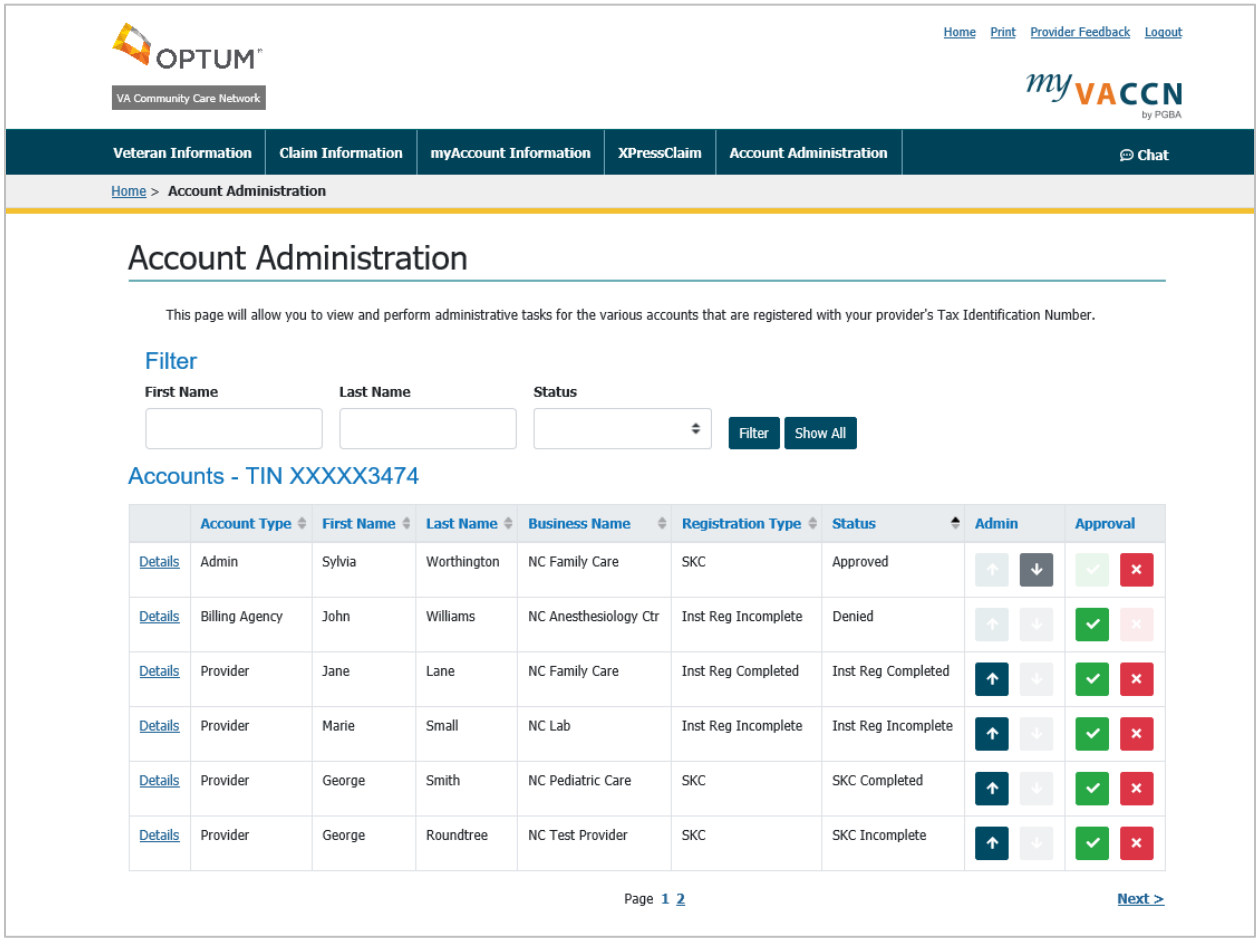
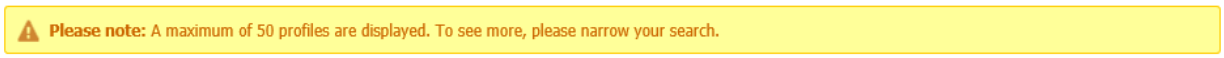
Account Administration Feature

A list of accounts (except the signed-in user) for the Tax ID Number will display. The list can be filtered by First Name, Last Name or account Status. There is also the option to sort by column (Profile Type, First Name, Last Name, Business Name, Registration Type, Status).



If there are more than 50 registrants for the TIN, the list may need to be filtered to locate an account. A message will display:



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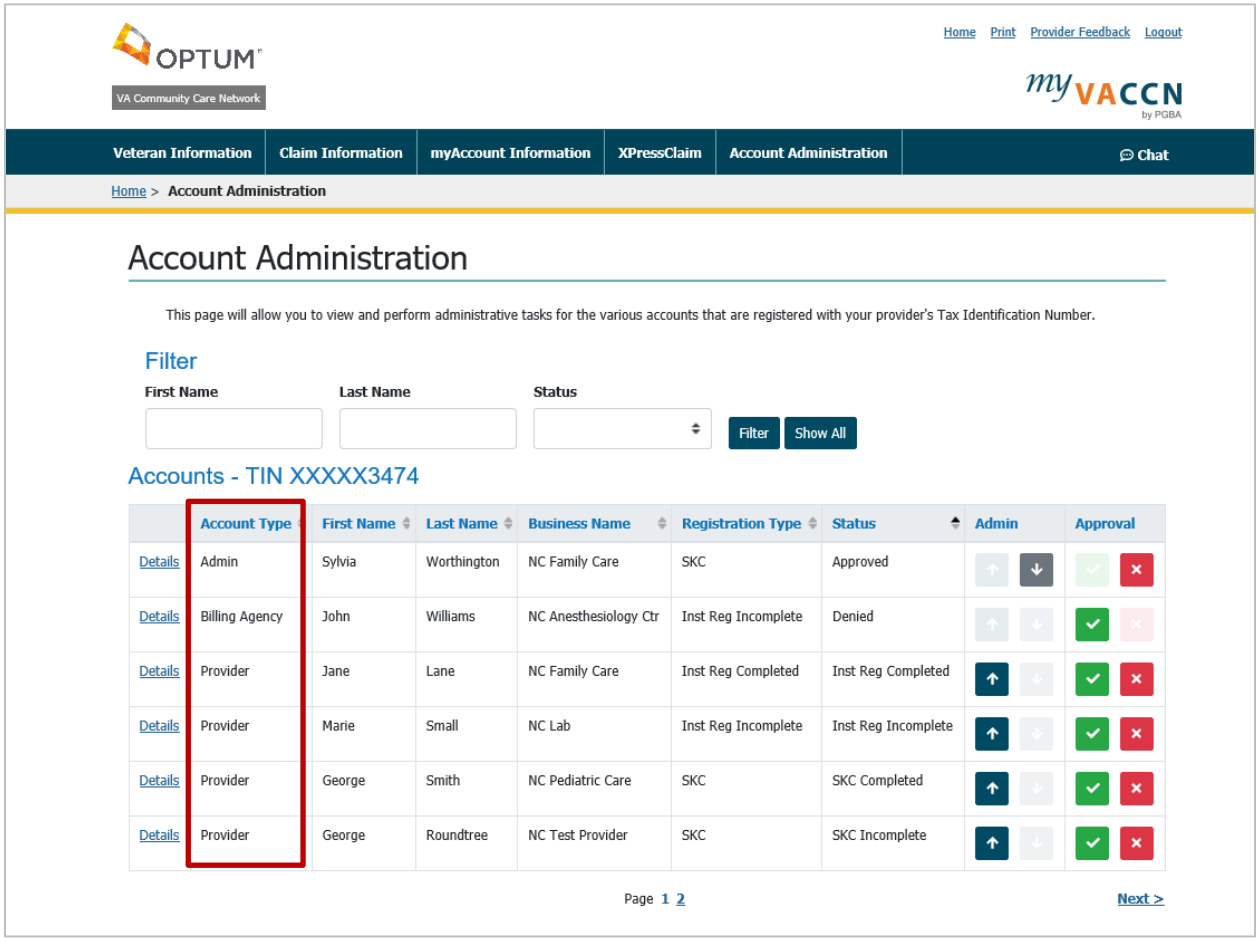
Account Types

There are three **Account Types**:

- **Admin** – This user has access to Account Administration in addition to all other features of the secure provider website (if status is completed or approved)
- **Provider** – This user does not have access to Account Administration but has access to all other features of the secure provider website (if status is completed or approved)
- **Billing Agency** – This user does not have access to Account Administration nor the option to sign up to be an Administrator but has access to all other features of the secure provider website (if status is completed or approved)



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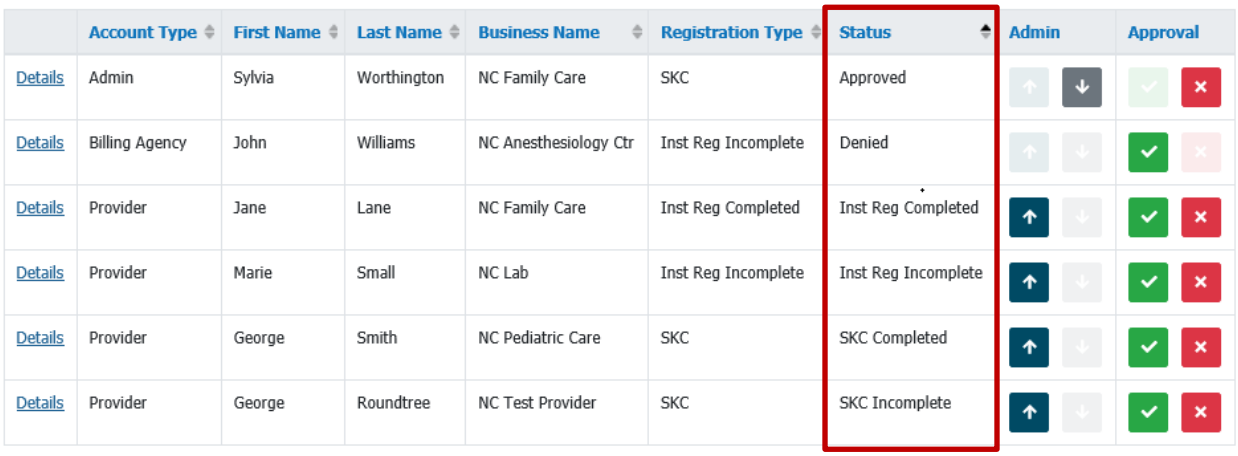
Account Status

There are six possible **account statuses**:

- **Approved** – This account has been approved by an Account Administrator. The user has access to the secure website. An account administrator can reverse the approval by denying the account at any time.
- **Denied** – This account has been denied by an Account Administrator. When a denied user attempts to sign into the secure website, a message will be displayed: "Your registration has been denied. Please contact the Account Administrator from your organization if you feel this is an error." An account administrator can reverse the denial by approving the account at any time.
- **Inst Reg Completed** – This account has completed instant registration. The user has access to the secure website. An account administrator can deny access at any time.
- **Inst Reg Incomplete** – This account has started instant registration but has not finished. The user does not yet have access to the site. An account administrator can approve this account. Then, the user can access the site without entering claims data to complete instant registration. An account administrator can also deny the account to prevent the user from accessing the secure website.
- **SKC Completed** – This account has completed registration by entering the Security Key Code (SKC). The user has access to the website. An account administrator can deny access at any time.
- **SKC Incomplete** – This account has not entered the SKC yet to complete registration. When this user signs into the site, he/she would be prompted to enter the SKC. An Account Administrator can approve this account. Then, the SKC will not be needed. An account administrator can also deny this account to prevent access.



	Account Type	First Name	Last Name	Business Name	Registration Type	Status	Admin	Approval
Details	Admin	Sylvia	Worthington	NC Family Care	SKC	Approved		
Details	Billing Agency	John	Williams	NC Anesthesiology Ctr	Inst Reg Incomplete	Denied		
Details	Provider	Jane	Lane	NC Family Care	Inst Reg Completed	Inst Reg Completed		
Details	Provider	Marie	Small	NC Lab	Inst Reg Incomplete	Inst Reg Incomplete		
Details	Provider	George	Smith	NC Pediatric Care	SKC	SKC Completed		
Details	Provider	George	Roundtree	NC Test Provider	SKC	SKC Incomplete		

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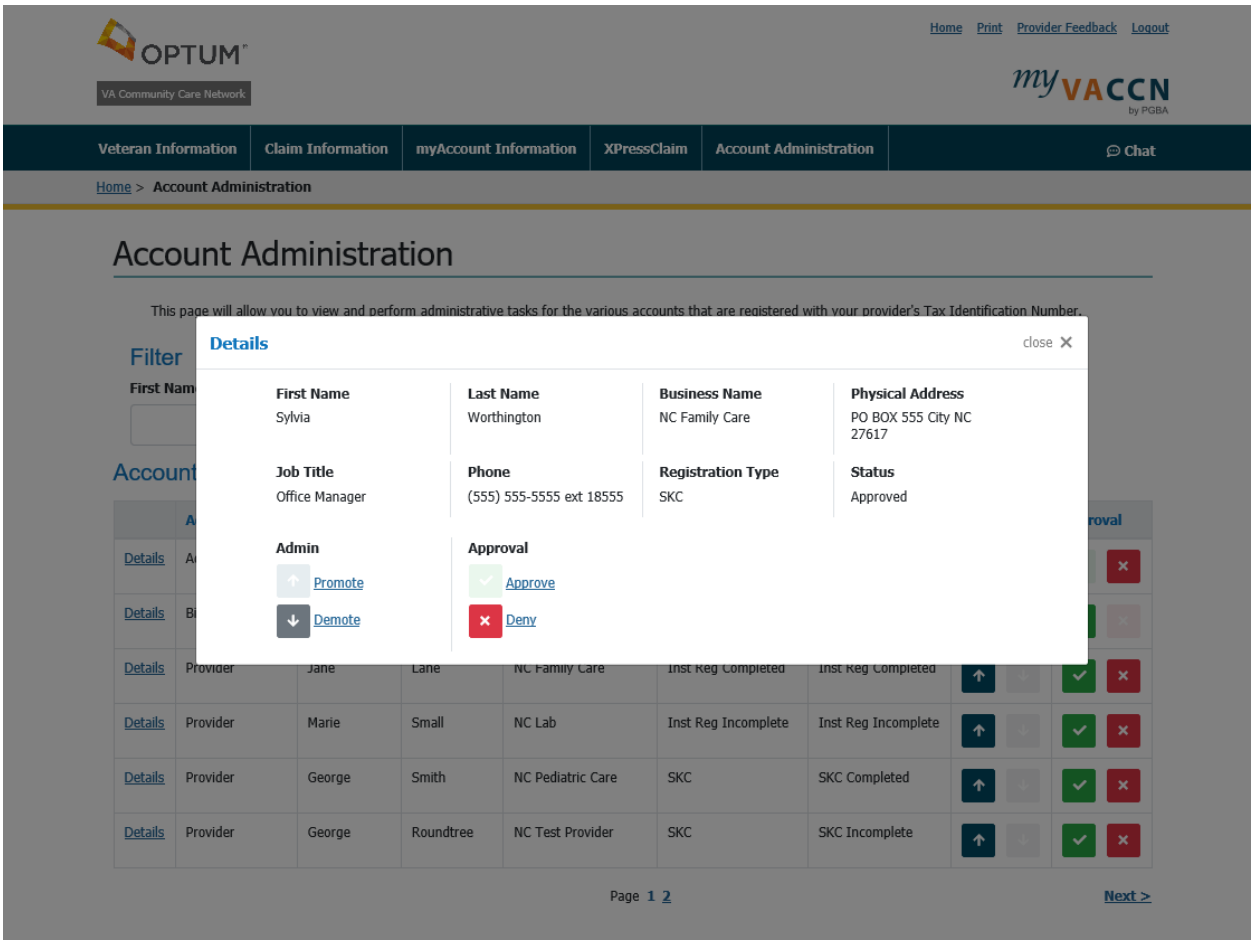
Account Details

The **details link** will open a window with more information about the selected user such as job title, phone number and physical address.



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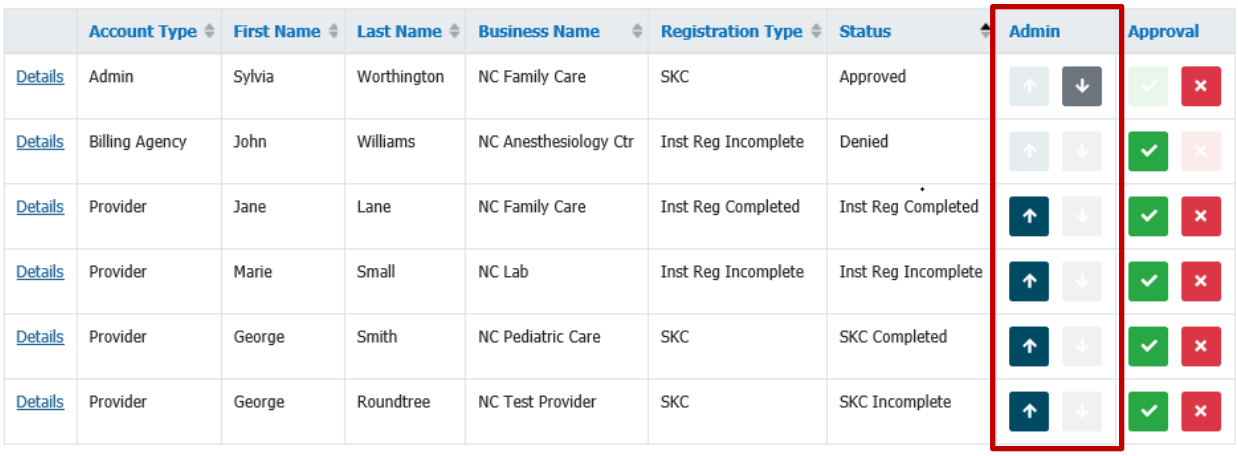
Admin Promotion or Demotion

Account Administrators (Admins) have the option to promote a Provider to an Admin or demote an Admin to a Provider using the arrow buttons in the Admin column from the Account Administration page or from the Details window.

Use the blue up-arrow button to **promote** a Provider to Admin. When this user accesses the secure website and navigates to the Account Administration page, he/she will be presented with an Account Administrator Attestation form to complete before the Administrator feature can be used.

Use the gray arrow-down button to **demote** an Admin to Provider (remove Account Administration access). When the user accesses the secure website, he/she will no longer see the Account Administration option but will still have access to all other secure features.



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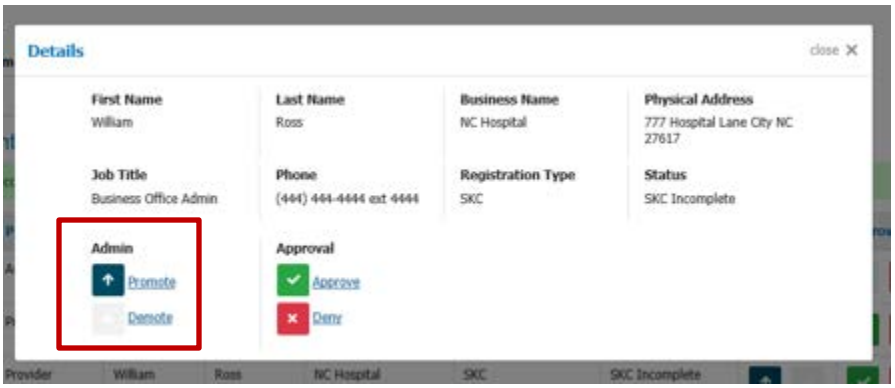
Details	Provider	Marie	Small	NC Lab	Inst Reg Incomplete	Inst Reg Incomplete		
Details	Provider	George	Smith	NC Pediatric Care	SKC	SKC Completed		
Details	Provider	George	Roundtree	NC Test Provider	SKC	SKC Incomplete		



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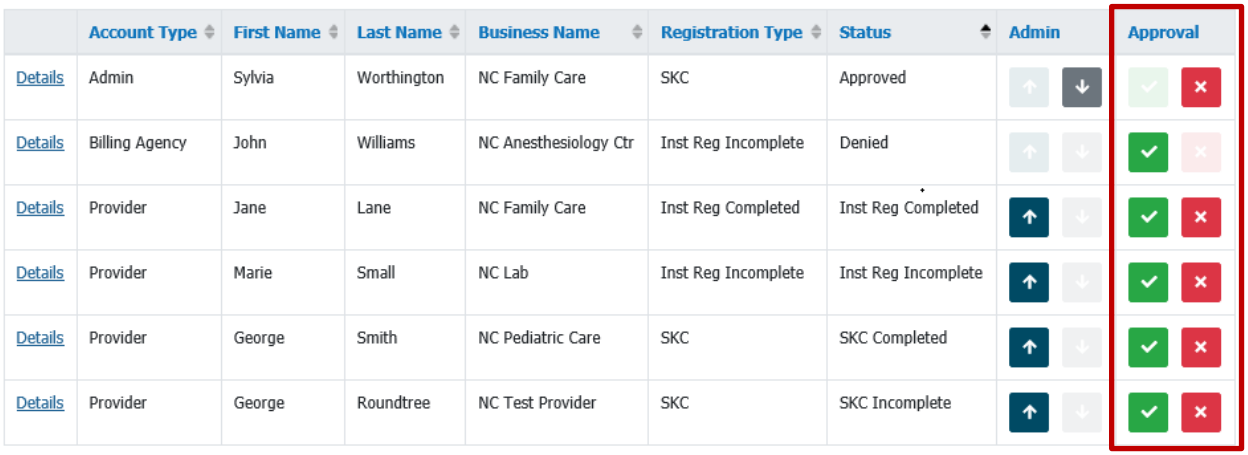
Account Approval or Denial

Account Administrators have the option to approve or deny access for their Tax ID Number (TIN) using the options in the Approval column on the Account Administration page or in the Details window.

Use the green check button to **approve** an account. The user will be able to access to the secure website without entering a Security Key Code (SKC) or claims information for Instant Registration.

Use the red x button to **deny** an account. The user will not have access to the secure website. When he/she attempts to sign in, a message will be displayed: "Your registration has been denied. Please contact the Account Administrator from your organization if you feel this is an error."



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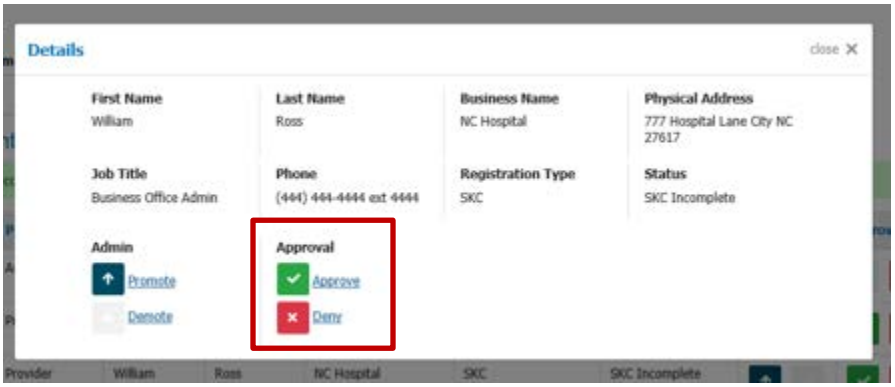
Details	Billing Agency	John	Williams	NC Anesthesiology Ctr	Inst Reg Incomplete	Denied		
Details	Provider	Jane	Lane	NC Family Care	Inst Reg Completed	Inst Reg Completed		
Details	Provider	Marie	Small	NC Lab	Inst Reg Incomplete	Inst Reg Incomplete		
Details	Provider	George	Smith	NC Pediatric Care	SKC	SKC Completed		
Details	Provider	George	Roundtree	NC Test Provider	SKC	SKC Incomplete		



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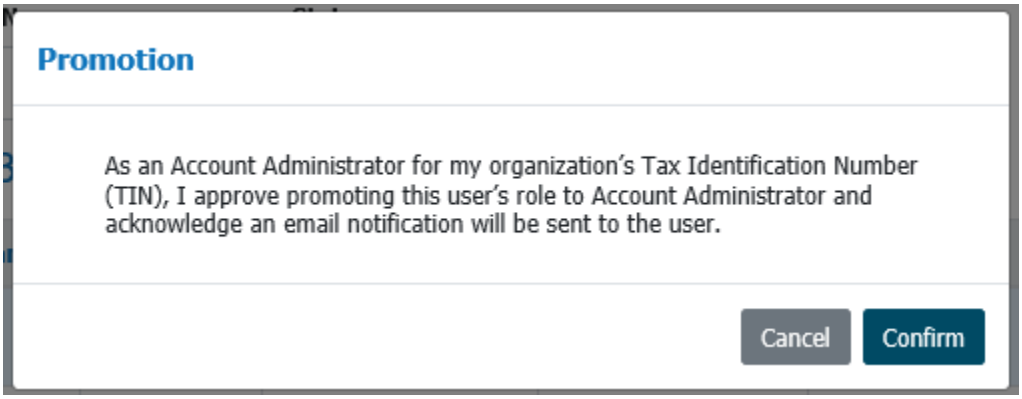
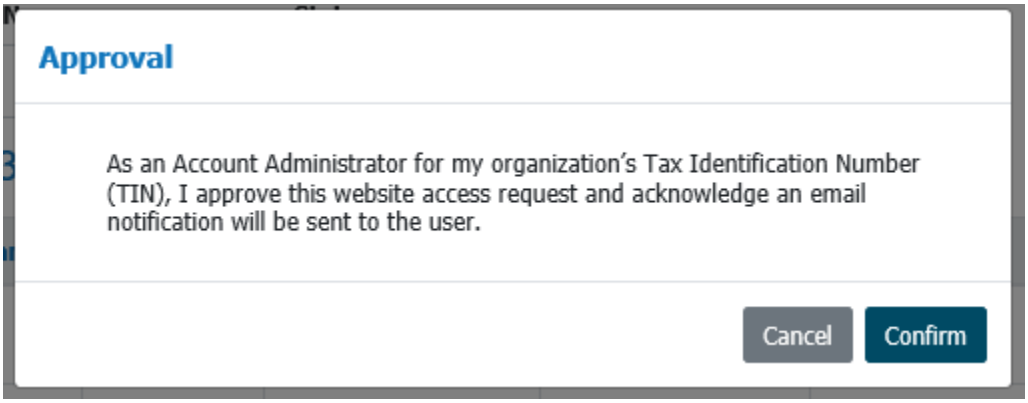
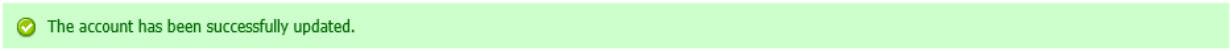
Before the system completes an action (Promote, Demote, Approve or Deny), a **confirmation window** will display to ensure the Administrator wants to follow through with the action.

Examples:





A message will display once Confirm is selected, and the action is complete:



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Email Notifications – New Registrations

Account Administrators will receive an email each time someone registers with their Tax ID Number (TIN). This will give them the opportunity to sign in and approve or deny the new accounts. All administrators for the TIN will receive an email.

If an administrator does not sign in and approve or deny an account, the user can still access the site by entering his/her Security Key Code (SKC) or claims information to complete Instant Registration.

Example email:

From: myVACCN Admin <myVACCN.Auto.Admin@PGBA.COM>
Subject: New Notification From myVACCN

Dear myVACCN Website Account Administrator,
The following office staff person has requested access to myVACCN.com. Please log into myVACCN to approve or deny his or her profile.

Tax Identification Number (TIN): XXXXX9999
First/Last Name: Full Name
Primary Work Location: Business Name, 123 Main St City, ST 99999

Please do not reply to this email. Thank you for using myVACCN.com!

This email was sent to the following profile administrator(s):
John Smith, (555) 555-5555, PO BOX 555 CITY, ST 12345
Jane Doe, (555) 555-1212, 999 UNIVERSITY BLVD, CITY, ST 99999

Please note: The myVACCN Admin email address sends outbound emails only. Replies or new messages to this address will not be reviewed or answered.

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Email Notifications – Approved or Denied Accounts

An **approved user** will receive an email when an Administrator approves his/her account.

Example email:

From: myVACCN Admin <myVACCN.Auto.Admin@PGBA.COM>
Subject: New Notification From myVACCN

Dear Provider Staff Member,

The myVACCN Website Account Administrator from your organization has approved your access request for Tax Identification Number (TIN) XXXXX9999. Please log into myVACCN to manage your VA CCN business.

Please do not reply to this email. Thank you for using myVACCN.com!

Administrator: John Smith, (555) 555-5555

A **denied user** will receive an email when an Administrator denies his/her account.

Example email:

From: myVACCN Admin <myVACCN.Auto.Admin@PGBA.COM>
Subject: New Notification From myVACCN

Dear Provider Staff Member,

The myVACCN Website Account Administrator from your organization has denied your access request for Tax Identification Number (TIN) XXXXX9999. Please contact your myVACCN Website Account Administrator for further details and assistance:
John Smith, (555) 555-5555

Please do not reply to this email. Thank you for using myVACCN.com!

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Email Notifications – Promoted or Demoted Accounts

A **promoted user** will receive an email when an Account Administrator promotes his/her account to an administrator.

Example email:

From: myVACCN Admin <myVACCN.Auto.Admin@PGBA.COM>
Subject: New Notification From myVACCN

Dear Provider Staff Member,

The myVACCN Website Account Administrator from your organization has promoted your profile to have administrative access for Tax Identification Number (TIN) XXXXX9999. Please contact your myVACCN Website Account Administrator for further details and assistance:
John Smith, (555) 555-5555

Please do not reply to this email. Thank you for using myVACCN.com!

A **demoted user** will receive an email when an Account Administrator demotes his/her account from an administrator to a provider (removes Account Administration access).

Example email:

From: myVACCN Admin <myVACCN.Auto.Admin@PGBA.COM>
Subject: New Notification From myVACCN

Dear Provider Staff Member,

The myVACCN Website Account Administrator from your organization has removed your administrative access for Tax Identification Number (TIN) XXXXX999. However, you still have access to the non-administrator features of the website. Please contact your myVACCN Website Account Administrator for further details and assistance:
John Smith, (555) 555-5555

Please do not reply to this email. Thank you for using myVACCN.com!

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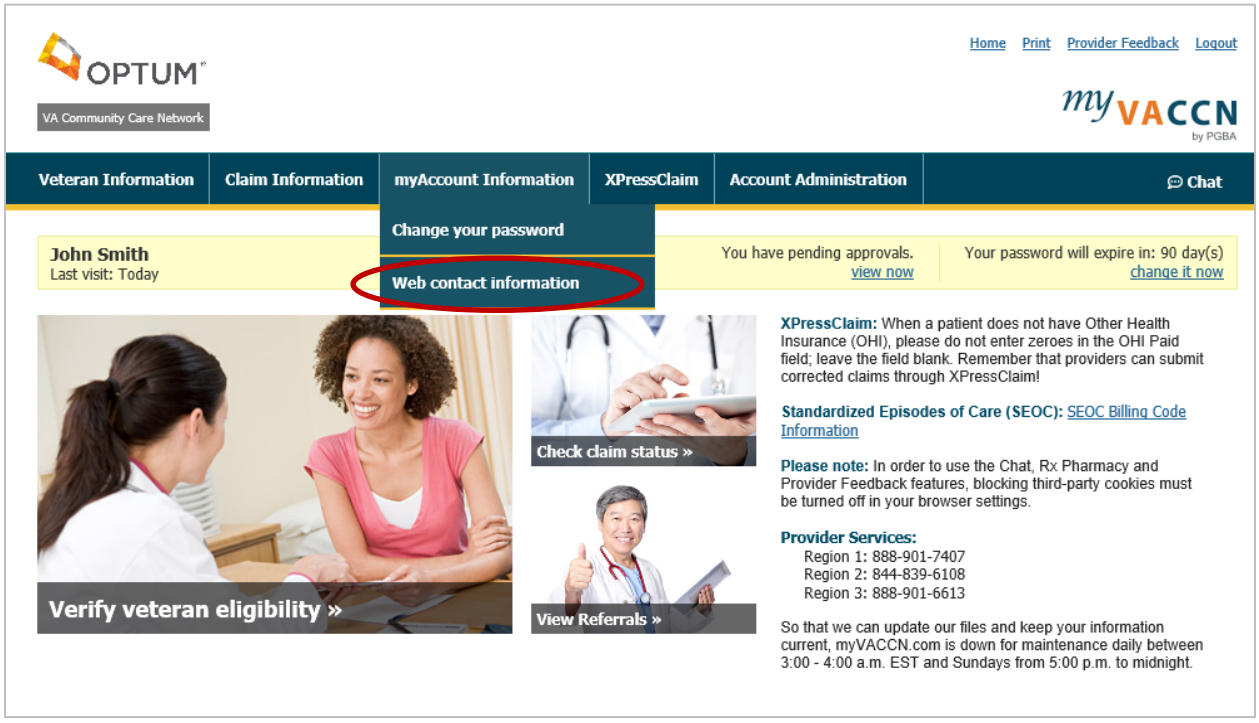
Web Contact Information – Email and Phone Number

It's important to keep your contact information up to date since the Account Administration feature will rely on it being accurate. Please periodically check your Web Contact Information located under the myAccount Information menu to ensure appropriate notifications are received.



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