

How to Add, Edit or Reset a User Account

1. Using the waffle menu in the top-right corner select Tenant Administration.
2. On the left-hand side of the screen a menu will appear. Select the Administration icon, which looks like a settings or tools icon.
3. Select User Management from the Administration tab.
 - a. User Management will display all active and inactive user accounts associated with your organization (and sub-organization if applicable).

Add User Account

1. Select Add User in the top-right of the screen.
 - b. The Create User window will appear. Fill in all required fields.
 - c. Username: first letter of first name + last name.
 - i. Ex: Jane Smith = jsmith
 - d. If that username is already taken, add a 1 to the end. If that is already taken, add a 2 and continue until the username has not been taken.
 - i. Ex: jsmith1
 - e. Include first name, last name, and email. Middle name is optional.
 - i. Do not use a personal email address. Only use individual's professional address.
 - f. Role(s):
 - i. **Patient Search User** – select if the person will search for clinical records.
 - ii. **Missing Persons User** – select if the person will load lists of missing persons and download missing persons reports.
 - iii. **Emergency Census User** – select if the person will check people in and out of a shelter (most likely not applicable).
 - iv. Note: a user can be assigned more than one role.
 - g. Organization: select your organization. This field will most likely only have one option unless you have created a sub-organization. In that case, then you will have your organization and the sub-organization(s) as options.
 - h. Subscriptions: ignore this field.
 - i. Save your changes.
 - j. Once you have saved the new user, E-PLUS will confirm the user was added successfully and an Account Activation email will be sent to the user notifying them of the new account and asking them to create their password and security questions. The email will state your FLHIE account has been created. Ask the user to check their junk mail if they do not get an email. The link in the email expires after 1 hour. If the link has expired, tell the user to select forgot password from the E-PLUS login page and follow prompts.

Edit User Account

1. From the User Management window, select the username of the account that needs editing by clicking the username.
2. The Edit User window will appear. All fields can be edited except the username. User first, middle, and last name; email address; role(s), and organization can all be edited.
3. Save changes once you are complete.
4. Notice that at the bottom of the Edit User window there is metadata showing high-level information about the account.

Reset, Deactivate or Delete Account

1. Reset a user account when end user forgets their password and security questions.
 - a. To reset an account, select the account by clicking on the box to the left of the username (note: you can select multiple user accounts at one time).
 - b. Select reset accounts.
 - c. The user will be sent an Account Activation email with instructions on how to create a new password and security questions.
2. Deactivate a user account when the end user no longer need access to E-PLUS.
 - a. To deactivate an account, select the account by clicking on the box to the left of the username (note: you can select multiple user accounts at one time).
 - b. Select deactivate accounts.
 - i. E-PLUS will ask you to confirm the reason for deactivation. Select the most appropriate response and select deactivate.
3. Delete a user account if you made errors to the username or the user account has been inactive for more than 1 year.
 - a. To delete an account, select the account by clicking on the box to the left of the username (note: you can select multiple user accounts at one time).
 - b. Select delete account.
 - i. E-PLUS will ask for confirmation that you want to delete the account.
 - ii. Once the account has been deleted, it cannot be reactivated.
 - iii. If account deletion was in error, recreate the account.

Contact E-PLUS at E-PLUS@ahca.myflorida.com