



# Authorized Official Users

Updated September 2023



## Important Notes:

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- The AO (Authorized Official) is in charge of maintaining users for the organization
  - If someone leaves the organization or moves to a new department and no longer needs access to Qualitrac they need to be deactivated
- 1 login per user- **NO SHARED ACCOUNTS**
  - This is a security issue
- If you need access to another state/client you must complete a separate registration package for each

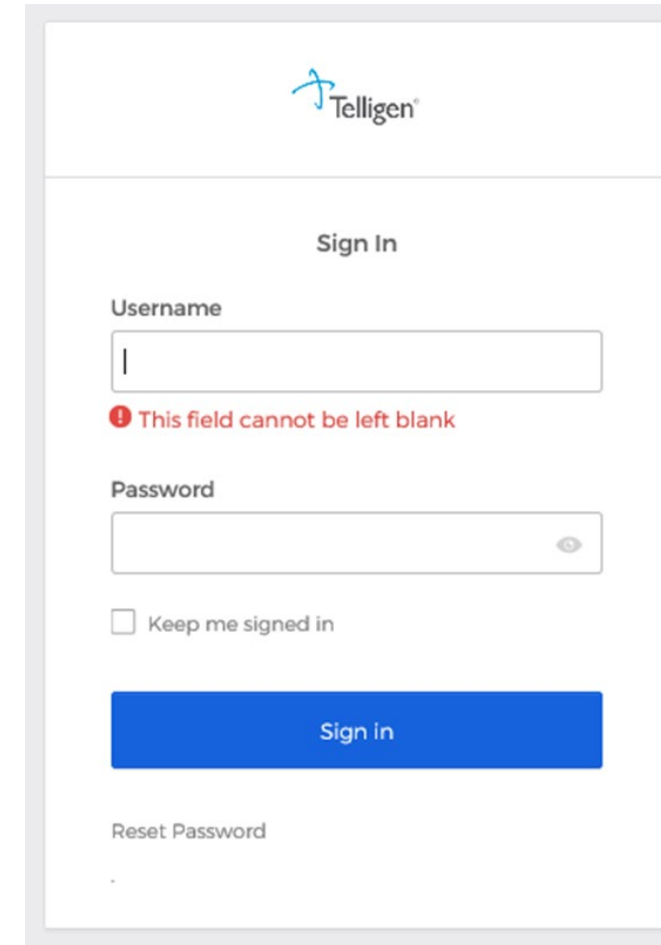


# Welcome to Qualitrac!

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- Visit: <https://myqualitrac.com/>
- Enter your username and password

A screenshot of the Qualitrac Sign In page. The page has a white background with a light gray border. At the top center is the Telligen logo. Below it, the text 'Sign In' is centered. There are two input fields: 'Username' and 'Password'. The Username field contains a single vertical bar character. Below the Username field is a red error message: 'This field cannot be left blank'. The Password field is empty and has a toggle icon on the right. Below the Password field is a checkbox labeled 'Keep me signed in'. At the bottom is a blue 'Sign in' button. Below the button is a link for 'Reset Password'.

## Authorized Official Training User Guide

- The Authorized Official will be the point of contact for the organization.
- The AO will be able to see all users associated with any organizations/physicians the AO has access to.
- The AO can click on any of the blue links in the line to get to the user's details.

[User Org Report](#) [User Client Report](#) [Add User](#)

Client	User Name	First Name	Last Name	Email Address	Phone Number
<input type="text" value="Client Name"/>	<input type="text" value="swilsonmp "/>	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Email Address"/>	<input type="text" value="Phone Number"/>
Montana - Mountain Pacific	swilsonMP	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555

Show  entries

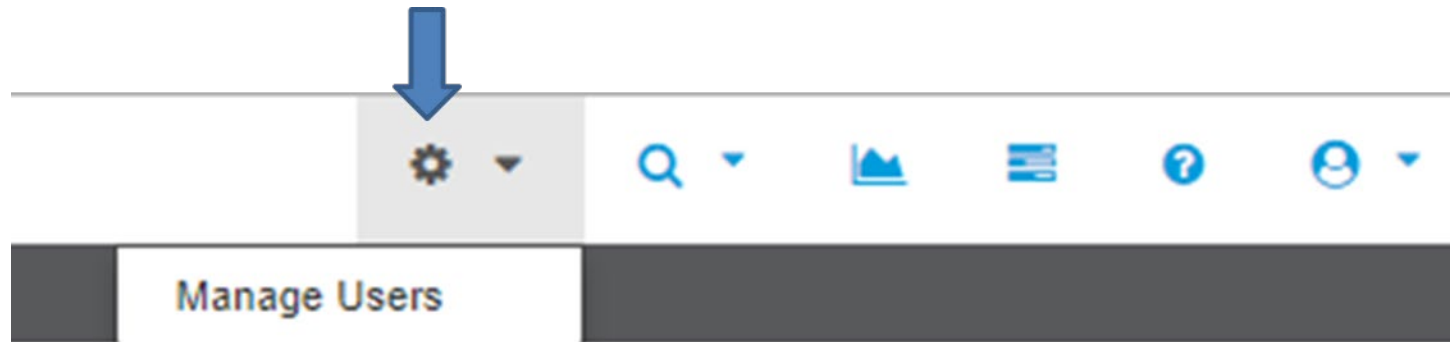
Showing 1 to 1 of 1 entries

Previous  Next

## Authorized Official Training User Guide

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- Authorized Officials are the only users with access to the Admin tool. Provider Practice users will not see this icon.
- To add/edit/deactivate users, the AO must click on the Admin icon and select **Manage Users**.



## Authorized Official Training User Guide: Set Up a New User

- To create a new user, the AO must click the **Add User** button located on the top right corner of the **Manage Users** page.
- Fields with a red asterisk (\*) are required fields.
- The Organization's drop-down will allow the AO to associate users to the organization(s)/physician group(s) available for the AO to select from. Check the box next to each one to select (see next slide) then click Save.



The screenshot shows the 'Manage Users' interface. At the top right, there is an orange 'Add User' button with a blue arrow pointing to it. Below this is a table with the following columns: Client, User Name, First Name, Last Name, Email Address, and Phone Number. The table contains two entries for 'MARYLAND' with usernames 'swilsonMD' and 'swilsonAO'. At the bottom, there is a pagination section with 'Show 10 entries', 'Showing 1 to 2 of 2 entries', and 'Previous 1 Next'.

Client	User Name	First Name	Last Name	Email Address	Phone Number
Client Name	User Name	First Name	Last Name	Email Address	Phone Number
MARYLAND	swilsonMD	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555
MARYLAND	swilsonAO	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555

Show 10 entries      Showing 1 to 2 of 2 entries      Previous 1 Next

# Authorized Official Training User Guide: Set Up a New User



Qualitrac Account

<b>Client *</b> <div>IDAHO ▾</div>	<b>Organization *</b> <div>None selected ▾ <div><input type="checkbox"/> ABUNDANT LIFE VEIN CENTERS LLC <input type="checkbox"/> ST LUKE'S REGIONAL MEDICAL CENTER</div></div>
<b>First Name *</b> <div>Stephanie</div>	<b>Address Line 1 *</b> <small>Address Line 1 is a required field</small> <div></div>
<b>Middle Name</b> <div></div>	<b>Address Line 2</b> <div></div>
<b>Last Name *</b> <div>Wilson</div>	<b>City *</b> <div></div> <b>State *</b> <div>▾</div> <b>Zip *</b> <div>#####</div>
<b>Display Name *</b> <div>swilson</div>	<b>Phone Number *</b> <div>(999) 999-9999</div> <b>Ext</b> <div></div> <b>Phone Type *</b> <div>▾</div>
<b>Username *</b> <div>swilson</div>	<b>Preferred Contact Method *</b> <div><input type="radio"/> Phone <input type="radio"/> Email</div>
<b>Email *</b> <div>swilson@Telligen.com</div>	

Cancel

Save

## Authorized Official Training User Guide: Set Up a New User

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- After clicking save, the system will send a Welcome email to the new user where they will be prompted to Activate their Qualitrac Account and then prompted to enter a Password.

Hi karen,

A Qualitrac user account has been created for you.  
**Click the following link to activate your Qualitrac account:**

[Activate Qualitrac Account](#)

This link expires in 7 days.

Your username is **kmendozatest1**





## Authorized Official Training User Guide

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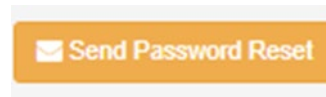
- The Authorized Official and User will be able to edit any of their information (address, phone, email, last name, etc.) except the Username field.
- Once a username is created, it cannot be changed. The user would have to be deactivated and set up again to have a different username.
- Username must be distinct in the system. If another user is set up and matches on a username already in the system, the user will not be saved, and the AO will be forced to enter a new username that does not match with any others.



## Authorized Official Training User Guide: Password Reset

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- The AO has the ability to send a Password Reset to any user the AO has access to. This tab can be located on the bottom left of the user's account details.



- After clicking Send Password Reset, the system will generate a Qualitrac Password Reset Requested email to the email address on the user's record.
- The user will then be prompted to Reset Password (see next slide).



# Authorized Official Training User Guide: Password Reset



## Qualitrac Password Reset Requested



Do Not Reply <donotreply@telligen.com>

To Karen Mendoza

Retention Policy Delete Email Older than 3 Years (3 years)

If there are problems with how this message is displayed, click here to view it in a web browser.



## Qualitrac Password Reset Requested

Hi Karen,

A password reset request was made for your Qualitrac account. If you did not make this request, please contact your authorized official immediately.

Click this link to reset the password for your username, kmendozatsa:

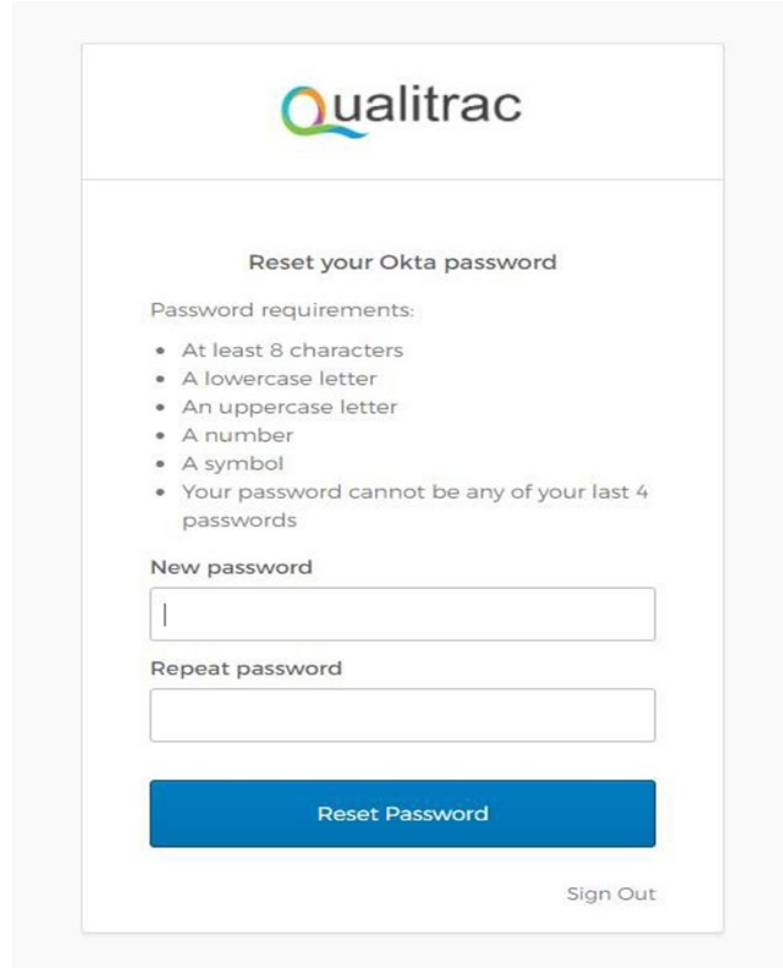


This link expires in 30 minutes.



# Authorized Official Training User Guide: Password Reset

- The user will need to click **Reset Password** and be taken to the Reset Password page.

A screenshot of the Qualitrac password reset interface. At the top is the Qualitrac logo. Below it is the heading 'Reset your Okta password'. A section titled 'Password requirements:' lists six bullet points: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'A symbol', and 'Your password cannot be any of your last 4 passwords'. Below the requirements are two input fields: 'New password' and 'Repeat password'. At the bottom is a blue 'Reset Password' button and a 'Sign Out' link.

Qualitrac

Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Your password cannot be any of your last 4 passwords

New password

Repeat password

Reset Password

Sign Out



# Authorized Official Training User Guide: Deactivate Users



- To deactivate a user, the AO can simply go to the **Manage Users** tab, find the username account and click **Deactivate User**.

A screenshot of the Telligen user management interface. The interface is divided into two main sections: 'Qualtrac Account' and 'Client Specific Contact Information'. The 'Qualtrac Account' section contains fields for Client (MARYLAND), First Name (Stephanie), Middle Name, Last Name (Wilson), Display Name (swilsonMD), Username (swilsonMD), and Email (swilson@telligen.com). The 'Client Specific Contact Information' section contains fields for Role (Operations Manager), Address Line 1 (1778 West Lakes Parkway), Address Line 2, City (West Des Moines), State (Iowa), Zip (50288), Phone Number ((515) 555-5555), Ext, Phone Type (Work), and Preferred Contact Method (Email). At the bottom left, there are two buttons: 'Deactivate User' (highlighted with a blue arrow) and 'Send Password Reset'. At the bottom right, there are 'Cancel' and 'Save' buttons. The footer text reads '© Copyright 2017, 2020 Telligen. All Rights Reserved.'

## Authorized Official Training User Guide

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**If you have any questions or concerns please reach out to our call center**

Wyoming Call Center & Provider Help Desk

[Email Support](#)

Toll-Free Phone: (833) 610-1057

