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Five Common Problems Providers Face in the Security Process

Phase 1 implementation

- 1. Problem:** You pick up your temporary credentials (domain, user name, password) and stop at that point; you believe you have completed the security and registration process.

What to do: Picking up your temporary credentials (domain, user name, password) is only the **first step** in the security and registration process. Once you complete this first step in the security process, there is much you still need to do to complete security and registration.

<http://hrsa.dshs.wa.gov/providerone/providers.htm>
- 2. Problem:** You use a temporary account and password to begin or complete registration, without first creating a new account for the system administrator. Your temporary account / password will expire 10/31/09. Failing to create a new account for the system administrator before that date will result in you not being able to access your provider file in ProviderOne after 10/31/09.

What to do:

 - Create an account to be used by the system administrator
 - Assign this account the EXT Provider System Administrator & the EXT File Maintenance profiles
 - Do not rename or reuse the temporary account

Also be aware that new user accounts require the password to be updated TWICE. A password is first required to **create** the account.

 - After approving the account, you will need to change the user password again
 - As the new user logs in the first time using the password you assigned, the user is required to change their password one more time
- 3. Problem:** You have two or more profiles. You think you should be able to access all business functions available to any of those profiles regardless of which profile you are logged in under, as if the profiles are interchangeable.

What to do: Each type of profile is allowed access to specific areas of and information in the provider file. Having access to information or a particular area while using one profile does NOT mean you can access the same information or area while using a different profile. You can only access information allowed under a specific profile when you are logged in under that profile.
- 4. Problem:** You have the EXT Provider System Administrator profile assigned to you, so you believe this allows you access to everything in the ProviderOne system.

What to do: Having the EXT Provider System Administrator profile assigned to you only allows you to administer security for this provider. It does **not** give you access to everything in the system.
- 5. Problem:** You believe you must wait for DSHS to approve the “In Review” items, such as new user accounts, so you do not continue with your security process while you wait for DSHS to approve the items.

What to do: Items listed in the “In Review” area are things that you, the provider or system administrator, need to approve yourself during the security process. DSHS does **not** approve those items.