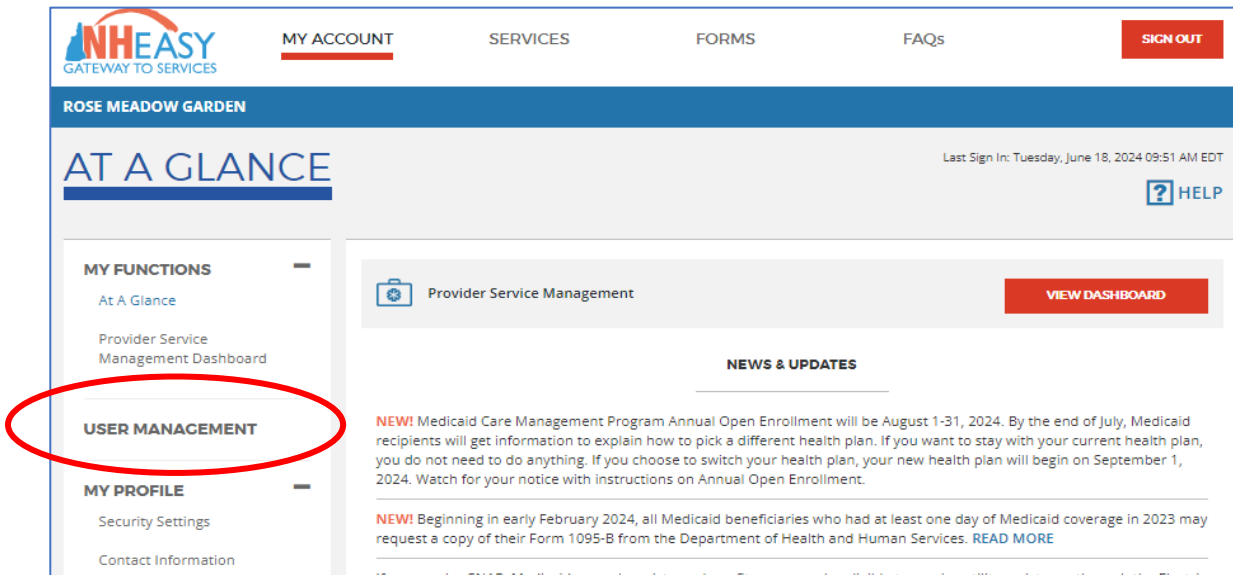


NH EASY Provider Portal: Managing Users Within Your Organization

Each organization will have one Administrator user account. This account is used to create new, manage existing, and deactivate user accounts within their organization.

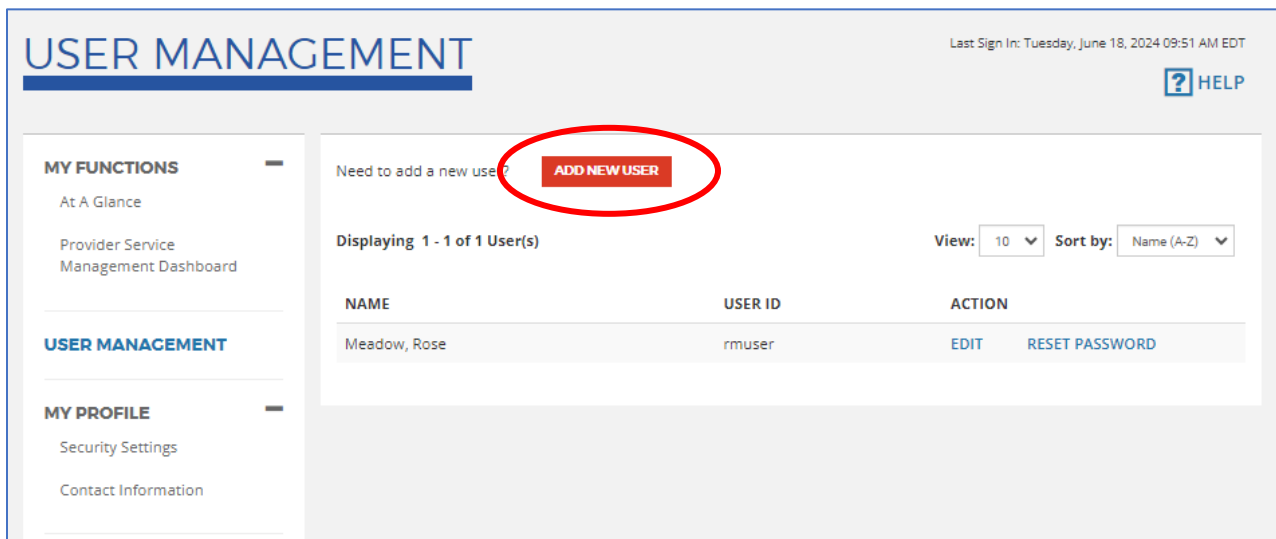
To access User Management:

1. Login to <https://nheasy.nh.gov> using the administrator account for your organization.
2. On the left navigation menu, click User Management.



To create a new user:

1. Click "Add New User"



2. Complete all required fields and click Add User.

*** First Name** **MI** *** Last Name**

Email Address

Phone Number **Ext**

*** Create User ID**
Must be 6 - 8 letters or numbers, starting with a letter

Create Password
New password must be 8 - 14 letters, numbers or special characters (only, @, # and \$ allowed). Must include at least one UPPERCASE letter, one lowercase letter and one number. Password can't contain your User ID.

*** Password** ⓘ

*** Re-type Password**

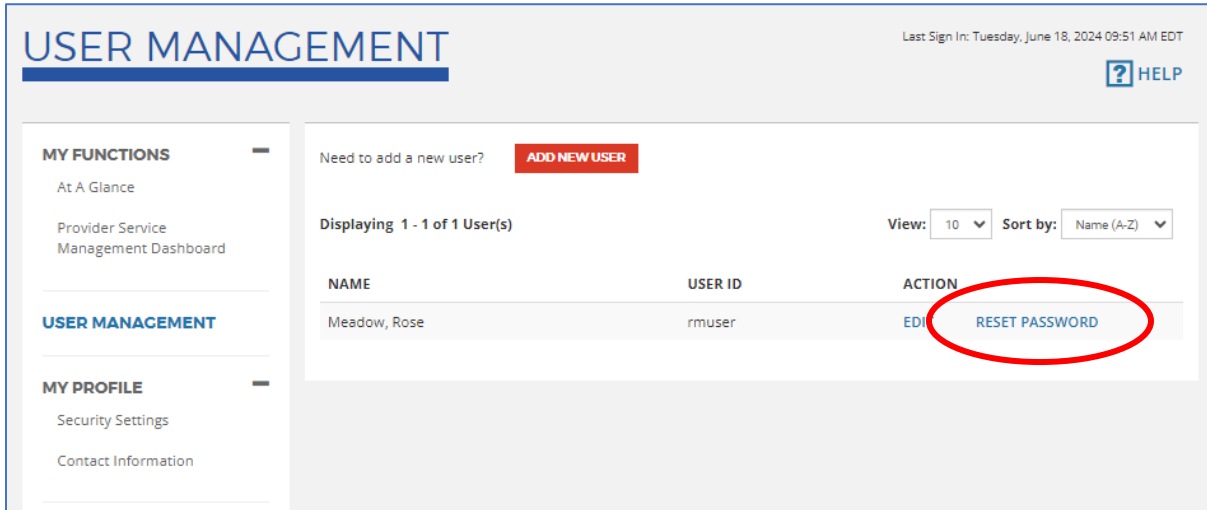
[CANCEL](#) [ADD USER](#)

3. Provide all users with their new username and password. When the user logs in for the first time, they are required to update their password. Once complete, they can access the site.

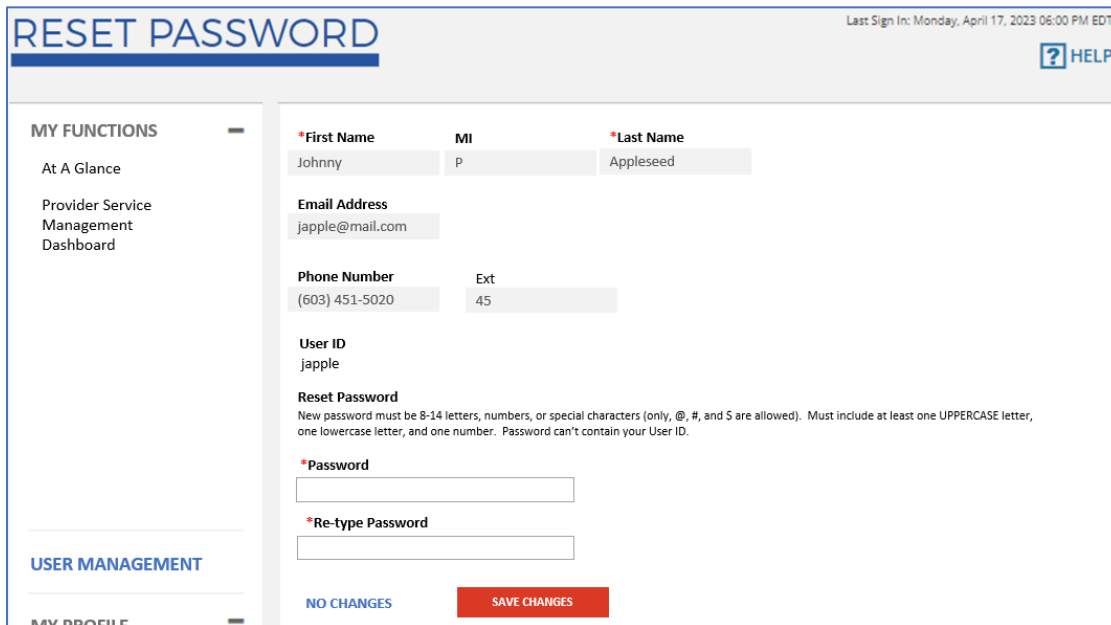
To Reset a Password:

Administrators are not able to see what a user’s password is. If a user forgets their password, the Administrator can only reset it. To reset a password:

1. Click Reset Password



2. Enter a new password following the password requirements.
3. Retype password to confirm and click Save Changes.

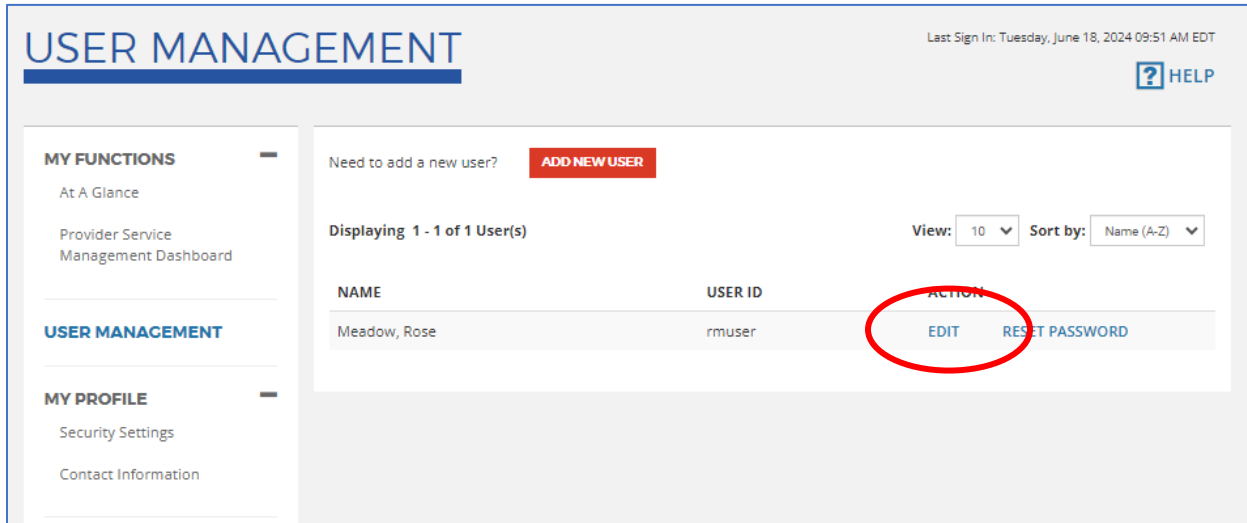


4. Notify user of their new password.
 - a. This is a temporary password. When the user logs in, they will be prompted to create their own new password.

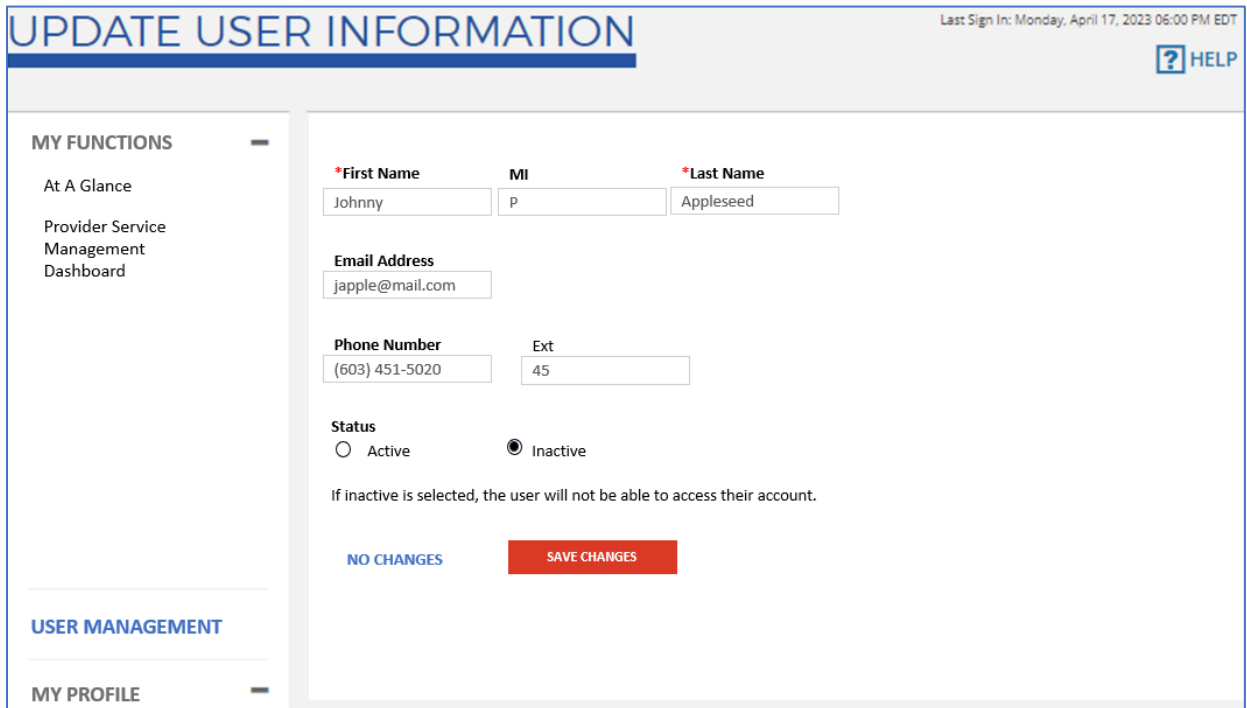
To Edit or Deactivate User:

Administrators can update a user’s name, phone number, or email address. The “Username” cannot be changed. The Administrator can also deactivate accounts. To modify existing users:

1. Click Edit



2. Modify any available information and click Save Changes.
3. To deactivate a user account, select Inactive and click Save Changes.
 - a. Once an account is marked as Inactive, the user can no longer access their account.
 - b. Inactive accounts cannot be reactivated, a new user account must be created.



To Get Help:

NH EASY includes built-in HELP for each screen. For instructions on any aspect of user management, click the HELP icon in the upper right of the screen.

USER MANAGEMENT Last Sign In: Tuesday, June 18, 2024 09:51 AM EDT

[? HELP](#)

Need to add a new user? [ADD NEW USER](#)

Displaying 1 - 1 of 1 User(s) View: 10 Sort by: Name (A-Z)

NAME	USER ID	ACTION
Meadow, Rose	rmuser	EDIT RESET PASSWORD

MY FUNCTIONS

- At A Glance
- Provider Service Management Dashboard

USER MANAGEMENT

MY PROFILE

- Security Settings
- Contact Information