

## User Maintenance Page: Instructions for Office and User Administrators

The User Management page in the secure NCTracks portal allows the office administrator (OA) or user administrator (UA) to view, add, edit, or deactivate provisioned users and their roles.

To access this page, log into the secure provider portal, click User Administration and select the User Maintenance button from the main menu on the left side. This will bring you to the User Maintenance page.

### USER MAINTENANCE

This page allows the OA or UA to find existing users and to add a new user.

Home > User Administration > User Maintenance

## User Maintenance

Legend

SEARCH CRITERIA

Use the following search criteria to find a User. User profiles can be updated by choosing a row from the results list by clicking User ID (NCID) link to continue.

Last Name:

User ID (NCID):

Provider Group: Choose

Email:

User Status: Choose

Search Clear

SEARCH RESULTS

User ID (NCID)	Name	Email	User Status	Administration Account
			Active	
			Active	

Page:1 of 1

NEW USER

Press the New User Setup button below to begin adding a New User.

New User Setup

#### Search Criteria - Finding Existing User(s)

- You may search for a specific user using one or more of search criteria including last name, email, NCID, user status, or provider group.
- You may also locate all active, suspended, or closed users associated with the Provider group by selecting the Provider Group and the Status.

Note: When searching with multiple search criteria, please review the results to ensure the correct user is selected.

The OA or UA may select the User ID (NCID) from the Search Results to view and edit the user's profile. If you choose to select a User ID, the Edit User page displays.

## EDIT USER

This Edit User page allows the OA or UA to edit the details of a user account, including updating:

- Name
- Email address
- User Status - Providers are encouraged to close any users that are no longer associated with the provider record. To close a user, Select Closed from the User Status drop down and click the Save button.
- Provider Groups
- Access Rights

**Edit User** Legend

\* indicates a required field

User ID (NCID):  \* User Type: General User \* User Status: Active

\* Last Name:  \* First Name:   
Middle Initial:  Suffix: Choose  
\* Email:  Phone #: (000) 000-0000 ext.

\* Do you want to upgrade an existing owner/managing employee to a Managing Relationship user for the NCID displayed above?  
 Yes  No

PIN MANAGEMENT	
NPI/Atypical ID	Disable PIN
<input type="text"/>	N-NO

Reset Electronic Signature PIN

If this user has forgotten their PIN, you can have a new one sent to the email we have on record associated with their NCID. Enter your Office Administrator Login ID (NCID) and Password, then click "Email New PIN" below to generate an email containing a new PIN for this user. Please contact the CSC EVC Center at 1-800-688-6696 if you have any trouble with your Electronic Signature PIN Number.

\* Login ID (NCID):  \* Password:   
[Forgot Login ID](#) [Forgot Password](#)

**Provider Groups**  
Select the provider groups from the available groups. For your convenience, the list at the right shows the members of each group.

Available Groups	* Selected Groups
<input type="text"/>	<input type="text"/>

**Access Rights**  
Select the access role(s) from the available roles.

Available Roles	* Assigned Roles
Enrollment Specialist	Check Recipient Eligibility Claims Submit Code Search Eligibility Batch Enrollment Specialist Payment History

\* As the Office Administrator, I attest that this user is authorized to complete initial enrollment, re enrollment, re verification, maintain eligibility, and manage change request applications on behalf of the Office Administrator. I also attest that this user is authorized to complete and submit all abbreviated management change request applications except the abbreviated Electronic Funds Transfer (EFT) application.

To submit an update, click save. This change will be effective the next time the updated user logs in to NCTracks.

If an OA change is made, the new OA must complete a manage change request (MCR) to update and, as necessary, end-date all owner/managing employee relationships that are no longer associated with the NPI. If the new OA wishes to terminate a user's access to the NPI, they can update the user's access via the User Maintenance function.