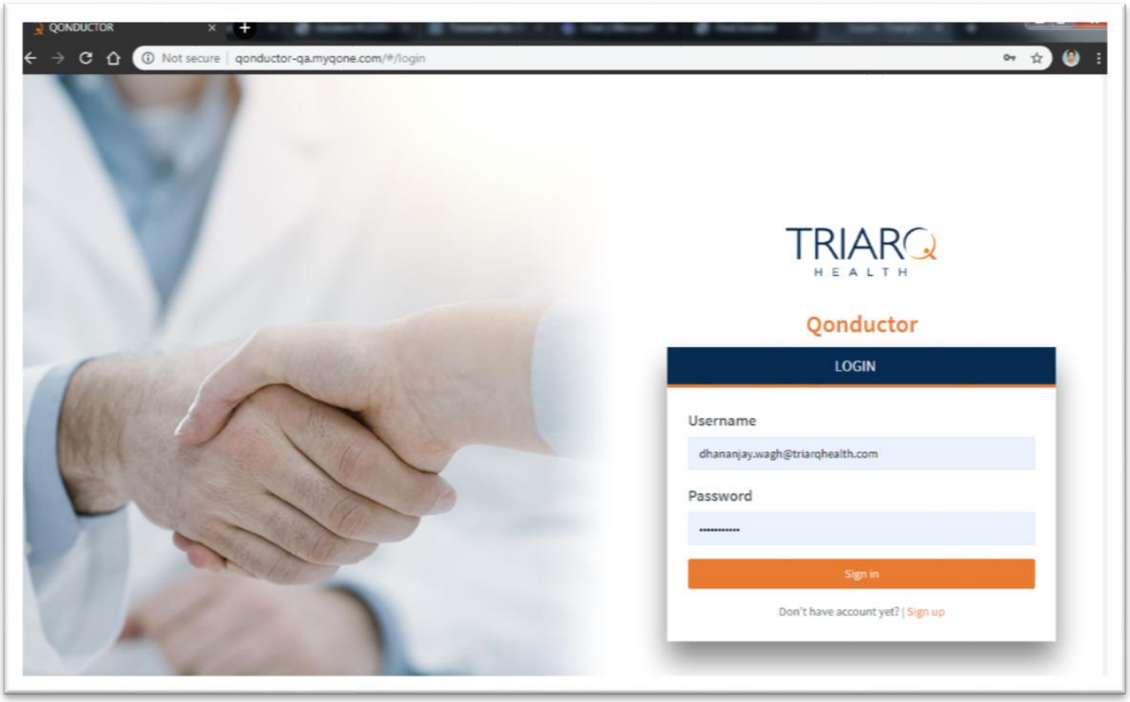
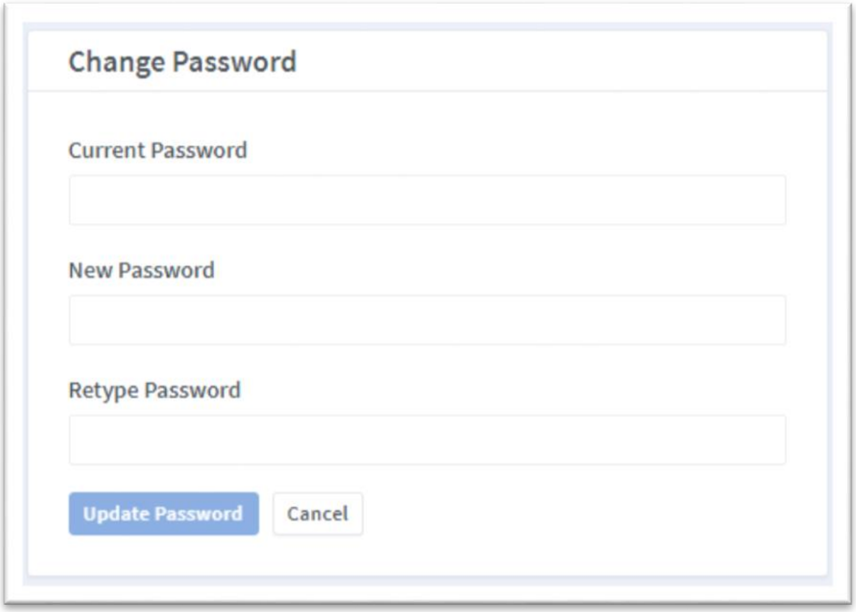
LOGIN TO QONDUCTOR PORTAL

Access the below URL for Qonductor to LOGIN the portal: https://qonductor.myqone.com/#/login



Once user enter existing login credentials for the very first time, User will be redirected to the change password screen to change their default password.



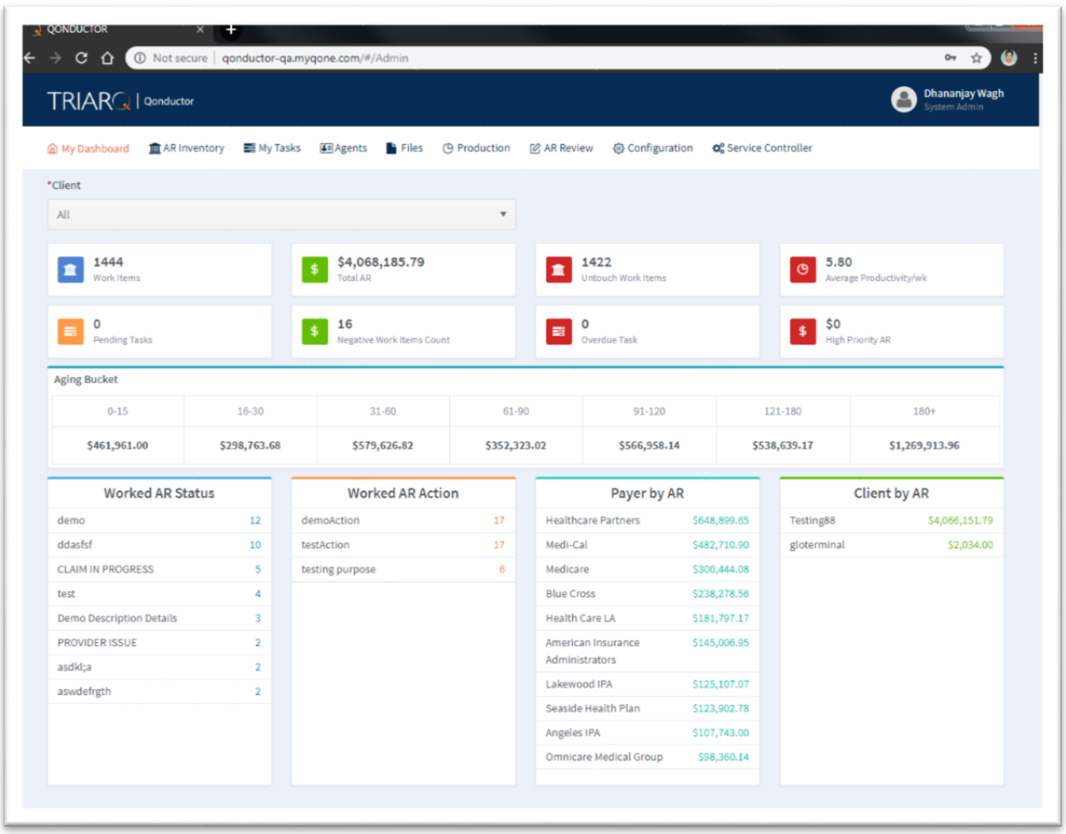
Once user done with change default password user will be redirect to the Qonductor portal. Where user can access below tabs according to the agent roles. **Roles to the system admin.**

1. My Dashboard
2. AR Inventory
3. My Task
    a. Completed Task
    b. Canceled Task
4. View Task
5. Files
6. Production
7. AR Review
    a. Completed Review
8. Daily Close
9. Agents
10. Configuration
    a. Client
    b. Client Login
    c. Payer
    d. Payer Cross Work
    e. Note Template
    f. Status
    g. Sub-Status
    h. Actions
    i. Error Type
    j. Client User Mapping
    k. Qsuite User Mapping
    l. FTP Details
    m. Follow-up Action
    n. Mail Configuration
11. Service Controller

1. **Navigation of My Dashboard in Qonductor Web Portal.**

   Qonductor Web Portal → Login → My Dashboard.

   After login to Qonductor web portal user will be on default page which is My Dashboard.

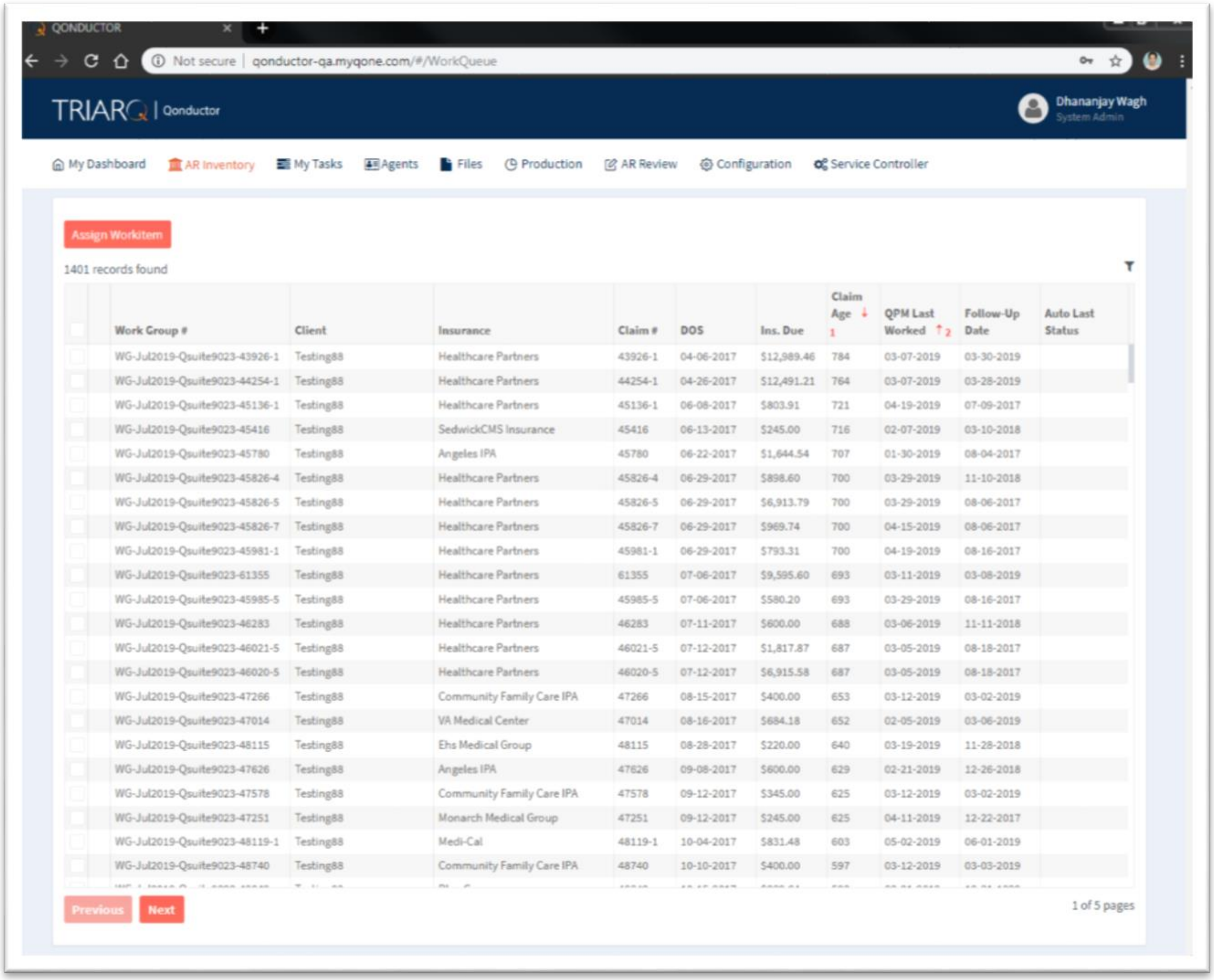


On Dashboard user can check the total count of Work Item, Total AR, Untouched Work Items, Average Productivity/wk, Pending task, Negative Work Items count, Overdue Task and the High Priority AR, Also user can check the Aging Bucket in days, Then user can view the Total count of Worked AR Status, Worked AR Action, Payer By AR and Client by AR. User can apply the filter to sort the data client wise.

2. **Navigation of AR Inventory in Qonductor Web Portal.**

   Qonductor Web Portal → Login → AR Inventory.

   When Dell flat file is generated and parsed to Qonductor web portal with QConstrue Service, all file data is shown in AR Inventory tab. QConstrue service will be shown below in details.



Work Group #	Client	Insurance	Claim #	DOS	Ins. Due	Claim Age 1	QPM Last Worked 2	Follow-Up Date	Auto Last Status
WG-Jul2019-Qsuite9023-43926-1	Testing88	Healthcare Partners	43926-1	04-06-2017	$12,989.46	784	03-07-2019	03-30-2019	
WG-Jul2019-Qsuite9023-44254-1	Testing88	Healthcare Partners	44254-1	04-26-2017	$12,491.21	764	03-07-2019	03-28-2019	
WG-Jul2019-Qsuite9023-45136-1	Testing88	Healthcare Partners	45136-1	06-08-2017	$803.91	721	04-19-2019	07-09-2017	
WG-Jul2019-Qsuite9023-45416	Testing88	SedwickCMS Insurance	45416	06-13-2017	$245.00	716	02-07-2019	03-10-2018	
WG-Jul2019-Qsuite9023-45780	Testing88	Angeles IPA	45780	06-22-2017	$1,644.54	707	01-30-2019	08-04-2017	
WG-Jul2019-Qsuite9023-45826-4	Testing88	Healthcare Partners	45826-4	06-29-2017	$898.60	700	03-29-2019	11-10-2018	
WG-Jul2019-Qsuite9023-45826-5	Testing88	Healthcare Partners	45826-5	06-29-2017	$6,913.79	700	03-29-2019	08-06-2017	
WG-Jul2019-Qsuite9023-45826-7	Testing88	Healthcare Partners	45826-7	06-29-2017	$969.74	700	04-15-2019	08-06-2017	
WG-Jul2019-Qsuite9023-45981-1	Testing88	Healthcare Partners	45981-1	06-29-2017	$793.31	700	04-19-2019	08-16-2017	
WG-Jul2019-Qsuite9023-61355	Testing88	Healthcare Partners	61355	07-06-2017	$9,595.60	693	03-11-2019	03-08-2019	
WG-Jul2019-Qsuite9023-45985-5	Testing88	Healthcare Partners	45985-5	07-06-2017	$580.20	693	03-29-2019	08-16-2017	
WG-Jul2019-Qsuite9023-46283	Testing88	Healthcare Partners	46283	07-11-2017	$600.00	688	03-06-2019	11-11-2018	
WG-Jul2019-Qsuite9023-46021-5	Testing88	Healthcare Partners	46021-5	07-12-2017	$1,817.87	687	03-05-2019	08-18-2017	
WG-Jul2019-Qsuite9023-46020-5	Testing88	Healthcare Partners	46020-5	07-12-2017	$6,915.58	687	03-05-2019	08-18-2017	
WG-Jul2019-Qsuite9023-47266	Testing88	Community Family Care IPA	47266	08-15-2017	$400.00	653	03-12-2019	03-02-2019	
WG-Jul2019-Qsuite9023-47014	Testing88	VA Medical Center	47014	08-16-2017	$684.18	652	02-05-2019	03-06-2019	
WG-Jul2019-Qsuite9023-48115	Testing88	Ehs Medical Group	48115	08-28-2017	$220.00	640	03-19-2019	11-28-2018	
WG-Jul2019-Qsuite9023-47626	Testing88	Angeles IPA	47626	09-08-2017	$600.00	629	02-21-2019	12-26-2018	
WG-Jul2019-Qsuite9023-47578	Testing88	Community Family Care IPA	47578	09-12-2017	$345.00	625	03-12-2019	03-02-2019	
WG-Jul2019-Qsuite9023-47251	Testing88	Monarch Medical Group	47251	09-12-2017	$245.00	625	04-11-2019	12-22-2017	
WG-Jul2019-Qsuite9023-48119-1	Testing88	Medi-Cal	48119-1	10-04-2017	$831.48	603	05-02-2019	06-01-2019	
WG-Jul2019-Qsuite9023-48740	Testing88	Community Family Care IPA	48740	10-10-2017	$400.00	597	03-12-2019	03-03-2019	

On the AR Inventory page user can have filters to sort the data which are as follows. (As paging is used to list the data, applied filters are applied only for the current page)

a) **Client**: To search with client name.

b) **Insurance**: To search with Insurance company name.

c) **Age**: To search with claim age.

d) **Insurance Due (Greater than):** To search with Insurance due days.

e) **Last Worked age (Greater than):** To search with Last worked age days.

f) **Workitem Status**: To search with Workitem status.

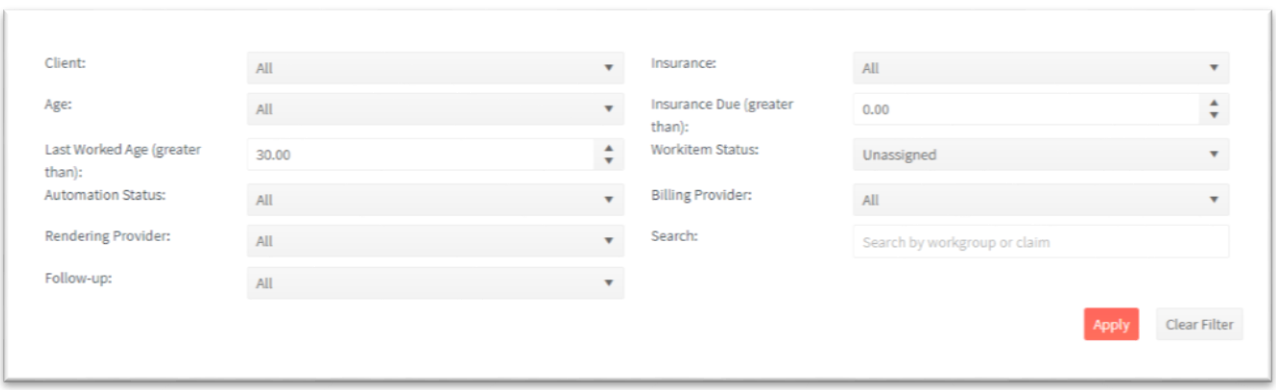
g) **Automation Status**: To search with Automation status.

h) **Billing Provider**: To search with Billing provider.

i) **Rendering Provider**: To search with Rendering provider.

j) **Search**: In search you can search claim by keyword like workgroup id or claim id.

k) **Follow-up**: To search with follow-up days.

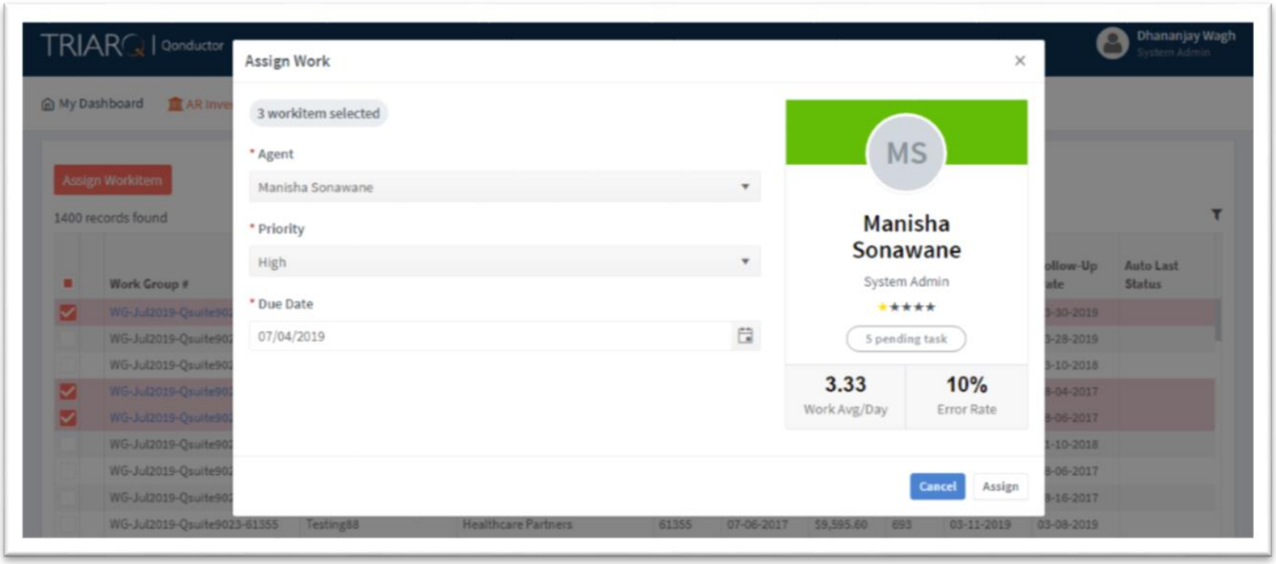


User can select single or multiple Workitem to assign to the agent.

On the assign work window user can select agent, Priority and assign the due date, also user can review the agent work Avg/Day and Error rate to assign the Workitem.

To calculate the agent work Avg/Day and Error rate we have used below formula:-

- **Work Avg/days** = Sum of Completed task / Sum of days required to complete that task
- **Error Rate** = (Sum of all Error task /Sum of all Completed task) * 100

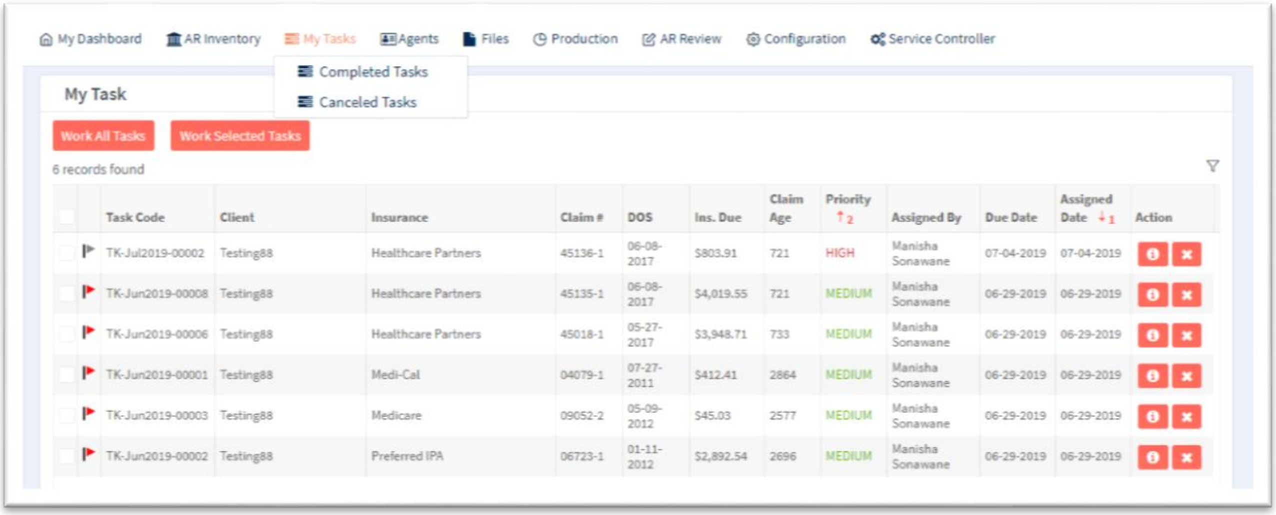


3. **Navigation of My Task in Qonductor Web Portal.**

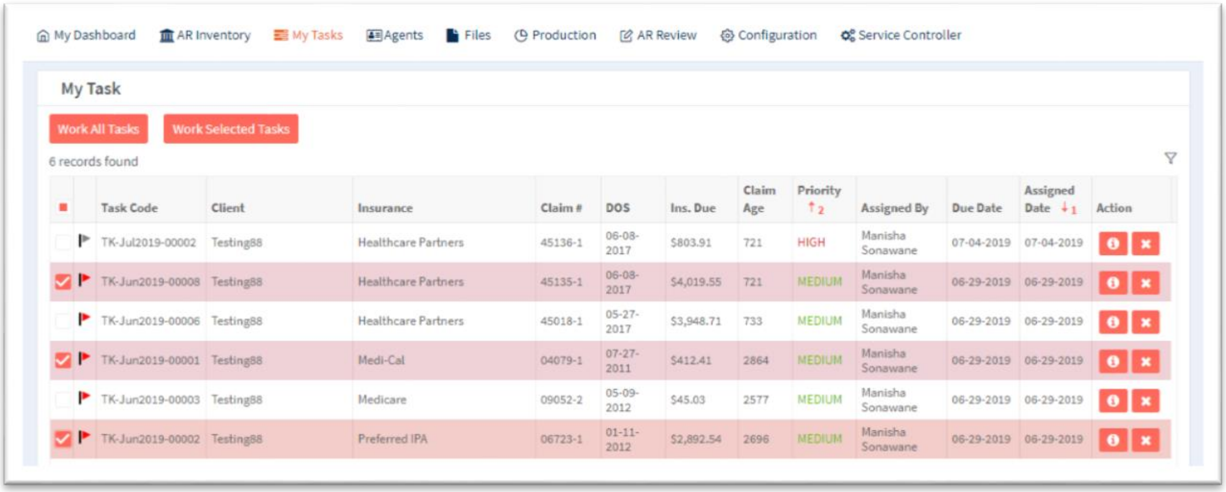
   Qonductor Web Portal → Login → My Task.

   When workgroup is assign to agent from AR Inventory, all the assigned data is shown in My Task tab.

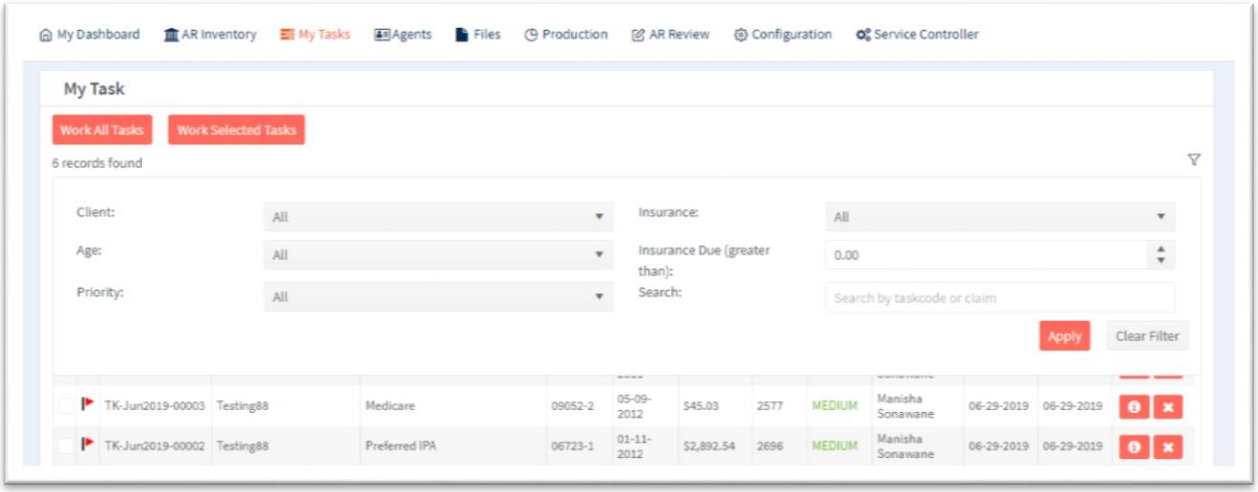
   - In my task user can have access to completed task and Canceled task.
   - In the action column user can check the task details and also user can cancel the task from same.



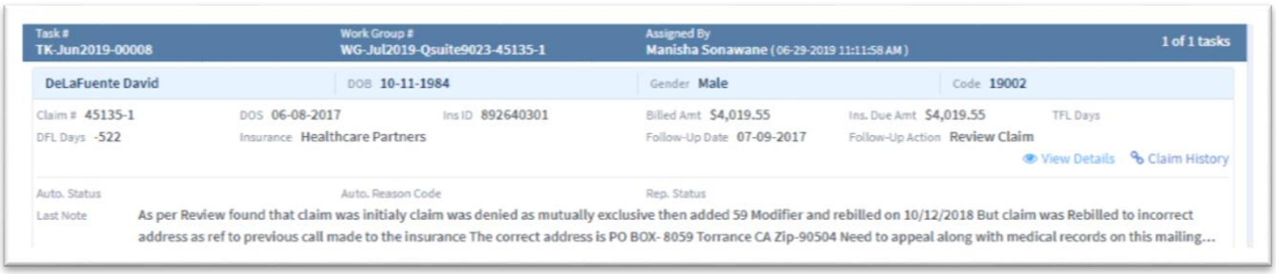
- Flag for overdue task will be shown in red color and rest in gray color.
- User can select single or multiple task to work on.



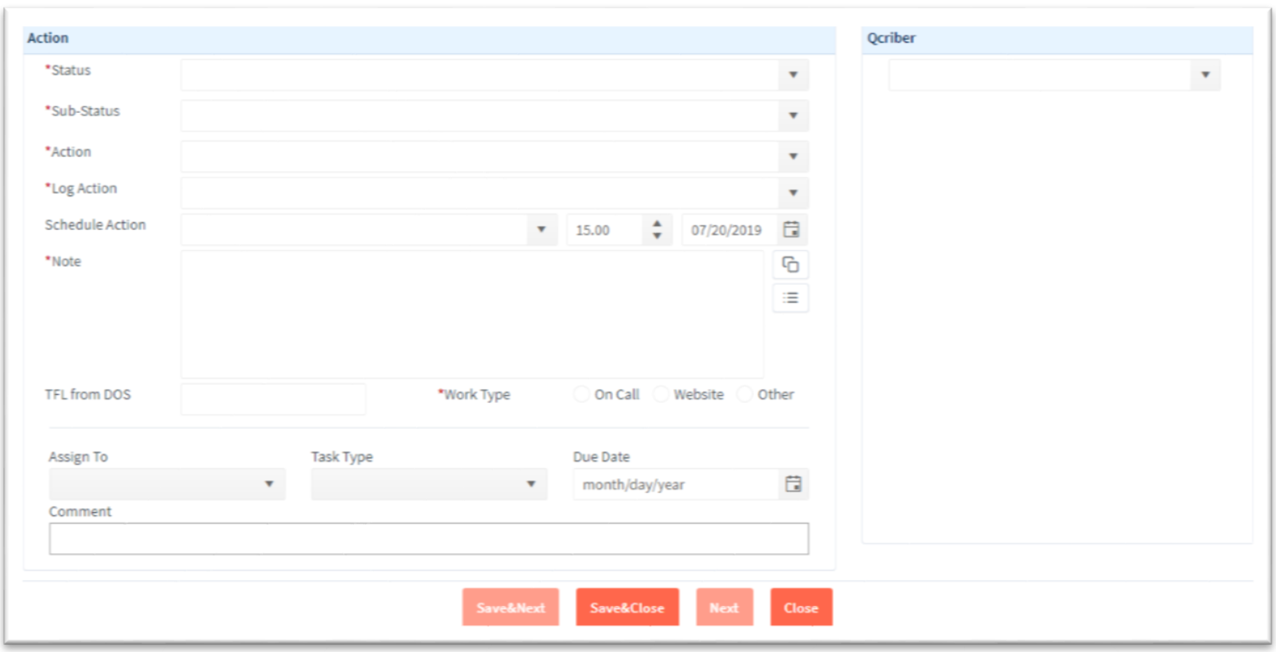
- Also there is filter option to search the records.
  - **Client**: To search with client name.
  - **Insurance**: To search with Insurance company name.
  - **Age**: To search with claim age.
  - **Insurance Due (Greater than)**: To search with Insurance due days.
  - **Priority**: To search with Task priority.
  - **Search**: In search user can search task by keyword taskcode id or claim id.



- When user select the task to work, below window will be opened to work assign task. Where user can have Task details with patient details with two buttons to view WorkQueue details and Claim history.



Also user can set the Actions to work on assign task like below.

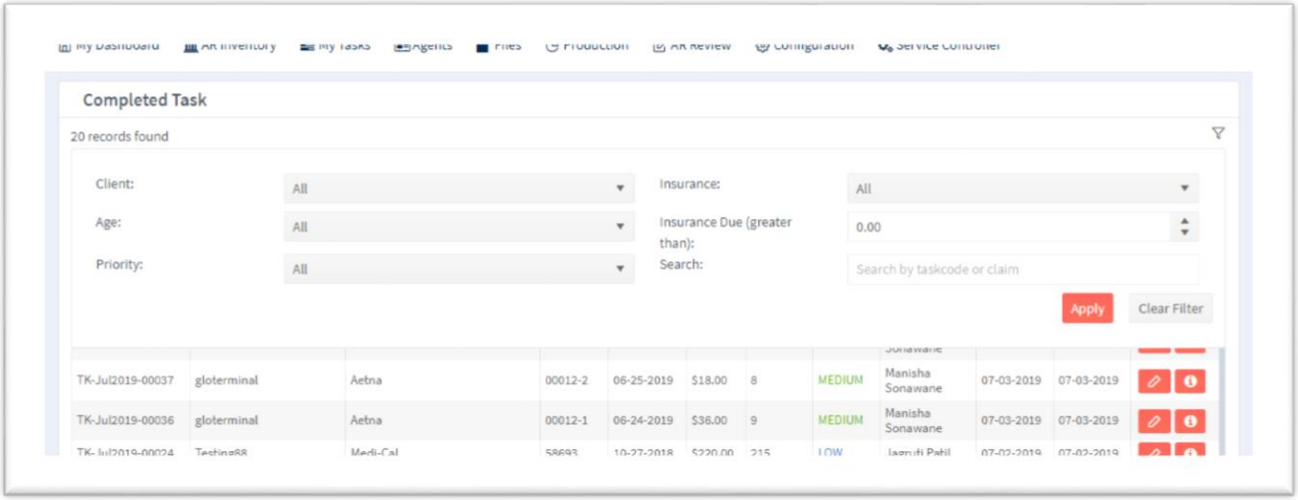


User can select the Status, Sub-Status, Action, Log Action, Schedule Action, Reason code, Remark code, Note, TFL from DOS Work type. Also user can assign worked task to another agent to work further.

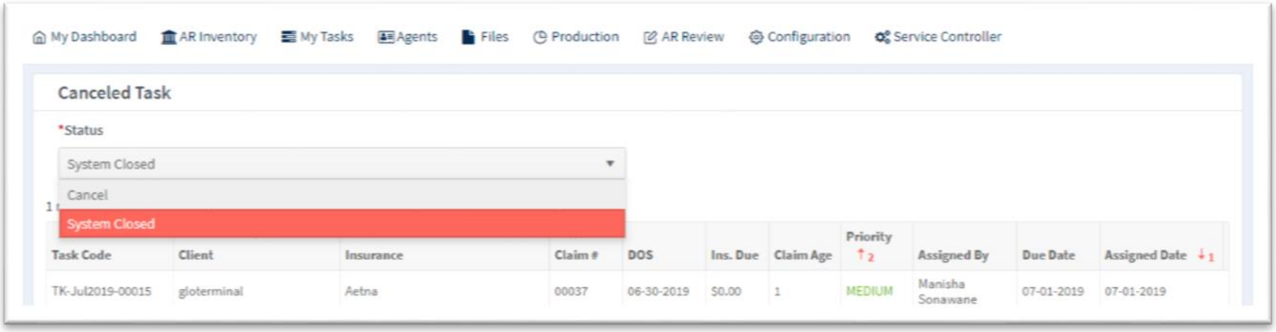
There is a Qcriber dropdown selection to add note template.

At the end user can click Save&Next or Save&Close to save the task.

- **Completed Task**: when agent complete the assign task it will come in Completed task with search filter and action to edit or view details.



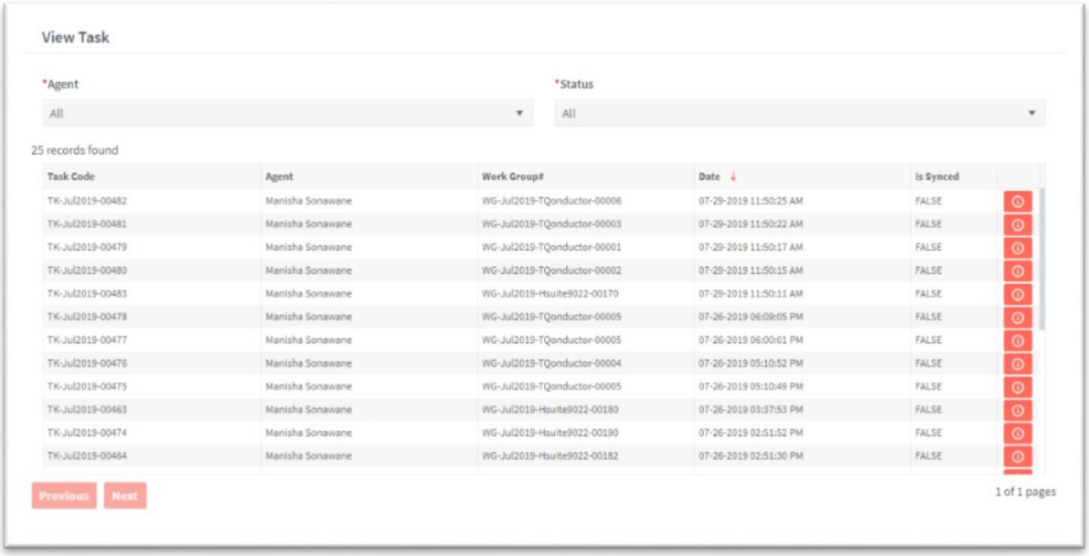
- **Canceled Task**: In Canceled task user can have two status know as cancel and system closed, when agent don't want to work he/she can simply cancel the assign task and it will come to canceled task list. And when insurance due is generated as zero in the dell flat file assign task will be marked as system closed and listed in the system closed tab.



4. **Navigation of View Task in Qonductor Web Portal.**

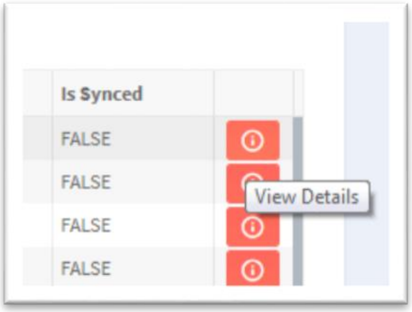
When workgroup is assign to agent from AR Inventory task is generated, all the Pending, Completed, Cancel, System closed and Reviewed task data is shown in View Task tab.

- In view task user can view all the Pending, Completed, Cancel, System closed and Reviewed task.

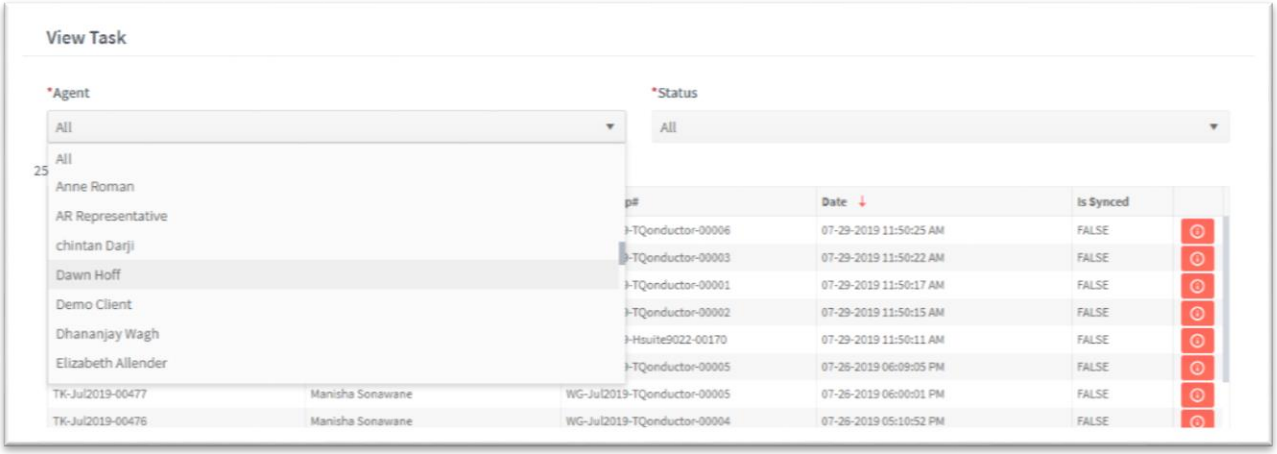


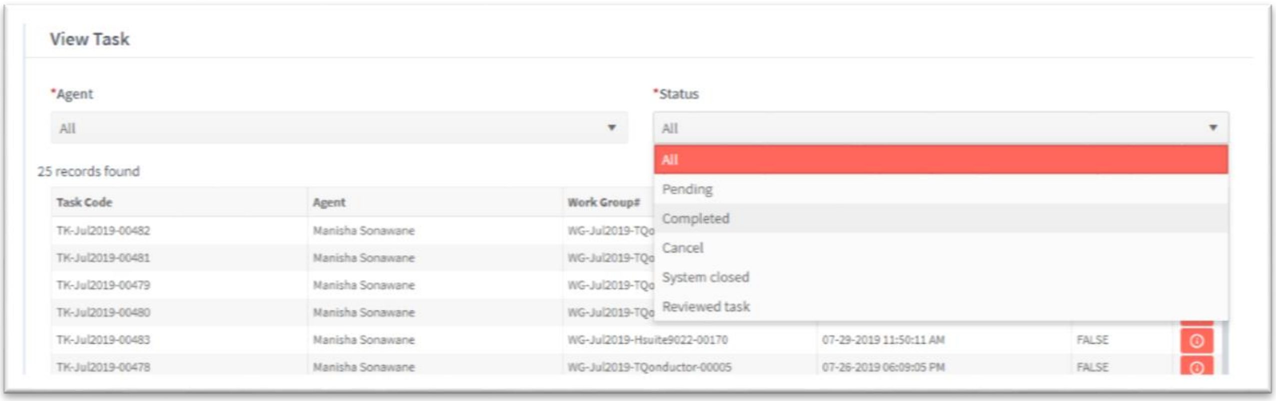
Task Code	Agent	Work Group#	Date	Is Synced
TK-Jul2019-00482	Manisha Sonawane	WG-Jul2019-TQonductor-00006	07-29-2019 11:50:25 AM	FALSE
TK-Jul2019-00481	Manisha Sonawane	WG-Jul2019-TQonductor-00003	07-29-2019 11:50:22 AM	FALSE
TK-Jul2019-00479	Manisha Sonawane	WG-Jul2019-TQonductor-00001	07-29-2019 11:50:17 AM	FALSE
TK-Jul2019-00480	Manisha Sonawane	WG-Jul2019-TQonductor-00002	07-29-2019 11:50:15 AM	FALSE
TK-Jul2019-00483	Manisha Sonawane	WG-Jul2019-Hsuite9022-00170	07-29-2019 11:50:11 AM	FALSE
TK-Jul2019-00478	Manisha Sonawane	WG-Jul2019-TQonductor-00005	07-26-2019 06:09:05 PM	FALSE
TK-Jul2019-00477	Manisha Sonawane	WG-Jul2019-TQonductor-00005	07-26-2019 06:00:01 PM	FALSE
TK-Jul2019-00476	Manisha Sonawane	WG-Jul2019-TQonductor-00004	07-26-2019 05:10:52 PM	FALSE
TK-Jul2019-00475	Manisha Sonawane	WG-Jul2019-TQonductor-00005	07-26-2019 05:10:49 PM	FALSE
TK-Jul2019-00463	Manisha Sonawane	WG-Jul2019-Hsuite9022-00180	07-26-2019 03:37:53 PM	FALSE
TK-Jul2019-00474	Manisha Sonawane	WG-Jul2019-Hsuite9022-00190	07-26-2019 02:51:52 PM	FALSE
TK-Jul2019-00484	Manisha Sonawane	WG-Jul2019-Hsuite9022-00182	07-26-2019 02:51:30 PM	FALSE

- In the **"Is Synced"** column user can check the Synced details and also user can view the task details by clicking View Details button listed after the **"Is Synced"** column.



- User can view the task by Agent wise and task status wise.

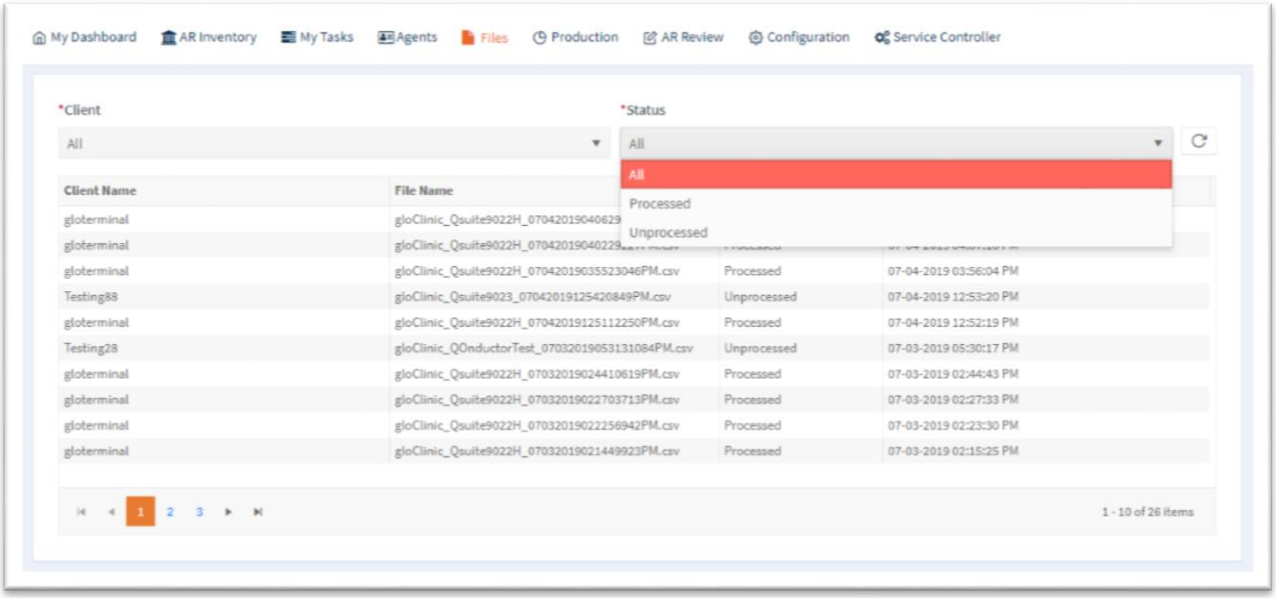




5. **Navigation of Files in Qonductor Web Portal.**

   Qonductor Web Portal → Login → Files.

   On Files page user can check the dell flat file status whether it is processed or unprocessed, also user can search file by the filters like Client and Status.

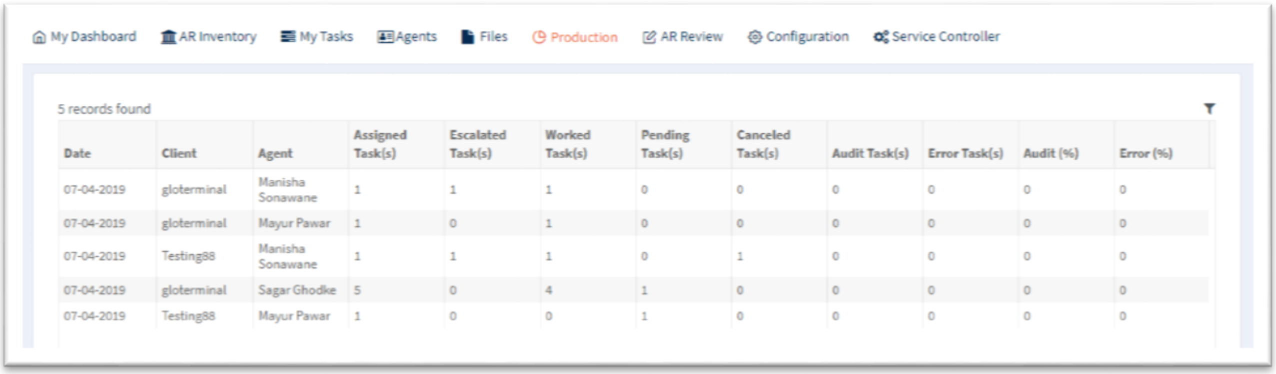


6. **Navigation of Production in Qonductor Web Portal.**

   Qonductor Web Portal → Login → Production.

   On the Production page user can check the particular agents total Production with filters like Agent, Start date and End date.

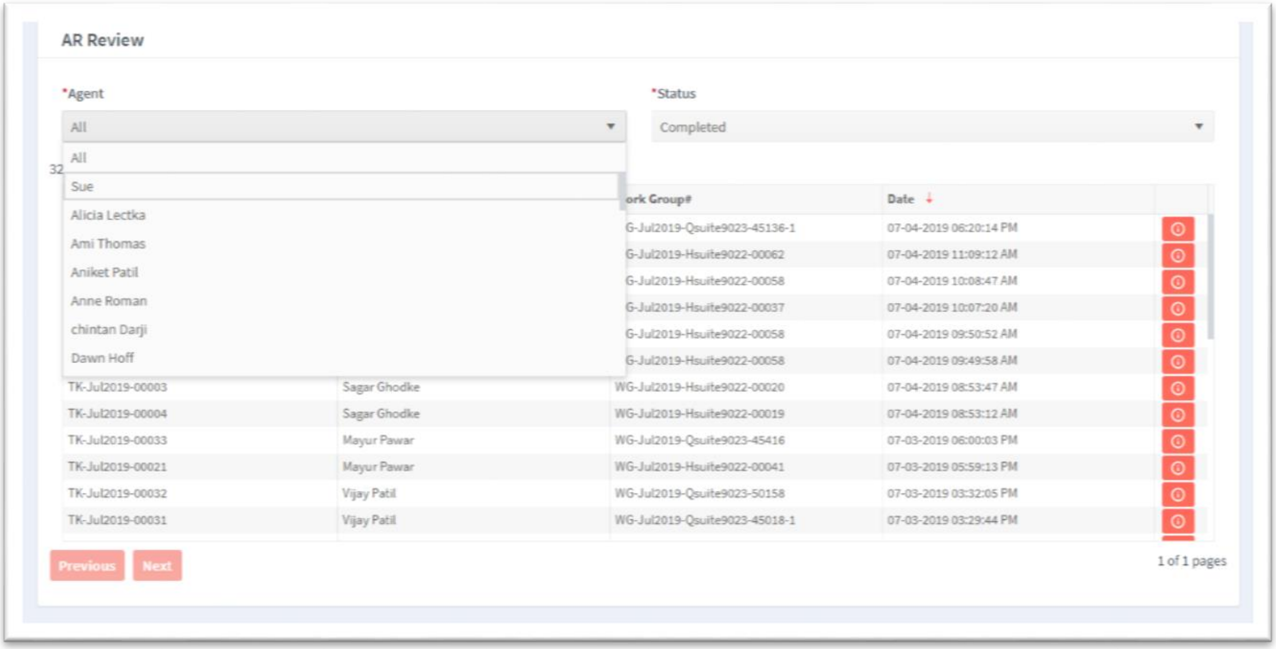
   On the same page once user search the agent with filters user can check the count of their Assigned Task, Escalated Task, Worked Task, Pending Task, Canceled Task, Audit Task, Error Task then the Audit percent and Error percent's.



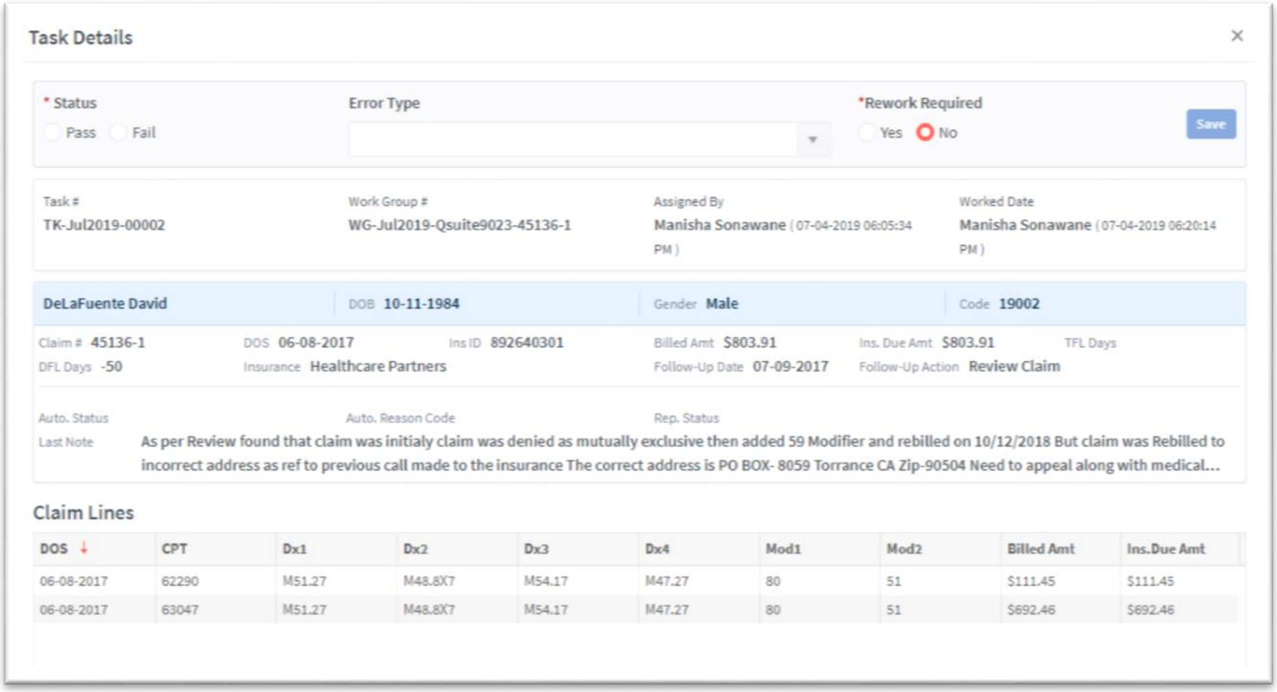
7. **Navigation of AR Review in Qonductor Web Portal.**

   Qonductor Web Portal → Login → AR Review.

   On the AR Review page user can review the task assign to the agents. User can select the task using filters like Agents and Status. At the end of listed task list there is button called view details. When user click the view details the below window will open to review the selected task.



Once user view the task details, user can mark the task status whether it is pass or fail, if it is fail user can give the error type and on that review user can decide whether the same task required to rework or not?



Task Details

* Status: Pass / Fail
Error Type
*Rework Required: Yes / No
Save

Task #	Work Group #	Assigned By	Worked Date
TK-Jul2019-00002	WG-Jul2019-Qsuite9023-45136-1	Manisha Sonawane (07-04-2019 06:05:34 PM)	Manisha Sonawane (07-04-2019 06:20:14 PM)

DeLaFuente David | DOB 10-11-1984 | Gender Male | Code 19002

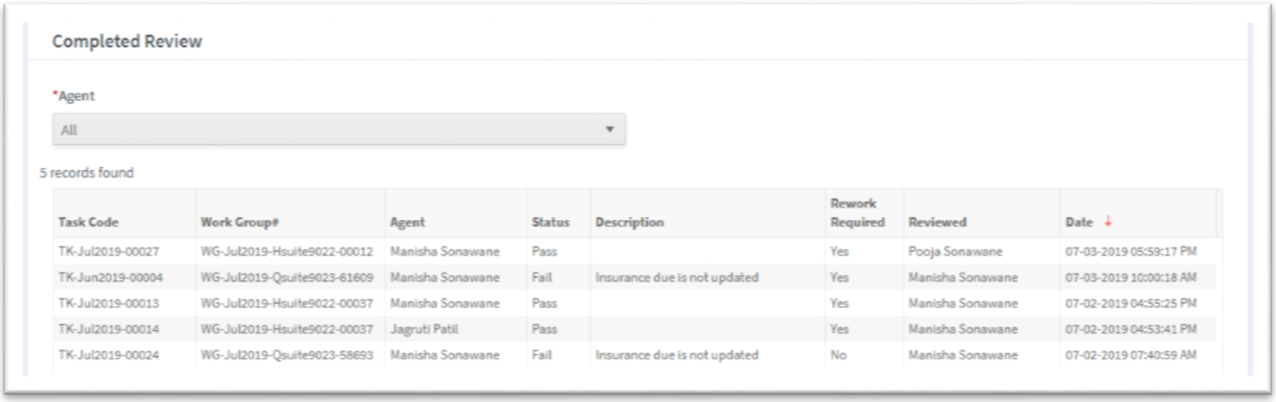
Claim # 45136-1 | DOS 06-08-2017 | Ins ID 892640301 | Billed Amt $803.91 | Ins. Due Amt $803.91 | TFL Days
DFL Days -50 | Insurance Healthcare Partners | Follow-Up Date 07-09-2017 | Follow-Up Action Review Claim

Auto. Status | Auto. Reason Code | Rep. Status
Last Note: As per Review found that claim was initialy claim was denied as mutually exclusive then added 59 Modifier and rebilled on 10/12/2018 But claim was Rebilled to incorrect address as ref to previous call made to the insurance The correct address is PO BOX- 8059 Torrance CA Zip-90504 Need to appeal along with medical...

Claim Lines

DOS	CPT	Dx1	Dx2	Dx3	Dx4	Mod1	Mod2	Billed Amt	Ins.Due Amt
06-08-2017	62290	M51.27	M48.8X7	M54.17	M47.27	80	51	$111.45	$111.45
06-08-2017	63047	M51.27	M48.8X7	M54.17	M47.27	80	51	$692.46	$692.46

- **Completed review**: There is a tab called completed review where user can filter the records agent wise. On this page user can check the task code, Work group of that agent and the task status as pass or fail with their descriptions and the rework required status, then the reviewed person's name with time and date.



Completed Review

*Agent
All

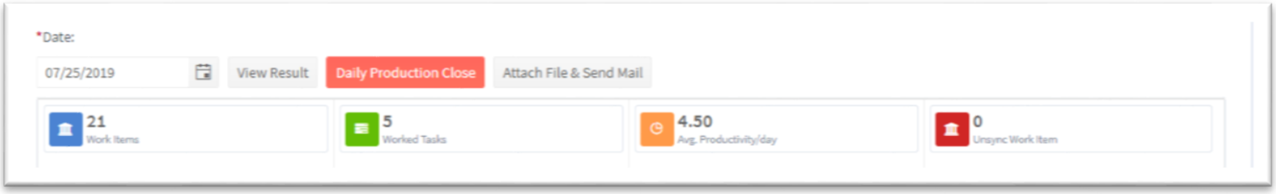
5 records found

Task Code	Work Group#	Agent	Status	Description	Rework Required	Reviewed	Date
TK-Jul2019-00027	WG-Jul2019-Hsuite9022-00012	Manisha Sonawane	Pass		Yes	Pooja Sonawane	07-03-2019 05:59:17 PM
TK-Jun2019-00004	WG-Jul2019-Qsuite9023-61609	Manisha Sonawane	Fail	Insurance due is not updated	Yes	Manisha Sonawane	07-03-2019 10:00:18 AM
TK-Jul2019-00013	WG-Jul2019-Hsuite9022-00037	Manisha Sonawane	Pass		Yes	Manisha Sonawane	07-02-2019 04:55:25 PM
TK-Jul2019-00014	WG-Jul2019-Hsuite9022-00037	Jagruti Patil	Pass		Yes	Manisha Sonawane	07-02-2019 04:53:41 PM
TK-Jul2019-00024	WG-Jul2019-Qsuite9023-58693	Manisha Sonawane	Fail	Insurance due is not updated	No	Manisha Sonawane	07-02-2019 07:40:59 AM

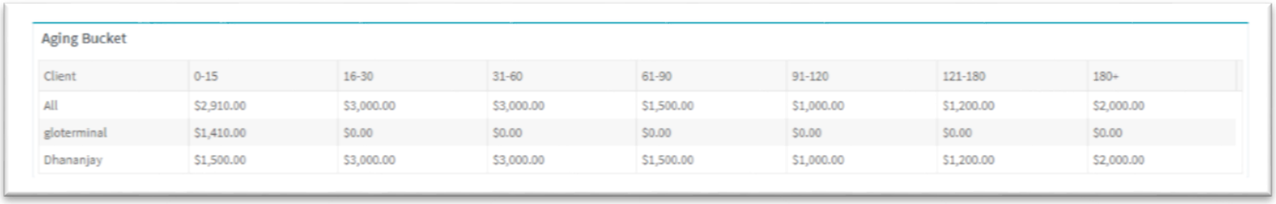
8. **Navigation of Daily Close in Qonductor Web Portal.**

On the Daily close page user can close the Daily production data with date selection. Also user can send the daily production mail to the configured recipient added in the configuration master.

- User can select the date and view the result, Close the Daily production and Send the mail with Daily production close file.
- User can view the count of work item, worked tasks, Avg. Productivity/day and Unsync work item count.



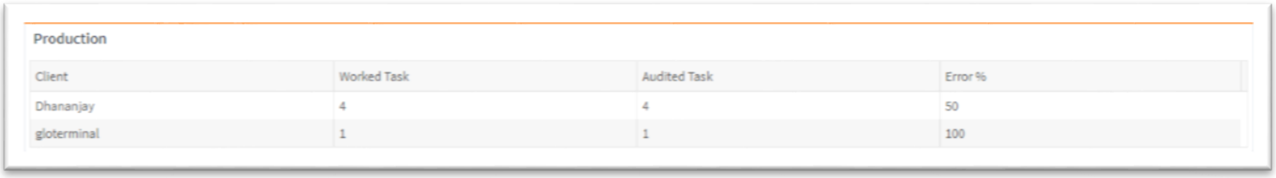
- User can view the **Account Receivable** by client wise and Age wise.



Aging Bucket

Client	0-15	16-30	31-60	61-90	91-120	121-180	180+
All	$2,910.00	$3,000.00	$3,000.00	$1,500.00	$1,000.00	$1,200.00	$2,000.00
gloterminal	$1,410.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Dhananjay	$1,500.00	$3,000.00	$3,000.00	$1,500.00	$1,000.00	$1,200.00	$2,000.00

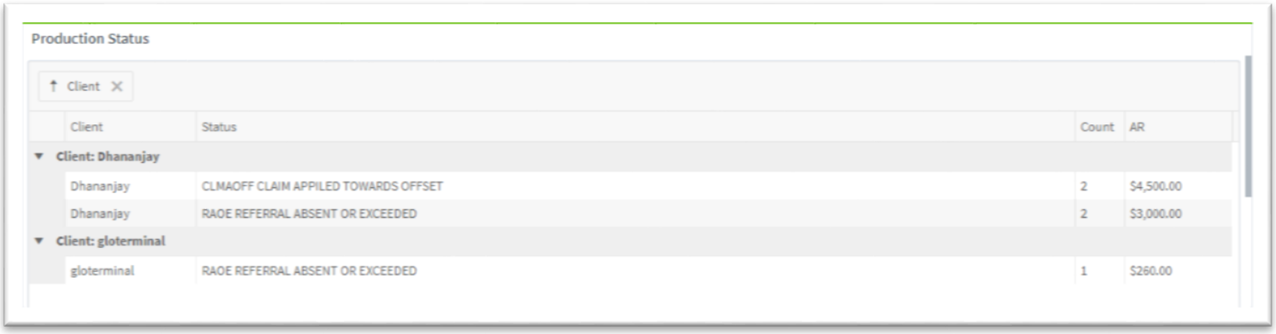
- User can view the client production Worked task, Audited Task count and Error percentage.



Production

Client	Worked Task	Audited Task	Error %
Dhananjay	4	4	50
gloterminal	1	1	100

- User can view the Production status with total **Account Receivable**.

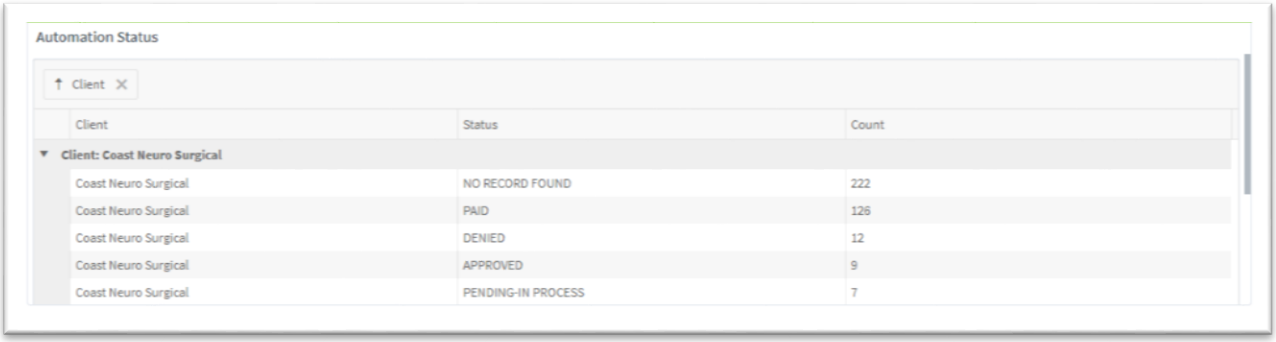


Production Status

Client

Client	Status	Count	AR
Client: Dhananjay			
Dhananjay	CLMAOFF CLAIM APPILED TOWARDS OFFSET	2	$4,500.00
Dhananjay	RAOE REFERRAL ABSENT OR EXCEEDED	2	$3,000.00
Client: gloterminal			
gloterminal	RAOE REFERRAL ABSENT OR EXCEEDED	1	$260.00

- User can view the Automation status with Automation status count.



Automation Status

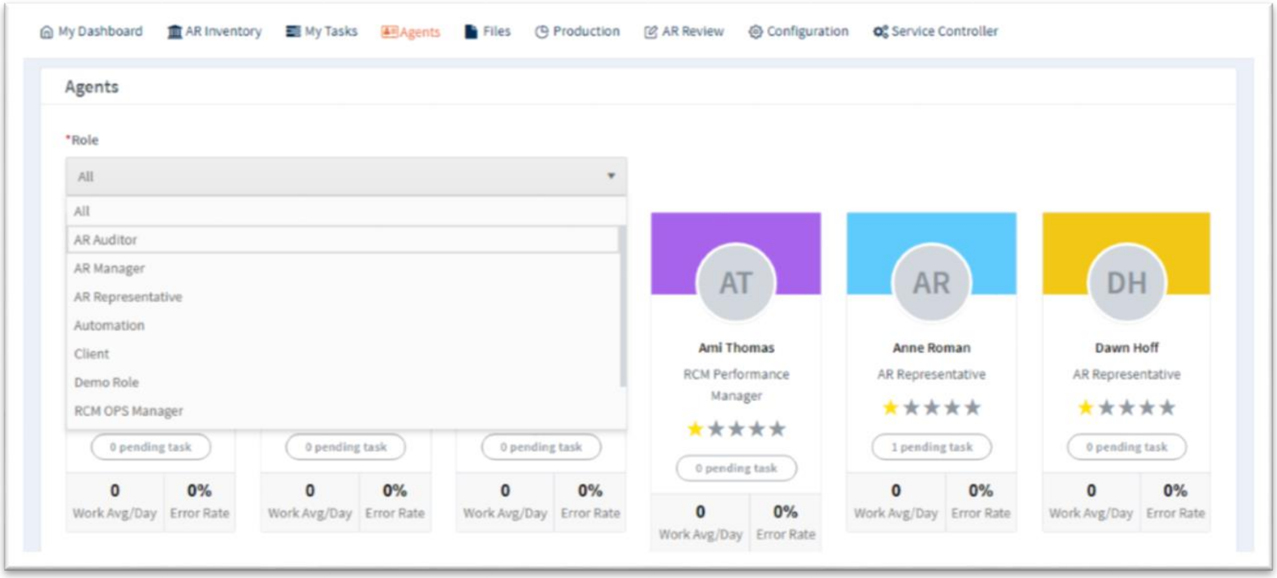
Client

Client	Status	Count
Client: Coast Neuro Surgical		
Coast Neuro Surgical	NO RECORD FOUND	222
Coast Neuro Surgical	PAID	126
Coast Neuro Surgical	DENIED	12
Coast Neuro Surgical	APPROVED	9
Coast Neuro Surgical	PENDING-IN PROCESS	7

9. **Navigation of Agents in Qonductor Web Portal.**

   Qonductor Web Portal → Login → Agents.

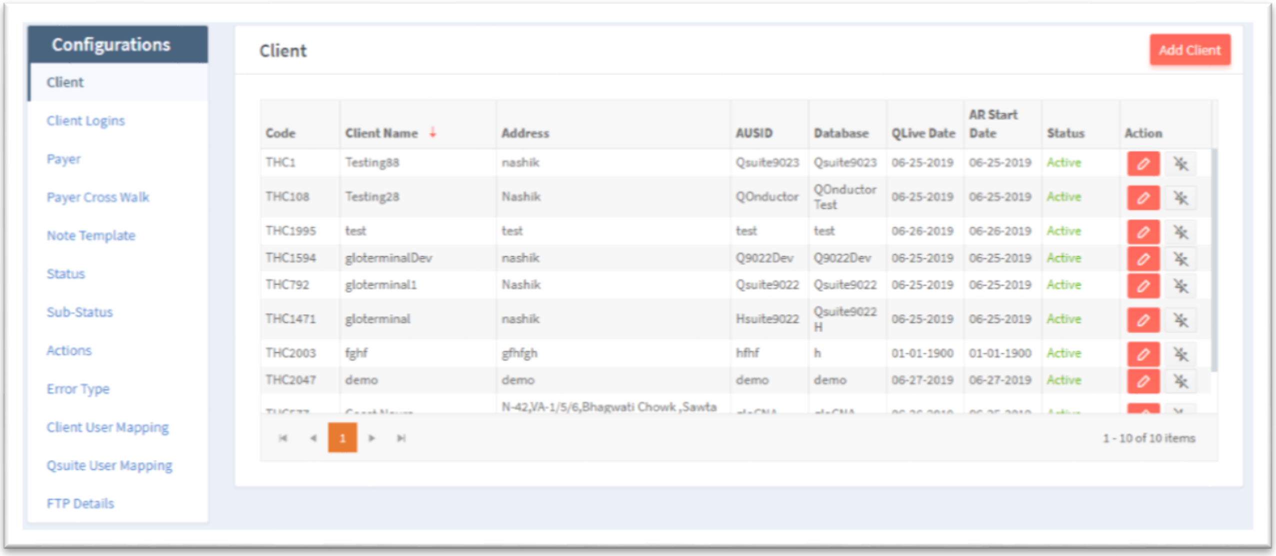
   On the Agent page user can select the agents by their roles also user can check their performance like Work Avg/Day, Error Rate in present, Retting's and the total pending task of that agent.



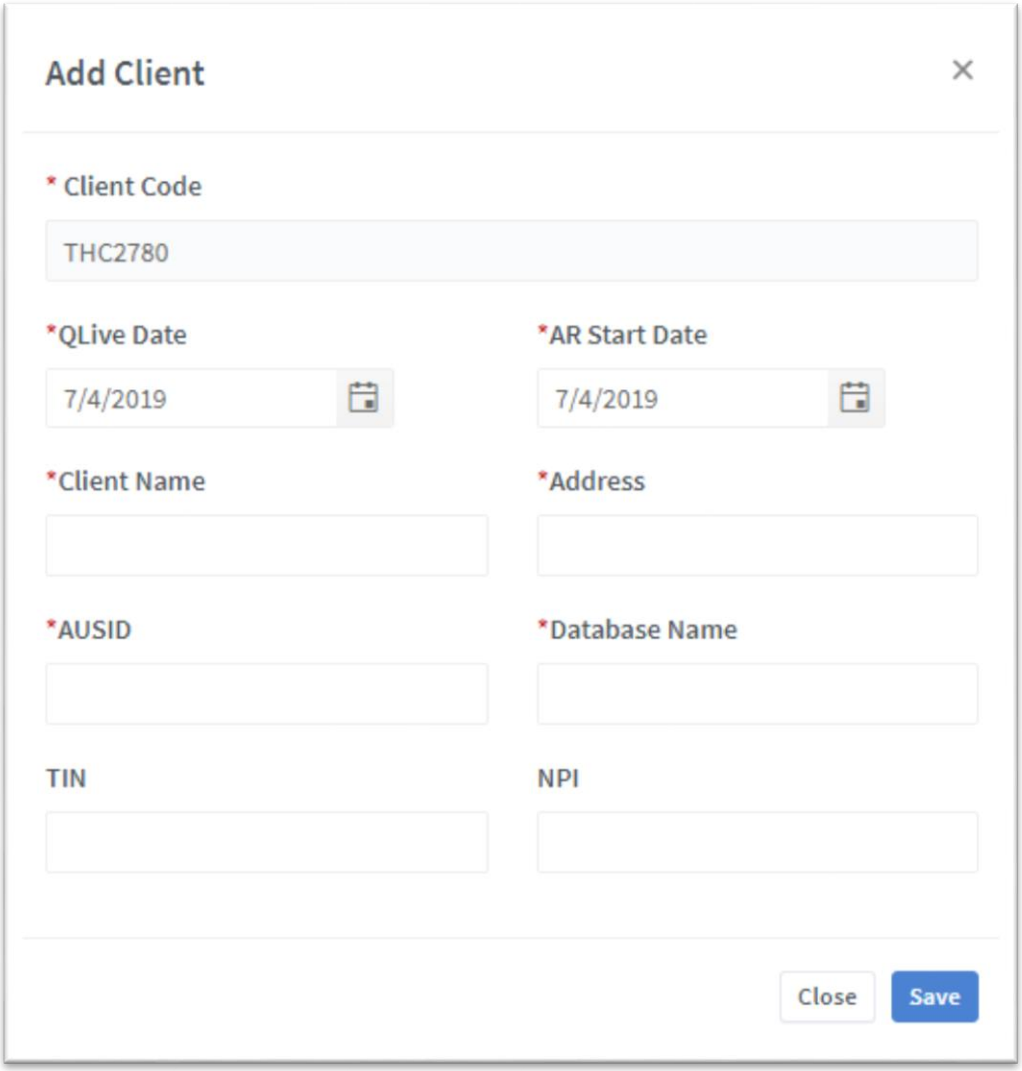
10. **Navigation of Configuration in Qonductor Web Portal.**

Qonductor Web Portal → Login → Configuration.

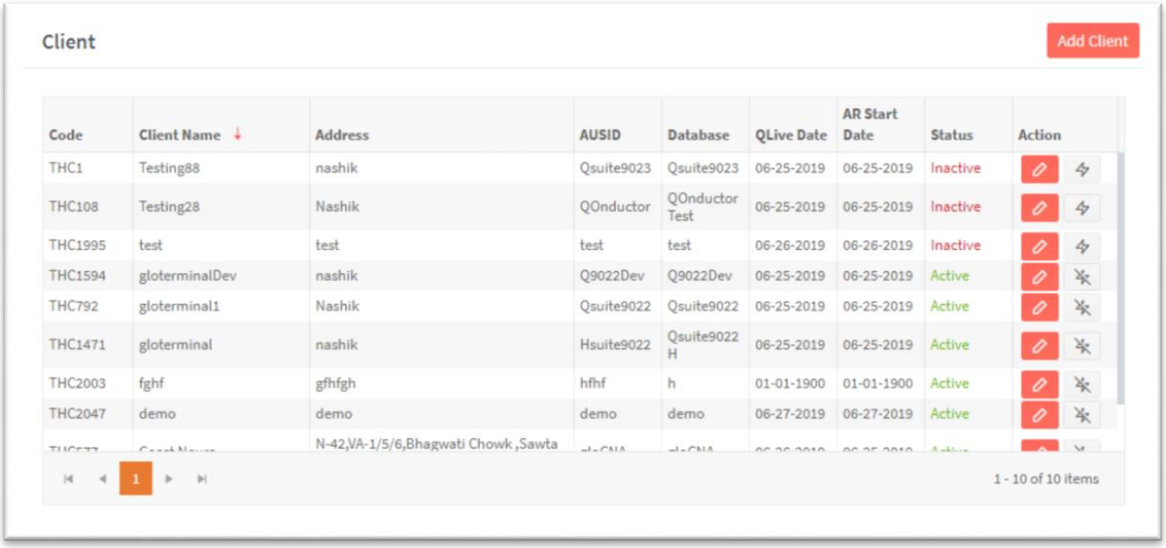
Configuration is the master where user can add the records for Client, Client Logins, Payer, Payer Cross Walk and note template, Status, Sub Status, Actions, Error Type, Client User Mapping, Qsuite User Mapping and FTP Details.



- **Client:** In the client tab user can add the new client with their auto generated Client code. QLive Date, AR Start Date, Client Name, Address, AUSID, Database Name, TIN and NPI



Once user save the client information it'll be listed in the client tab where user can edit the client or Active, Deactivate the client with buttons in the action column.



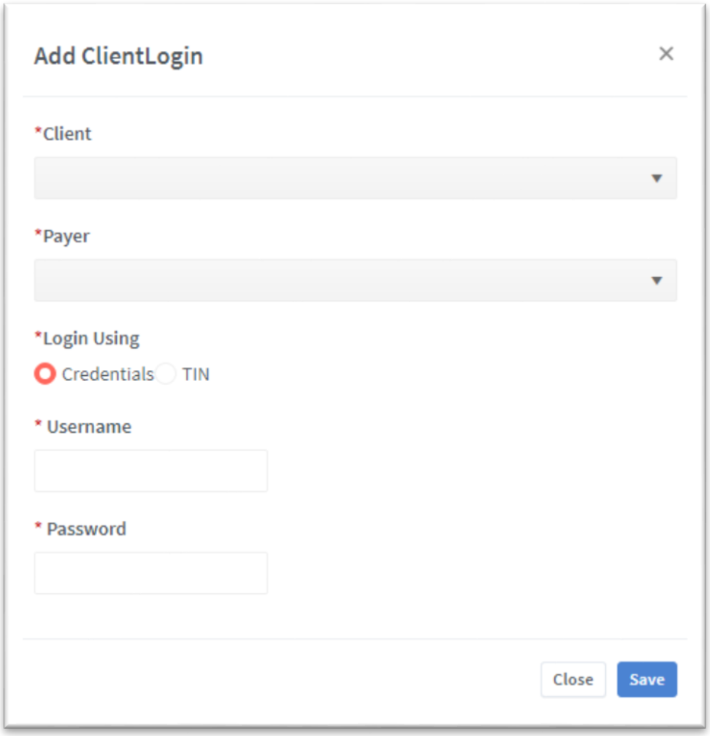
Client

Add Client

Code	Client Name	Address	AUSID	Database	QLive Date	AR Start Date	Status	Action
THC1	Testing88	nashik	Qsuite9023	Qsuite9023	06-25-2019	06-25-2019	Inactive	
THC108	Testing28	Nashik	QOnductor	QOnductor Test	06-25-2019	06-25-2019	Inactive	
THC1995	test	test	test	test	06-26-2019	06-26-2019	Inactive	
THC1594	gloterminalDev	nashik	Q9022Dev	Q9022Dev	06-25-2019	06-25-2019	Active	
THC792	gloterminal1	Nashik	Qsuite9022	Qsuite9022	06-25-2019	06-25-2019	Active	
THC1471	gloterminal	nashik	Hsuite9022	Qsuite9022 H	06-25-2019	06-25-2019	Active	
THC2003	fghf	gfhfgh	hfhf	h	01-01-1900	01-01-1900	Active	
THC2047	demo	demo	demo	demo	06-27-2019	06-27-2019	Active	
		N-42,VA-1/5/6,Bhagwati Chowk ,Sawta						

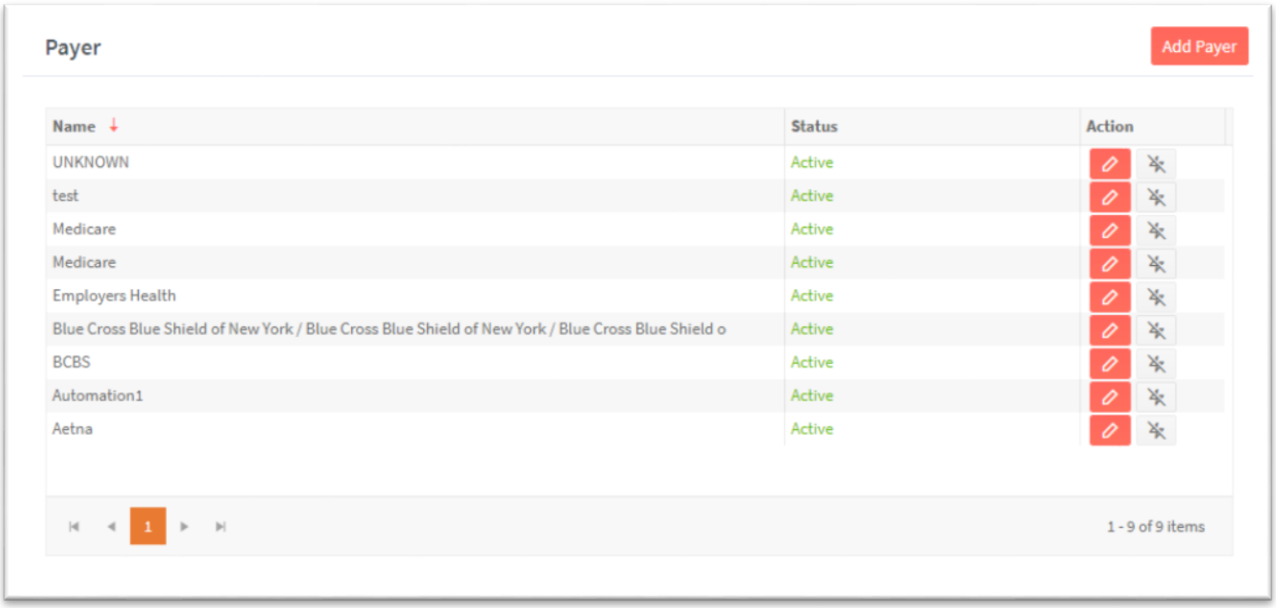
1 - 10 of 10 items

- **Client Logins:** In the Client Logins tab user can add the new Client Login with their Client and Payer listed in the dropdown. user can choose between Credentials and TIN to Login



Once user save the client login information it'll be listed in the client login tab where user can edit the client login or Active, Deactivate the client login with buttons in the action column.

- **Payer:** In the Payer tab user can add the new Payer which can be used to add the payer cross walk



Payer

Add Payer

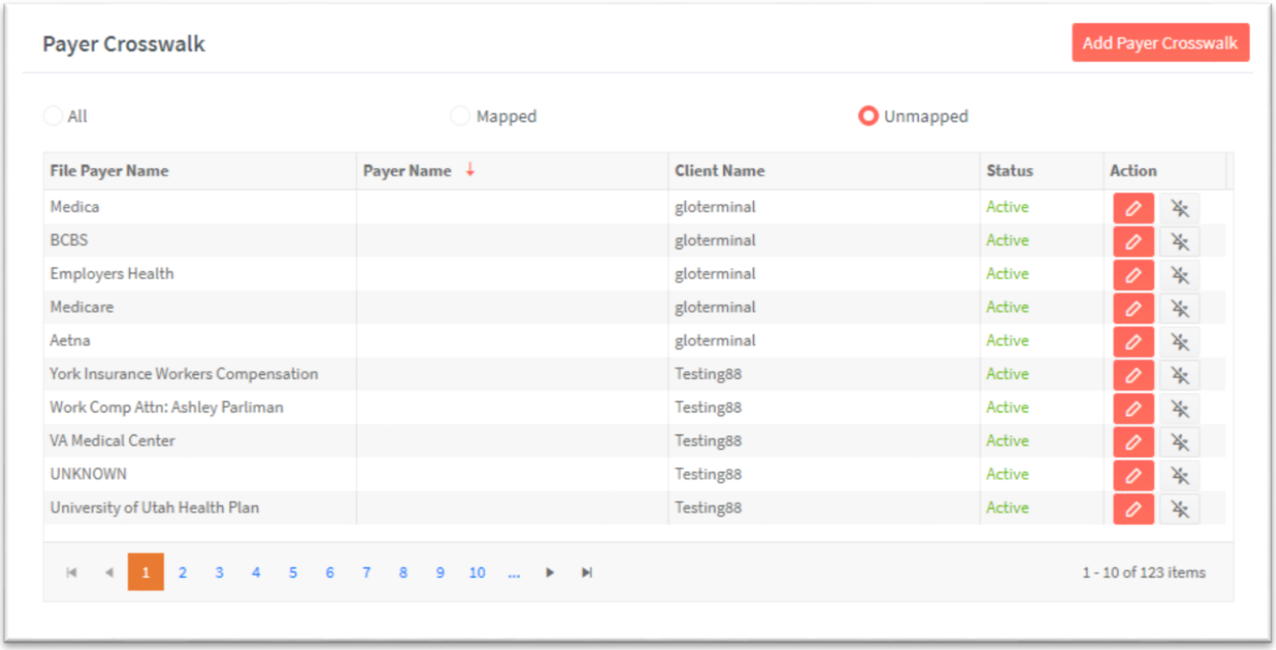
Name	Status	Action
UNKNOWN	Active	
test	Active	
Medicare	Active	
Medicare	Active	
Employers Health	Active	
Blue Cross Blue Shield of New York / Blue Cross Blue Shield of New York / Blue Cross Blue Shield o	Active	
BCBS	Active	
Automation1	Active	
Aetna	Active	

1

1 - 9 of 9 items

Once user save the Payer information it'll be listed in the Payer tab where user can edit the Payer or Activate, Deactivate the Payer with buttons in the action column.

- **Payer Cross Walk:** In the Payer Cross Walk tab user can add the new Payer Cross Walk.

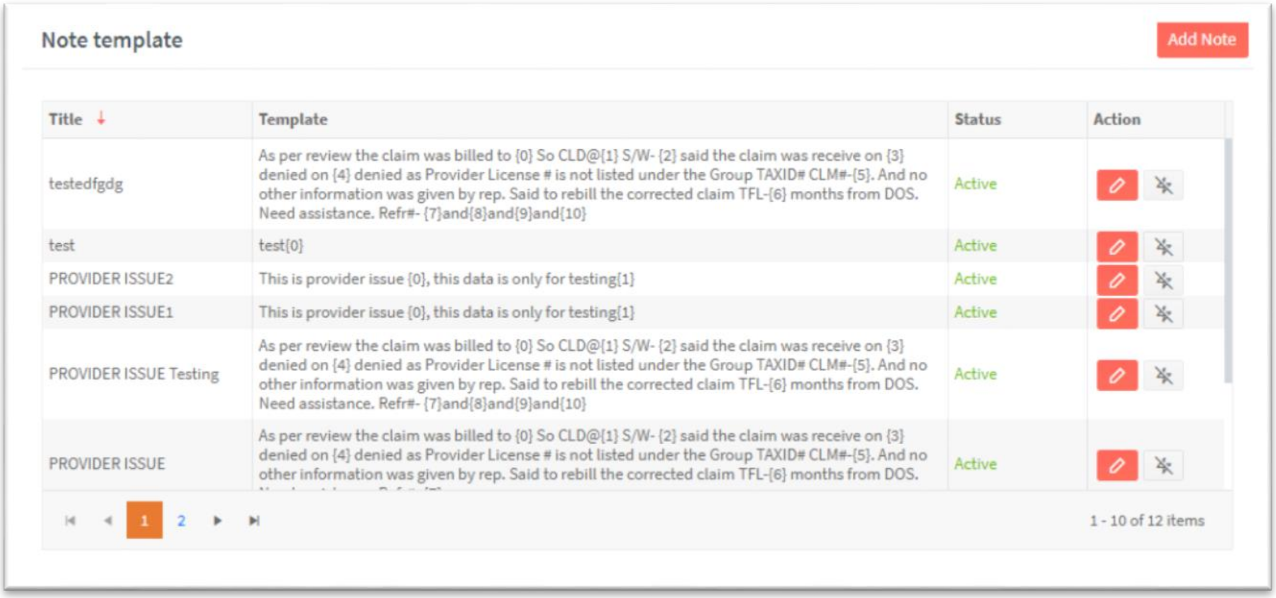


File Payer Name	Payer Name	Client Name	Status	Action
Medica		gloterminal	Active	
BCBS		gloterminal	Active	
Employers Health		gloterminal	Active	
Medicare		gloterminal	Active	
Aetna		gloterminal	Active	
York Insurance Workers Compensation		Testing88	Active	
Work Comp Attn: Ashley Parliman		Testing88	Active	
VA Medical Center		Testing88	Active	
UNKNOWN		Testing88	Active	
University of Utah Health Plan		Testing88	Active	

Once user save the Payer Cross Walk information it'll be listed in the Payer Cross Walk tab where user can map the Payer Cross Walk or Activate, Deactivate the Payer Cross Walk with buttons in the action column.

Also user can sort the mapped and unmapped payer crosswalk with radio button selection.

- **Note Template:** In the Note Template tab user can add the new Note Template. To add new note user have to select status first then user can give the title to the template and create the template.



Note template

Add Note

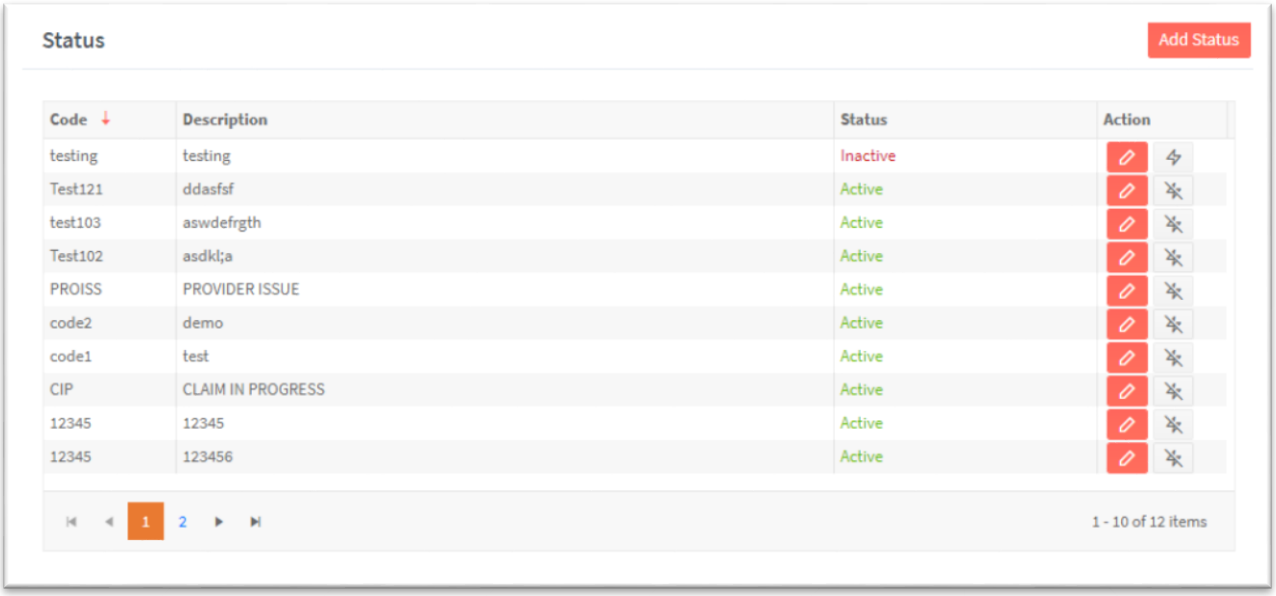
Title	Template	Status	Action
testedfgdg	As per review the claim was billed to {0} So CLD@{1} S/W- {2} said the claim was receive on {3} denied on {4} denied as Provider License # is not listed under the Group TAXID# CLM#-{5}. And no other information was given by rep. Said to rebill the corrected claim TFL-{6} months from DOS. Need assistance. Refr#- {7}and{8}and{9}and{10}	Active	
test	test{0}	Active	
PROVIDER ISSUE2	This is provider issue {0}, this data is only for testing{1}	Active	
PROVIDER ISSUE1	This is provider issue {0}, this data is only for testing{1}	Active	
PROVIDER ISSUE Testing	As per review the claim was billed to {0} So CLD@{1} S/W- {2} said the claim was receive on {3} denied on {4} denied as Provider License # is not listed under the Group TAXID# CLM#-{5}. And no other information was given by rep. Said to rebill the corrected claim TFL-{6} months from DOS. Need assistance. Refr#- {7}and{8}and{9}and{10}	Active	
PROVIDER ISSUE	As per review the claim was billed to {0} So CLD@{1} S/W- {2} said the claim was receive on {3} denied on {4} denied as Provider License # is not listed under the Group TAXID# CLM#-{5}. And no other information was given by rep. Said to rebill the corrected claim TFL-{6} months from DOS.	Active	

1 2

1 - 10 of 12 items

Once user save the Note Template information it'll be listed in the Note Template tab where user can edit the Note Template or Activate, Deactivate the Note Template with buttons in the action column.

- **Status:** In the Status tab user can add the new Status.



Status

Add Status

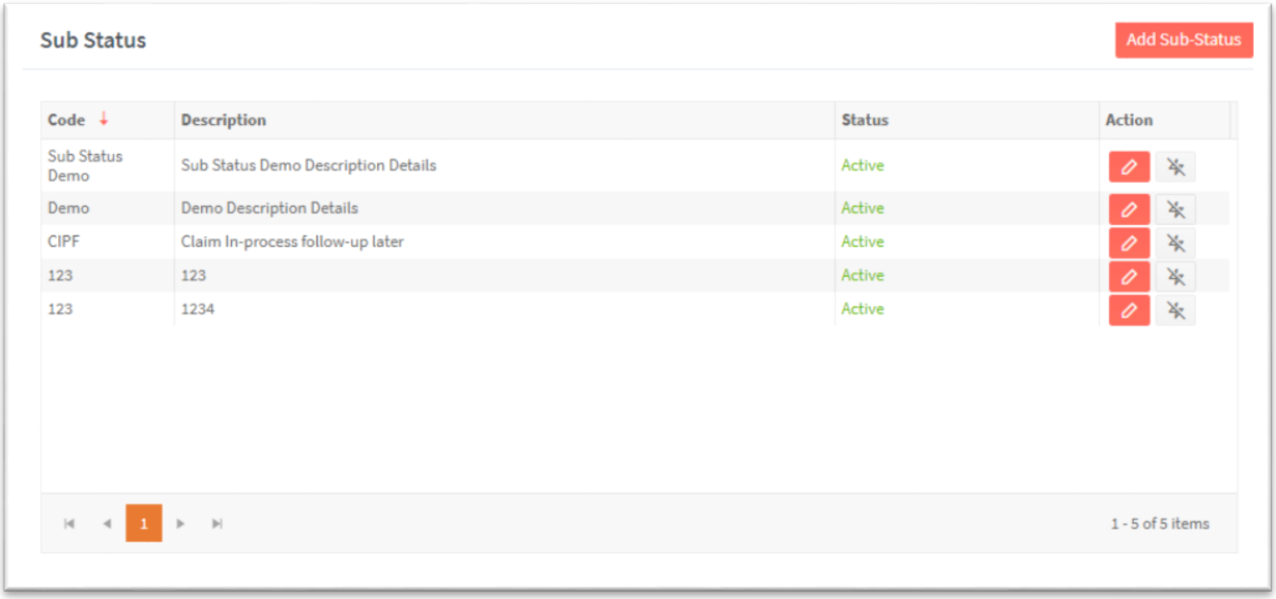
Code	Description	Status	Action
testing	testing	Inactive	
Test121	ddasfsf	Active	
test103	aswdefrgth	Active	
Test102	asdkl;a	Active	
PROISS	PROVIDER ISSUE	Active	
code2	demo	Active	
code1	test	Active	
CIP	CLAIM IN PROGRESS	Active	
12345	12345	Active	
12345	123456	Active	

1 2

1 - 10 of 12 items

Once user save the Status information it'll be listed in the Status tab where user can edit the Status or Activate, Deactivate the Status with buttons in the action column.

- **Sub-Status:** In the Sub-Status tab user can add the new Sub-Status.



Sub Status

Add Sub-Status

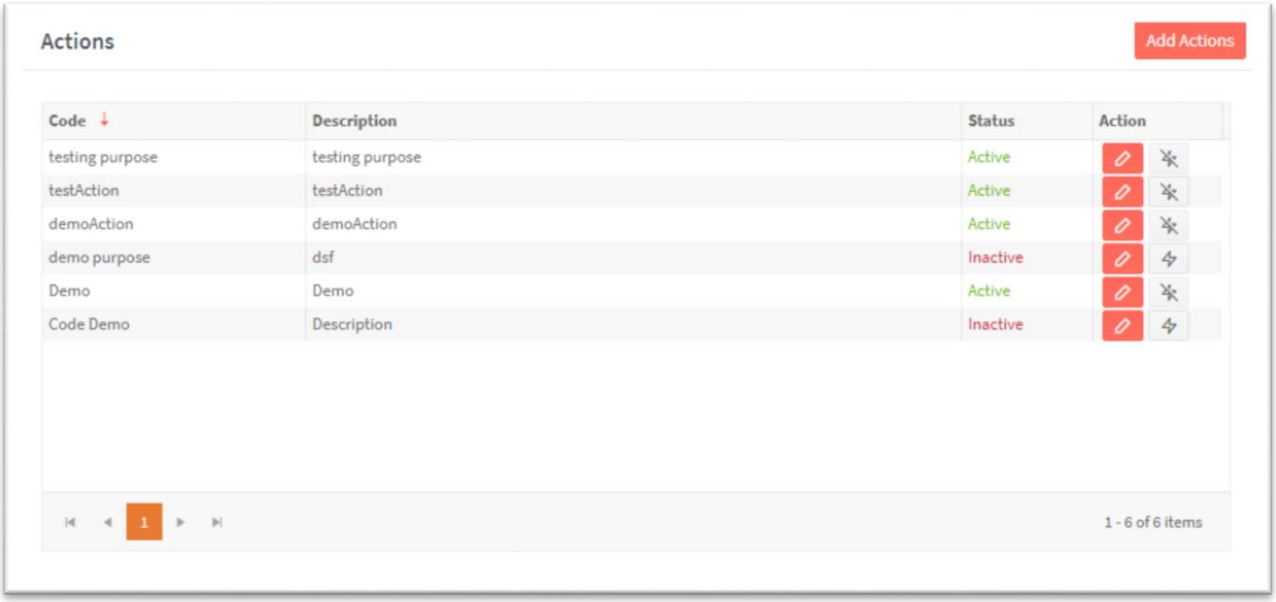
Code	Description	Status	Action
Sub Status Demo	Sub Status Demo Description Details	Active	
Demo	Demo Description Details	Active	
CIPF	Claim In-process follow-up later	Active	
123	123	Active	
123	1234	Active	

1

1 - 5 of 5 items

Once user save the Sub-Status information it'll be listed in the Sub-Status tab where user can edit the Sub-Status or Activate, Deactivate the Sub-Status with buttons in the action column.

- **Actions:** In the Actions tab user can add the new Actions.



Actions

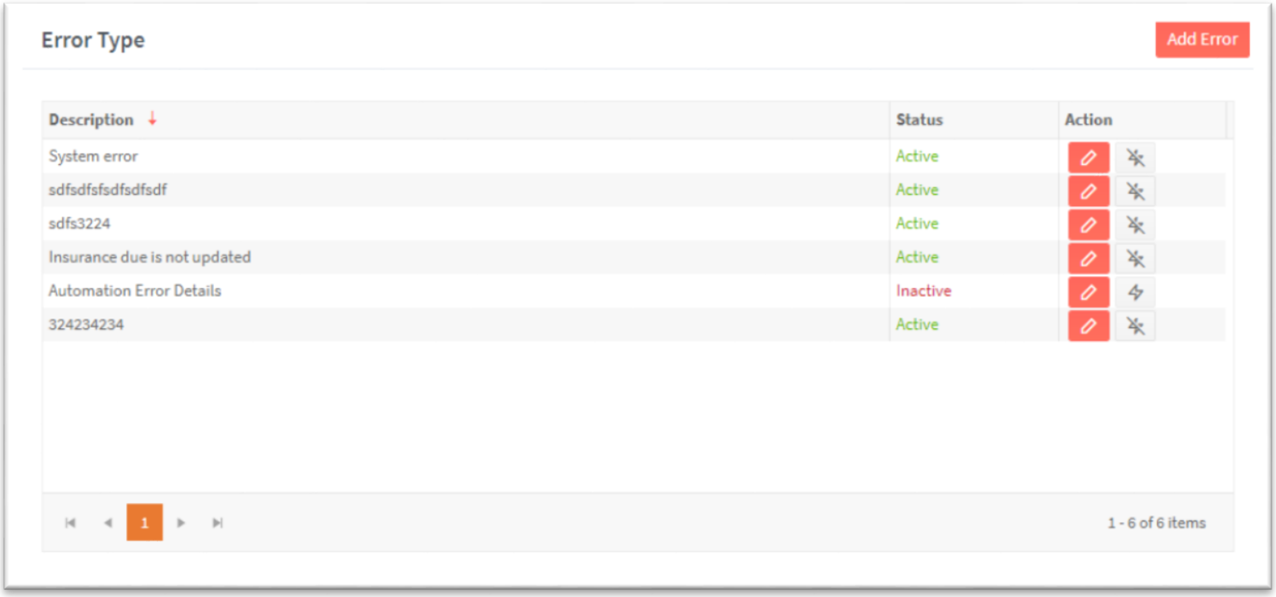
Add Actions

Code	Description	Status	Action
testing purpose	testing purpose	Active	
testAction	testAction	Active	
demoAction	demoAction	Active	
demo purpose	dsf	Inactive	
Demo	Demo	Active	
Code Demo	Description	Inactive	

1 - 6 of 6 items

Once user save the Actions information it'll be listed in the Actions tab where user can edit the Actions or Activate, Deactivate the Sub-Status with buttons in the action column.

- **Error Type:** In the Error Type tab user can add the new Error Type.



Error Type

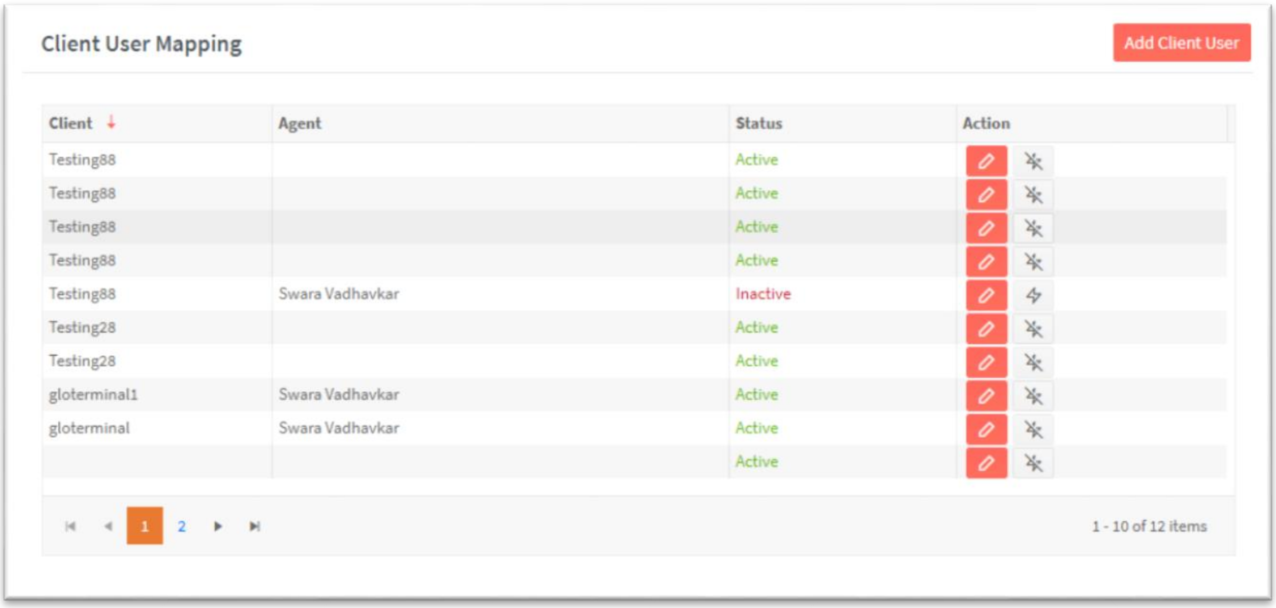
Add Error

Description	Status	Action
System error	Active	
sdfsdfsfsdfsdfsdf	Active	
sdfs3224	Active	
Insurance due is not updated	Active	
Automation Error Details	Inactive	
324234234	Active	

1 - 6 of 6 items

Once user save the Error Type information it'll be listed in the Error Type tab where user can edit the Error Type or Activate, Deactivate the Sub-Status with buttons in the action column.

- **Client User Mapping:** In the Client User Mapping tab user can map the new Client User.



Client User Mapping

Add Client User

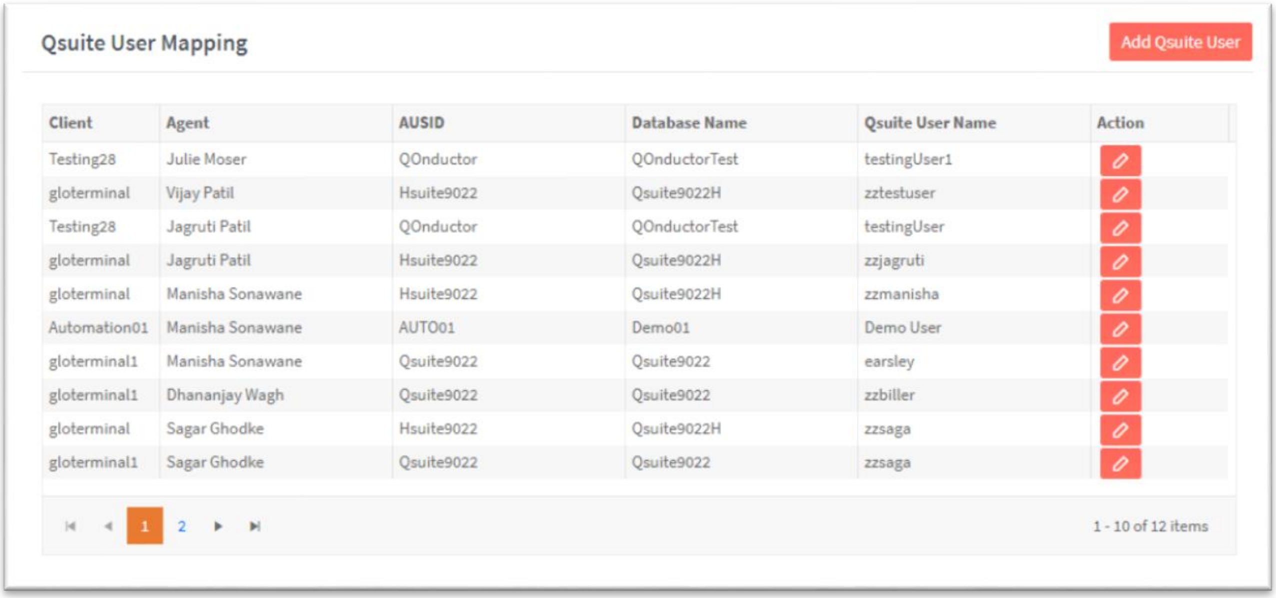
Client	Agent	Status	Action
Testing88		Active	
Testing88		Active	
Testing88		Active	
Testing88		Active	
Testing88	Swara Vadhavkar	Inactive	
Testing28		Active	
Testing28		Active	
gloterminal1	Swara Vadhavkar	Active	
gloterminal	Swara Vadhavkar	Active	
		Active	

1 2

1 - 10 of 12 items

Once user save the Client Agent information it'll be listed in the Client User Mapping tab where user can edit the Client, Agent or Activate, Deactivate the Client User with buttons in the action column.

- **Qsuite User Mapping:**



Qsuite User Mapping

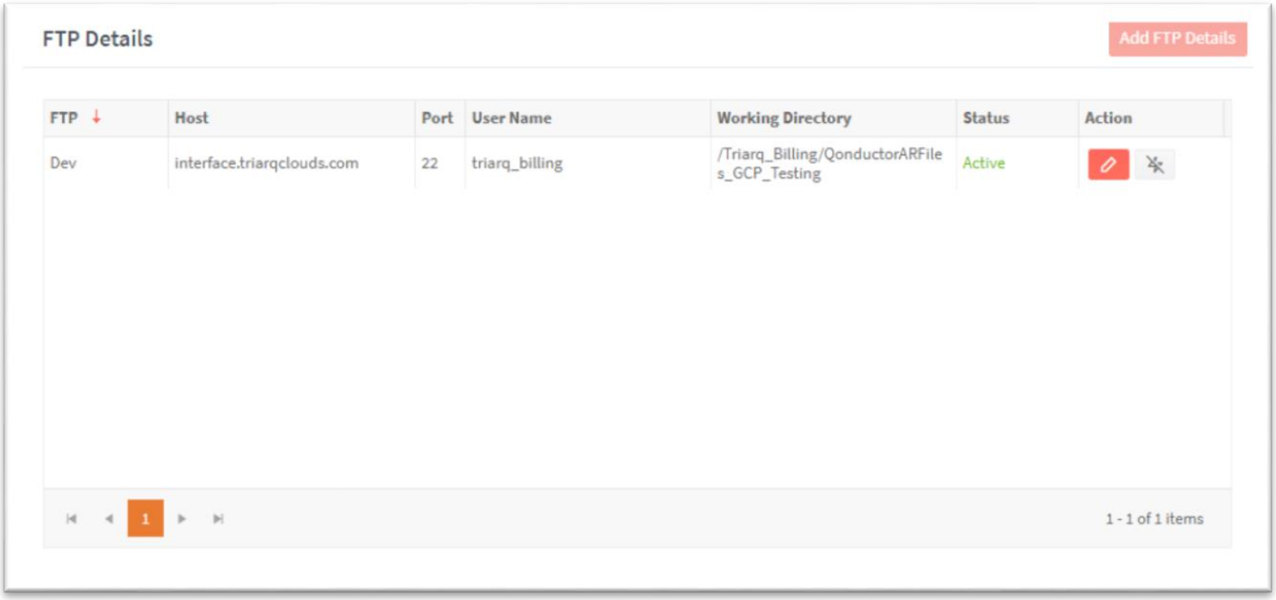
Add Qsuite User

Client	Agent	AUSID	Database Name	Qsuite User Name	Action
Testing28	Julie Moser	QOnductor	QOnductorTest	testingUser1	
gloterminal	Vijay Patil	Hsuite9022	Qsuite9022H	zztestuser	
Testing28	Jagruti Patil	QOnductor	QOnductorTest	testingUser	
gloterminal	Jagruti Patil	Hsuite9022	Qsuite9022H	zzjagruti	
gloterminal	Manisha Sonawane	Hsuite9022	Qsuite9022H	zzmanisha	
Automation01	Manisha Sonawane	AUTO01	Demo01	Demo User	
gloterminal1	Manisha Sonawane	Qsuite9022	Qsuite9022	earsley	
gloterminal1	Dhananjay Wagh	Qsuite9022	Qsuite9022	zzbiller	
gloterminal	Sagar Ghodke	Hsuite9022	Qsuite9022H	zzsaga	
gloterminal1	Sagar Ghodke	Qsuite9022	Qsuite9022	zzsaga	

1 2

1 - 10 of 12 items

- **FTP Details:** In the FTP Details tab user can add and view the FTP Details.



FTP Details

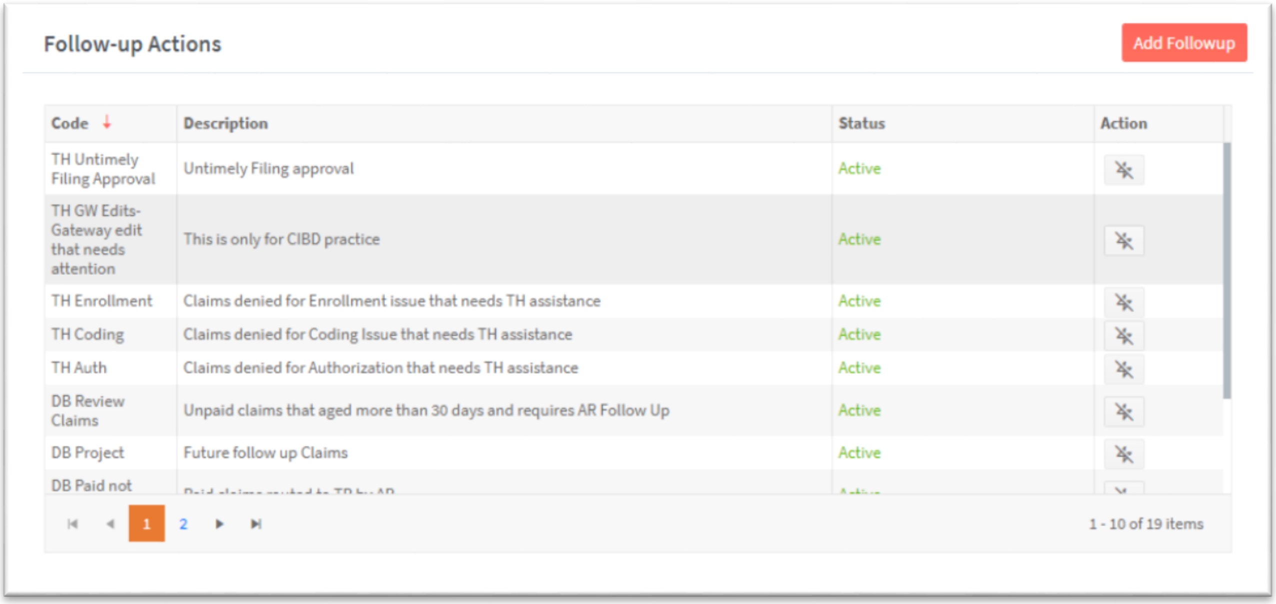
Add FTP Details

FTP	Host	Port	User Name	Working Directory	Status	Action
Dev	interface.triarqclouds.com	22	triarq_billing	/Triarq_Billing/QonductorARFiles_GCP_Testing	Active	

1

1 - 1 of 1 items

- **Follow-up Action:** In the Follow-up Action tab user can add the new Follow-up Action.



Follow-up Actions

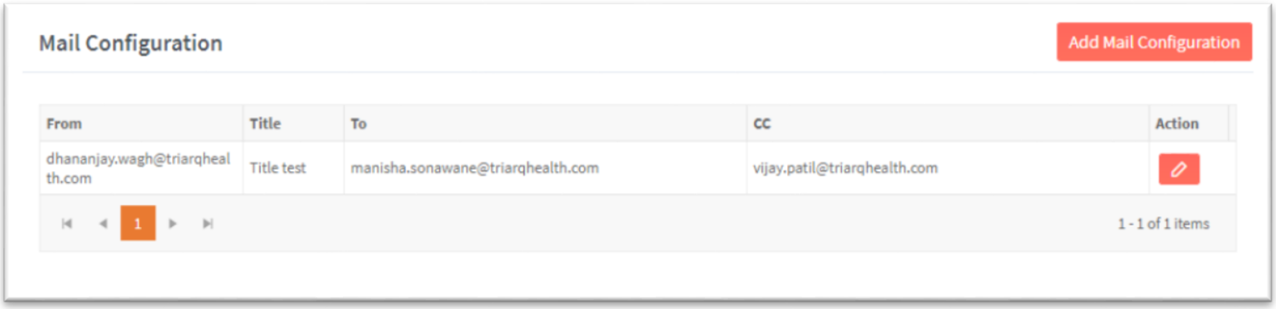
Add Followup

Code	Description	Status	Action
TH Untimely Filing Approval	Untimely Filing approval	Active	
TH GW Edits-Gateway edit that needs attention	This is only for CIBD practice	Active	
TH Enrollment	Claims denied for Enrollment issue that needs TH assistance	Active	
TH Coding	Claims denied for Coding Issue that needs TH assistance	Active	
TH Auth	Claims denied for Authorization that needs TH assistance	Active	
DB Review Claims	Unpaid claims that aged more than 30 days and requires AR Follow Up	Active	
DB Project	Future follow up Claims	Active	
DB Paid not			

1 2

1 - 10 of 19 items

- **Mail Configuration:** In the Mail configuration tab user can add the default mail title and mail recipient also you can edit the added record.



Mail Configuration

Add Mail Configuration

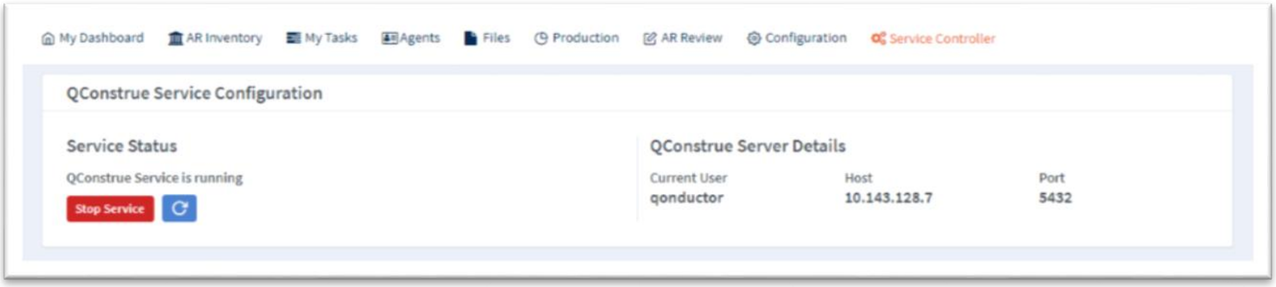
From	Title	To	CC	Action
dhananjay.wagh@triarqhealth.com	Title test	manisha.sonawane@triarqhealth.com	vijay.patil@triarqhealth.com	

1

1 - 1 of 1 items

11. Navigation of Service Controller in Qonductor Web Portal.

Qonductor Web Portal → Login → Service Controller.



QConstrue service is used to parse the dell flat file to the Qonductor web portal. User can control the service from Service Controller. Also user can get the QConstrue service details like Current user, Host name and Port number.