How to create account in Prod - eCC

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1.

Login to CyberArk to access eCC Admin Desktops. Open required Prod. If the user is not found in Staff Browser, then you need to create user account.

Click on Create Staff under Healthcare Organization tab.

2.

Under Create new Staff window, fill all the highlighted marked details-

Staff type –

Staff Type

Job Role

Medical

Physicians and Medical Directors only

Nursing

RN, LPN, PA, NP

Others

Corporate Staff, Clerical, Billing Staff, PAS

Support

RD, MSW, PCT, Biomed Tech

MSI NUMBER –

Use the Employee ID or ZID (must be unique)

Providers, PA, NP and PG Staff do not follow this rule, they use another number.

Signature –

Enter First Name and Last Name

This must be unique, you may need to add 01, 02 if needed

Last NameFirst NameMiddle Initial (if known)Credential/TitlePick a gender- M/F/UnknownActive – should have a checkSchedulable – should have a check

3.

Next step, you will need to add the clinics to the profile. Click on Healthcare Organization > Assign Staff.

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Others

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Support

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Staff Type, if this is a new user, the name should be found at the bottom of the list. If not found, click the tab at the top to sort the list in numerical/alphabetical order. Select the user and the name will appear in the next box.Authority- Always check the “Other” box unless you have a Physician, they have “Attending” box checked.Click the box to open the clinic selection list. Expand the list as needed to find the correct clinic(s); each clinic will have 2 boxes to check.Click Add and press OK on the next popup screen.

4.

All the clinics you selected should be listed in the box. Each clinic should be listed twice.

5.

Open Tools > Security > Security Configuration.

If this is a new user setup, click Add at the bottom of the page as shown above. Further, you will get User properties window and you need to fill all highlighted fields,

Enterprise User ID: Use the ZID/EID (this will search user in Active Directory, if the account does not exist in AD, you will not be able to continue).Click Search.The search results should show the employee that you are adding – double click on the name. The fields will auto populate (the Description and Abbreviated Name must be unique).Select the Preference Group according to the Job Title/Job Role,

Preference group

Job role

Clinic Staff

RNs, LPNs, Clinic Managers

Medical Director

Only the Medical Directors can have this (Provider DB will show who is MD)

Non-Clinical Staff

Corporate Users who have 2800 access (all clinics)

NP wo co signature

NPs who do not require a Physician to sign off for orders (varies state to state)

Nutrition Services

Dietitians only

PA wo co signature

PA who do not require a Physician to sign off for Rx (varies state to state)

Patient Care Techs

PCTs and CCHT

Physician

All Physicians get this group unless they are a Medical Director at one of the clinics

Physician Extenders

All Pas and NPs who require a Physician to sign off their orders

Physician Group Staff

PG Staff, non-employees that do research/billing for the Physician Practice Groups

Social Services

MSW, Social Workers

Check the box next to User Contact (for all users)Enter the Sign Level according to Job Title/Job Role

Sign Level

Job role

Sign level 3

LPNs and RDs

Sign level 4

RN, CM, PA, NP

Sign level 6

Medical Directors, NP wo cosignature and PA wo cosignature

EVERYONE else leave the box EMPTY

Assign Existing staff: Please confirm that the correct user is highlighted, then click OK.

6.

Click on the Usergroups tab at the top. The clinic and role for the user should be listed. You can search for the Usergroup by using the clinic number or by the role,

If you will enter the clinic number, then you will see all the roles that the clinic has available,

When you search by the role, it will show you all clinics with that role,

Select the correct group, then click OK. This will complete the setup.

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