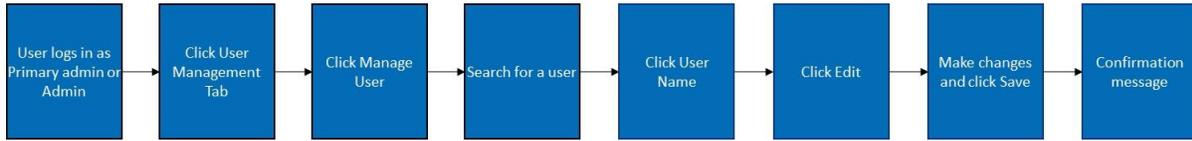


User Management – Update User Profile

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process for updating user profile information.



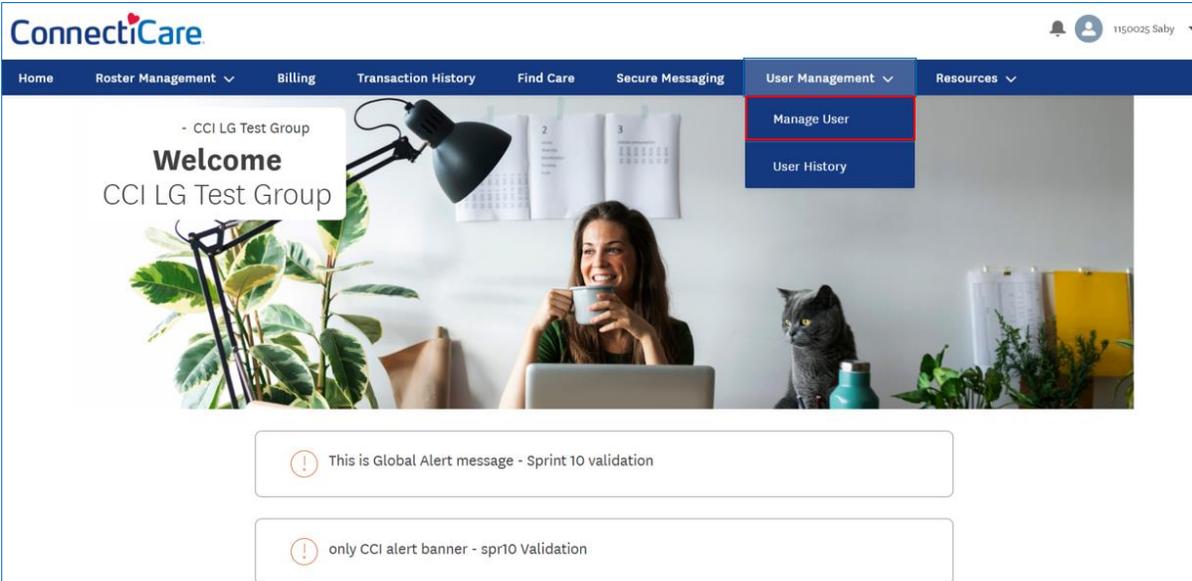
Let us look at the steps in detail for updating user profiles

Purpose: Update User Profiles.



Step 1:

1. From the **ConnectiCare Home** page, click the **User Management** tab.
Note: The User Management tab is only visible on the home page for Primary Admin and Admin users.
2. From the drop-down menu, select **Manage User**.





Step 2:

1. Select a **User Name** from the list of users.

Home > User Management

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User Management

[Add New Portal User](#)

User Role: --None-- Search [ⓘ] [Reset Search](#)

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
Smith, John	johnsmith@cci.com	johnsmith@connecticare.com	1234567891	01/04/2022	05/16/2022	Active	Employer Billing Access
Brown, Charlie	charliebrown@cci.com	charliebrown@cci.com	1234567891	01/13/2022	02/14/2022	Active	Employer All Access



Step 3:

- The User Detail Information screen displays.
1. Click **Edit** to change and update the user profile details.

Home > User Detail Information

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User Detail Information

[Reset Password](#)
[Deactivate User](#)
[Retrigger Welcome Email](#)

▼ User Information

First Name
John

Mobile
1234567891

Email ID
johnsmith@connecticare.com

Last Name
Smith

Phone

User Role
Employer Billing Access

User Name
johnsmith@cci.com

Extension

Edit

Groups Associated to User ▼

Subgroups Associated to User ▼



Step 4:

1. Edit the User information as needed. In this example, we changed the user role.
Note: The Email ID is the email address you wish to associate with the user's account.
2. Click **Save**.

Edit User

Salutation

First Name*

John

Middle Name

Last Name*

Smith

Mobile

(123) 456-7891

Phone

Extension

Email ID

johnsmith@connecticare.co

User Role*

Employer All Access

Please enter user name in an email format

User Name*

johnsmith@cci.com

*Required information

Save

[Cancel](#)



Step 5:

The User Detail Information page displays.
 1. View the updated user profile information.

Home > User Detail Information

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User Detail Information

Reset Password
Deactivate User
Retrigger Welcome Email

▼ User Information

Edit

First Name John	Last Name Smith	User Name johnsmith@cci.com
Mobile 1234567891	Phone	Extension
Email ID johnsmith@connecticare.com	User Role Employer All Access	

Groups Associated to User ▼

Subgroups Associated to User ▼



Step 6:

(Optional) View the update made to the user's profile in User History.
 1. Click the **User Management** tab and from the drop-down menu select **User History**.

Home Roster Management ▼ Billing Transaction History Find Care Secure Messaging **User Management ▼** Resources ▼ Co-browsing with Agent

Manage User

User History

Home > User Detail Information

- CCI LG TEST GROUP

User Detail Information

Reset Password
Deactivate User
Retrigger Welcome Email

▼ User Information

Edit

First Name John	Last Name Smith	User Name johnsmith@cci.com
Mobile 1234567891	Phone	Extension
Email ID johnsmith@connecticare.com	User Role Employer All Access	



Step 7:

The User History screen displays.

1. View the update made to the user's profile in the User History table.

Note: Specific information can be searched for in the **Search** bar.

[Home > User History](#)

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User History

Q Search ⓘ

User Name	Event Description	Old Value	New Value	Date/Time Created	Updated By
John Smith	Role	Employer Billing Access	Employer All Access	05/16/22 06:58 PM	Saby, Viji

Thank
You