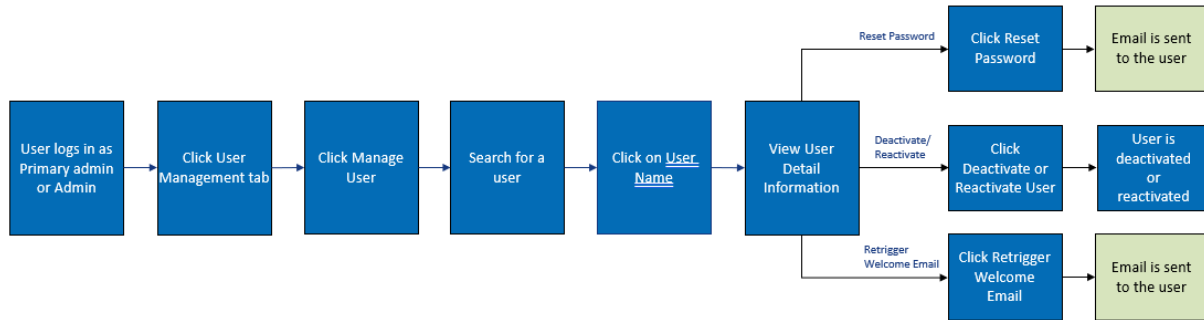


User Management – Deactivate/Reactivate User

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview of the process for Deactivating and Reactivating a User.



Let us look at the steps in detail for Deactivating/Reactivating a User.

Purpose: Deactivate or Reactivate a User.



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**.

The screenshot shows the ConnectiCare Home page. The top navigation bar includes links for Home, Roster Management, Billing, Transaction History, Find Care, Secure Messaging, User Management, and Resources. The 'User Management' dropdown menu is open, showing 'Manage User' and 'User History'. The main content area features a welcome message for 'Enercare Corp Ltd' and several alert banners and news items.



Step 2:

The User Management screen displays.

1. Select a **User Name** from the displayed list.

Home > User Management

- GROUP 2738

User Management

Add New Portal User

User Role: --None-- Search

Name	User Name	Email	Mobile	Created Date	Last Modified Date	Status	User Role
Yamuna, Yara	yamuna@cci.com	yamuna@connecticare.com	2589631470	03/24/2021	05/17/2022	Active	Employer All Access
Brown, Dan	dbrown@cci.com	dbrown@cci.com	5544665655	03/29/2021	03/15/2022	Active	Employer All Access
Rochas, Nick	nickrochas@cci.com	nickrochas@cci.com	8327727282	03/29/2021	03/01/2022	Active	Employer Enrollment Access



Step 3:

The User Detail Information screen displays.

1. Click **Deactivate/Activate User**.

Note: The **Deactivate User** button will only appear if the user is currently active.

Home > User Management > User Detail Information

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User Detail Information

Reset Password Deactivate User Retrigger Welcome Email

User Information

Edit

First Name Yara	Last Name Yamuna	User Name yamuna@cci.com
Mobile 2589631470	Phone	Extension
Email ID yamuna@connecticare.com	User Role Employer All Access	

Groups Associated to User

Subgroups Associated to User



Step 4:

The Confirmation screen displays.

1. Click **Yes** to Deactivate/Reactivate the user.

Note: The User Detail Information page will display. If the user was deactivated, the **Activate User** option will appear and vice versa.

Home > User Management > User Detail Information

- ENERCARE CORP LTD

User Detail Information

Reset Password Deactivate User Retrigger Welcome Email

Are you sure you want to Deactivate the user?

Yes No

Edit

First Name Last Name User Name



Step 5:

The Confirmation screen displays.

1. View the confirmation message that the user was deactivated.

Note: If the user was deactivated, the **Activate User** option will appear and vice versa.

Home > User Management > User Detail Information

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User Detail Information

Reset Password Activate User Retrigger Welcome Email

User deactivated successfully

▼ User Information

Edit

First Name Yara	Last Name Yamuna	User Name yamuna@ccl.com
Mobile 2589631470	Phone	Extension
Email ID yamuna@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 status in User History.
1. Click the **User Management** tab and from the drop-down menu select **User History**.

The screenshot shows the 'User Management' dropdown menu with 'User History' selected. The main content area displays 'User Detail Information' for a user named Yara Yamuna. The user's status is 'Inactive', and the 'User History' table shows a recent update from 'Active' to 'Inactive'.

User Detail Information

Buttons: Reset Password, Activate User, Retrigger Welcome Email

User deactivated successfully

▼ User Information

Edit

First Name	Last Name	User Name
Yara	Yamuna	yamuna@cci.com
Mobile	Phone	Extension
2589631470		
Email ID	User Role	
yamuna@connecticare.com	Employer All Access	



Step 7:

- The User History screen displays.
1. View the update made to the user's status in the User History table.
Note: Specific information can be searched for in the **Search** bar.

The screenshot shows the 'User History' screen with a search bar and a table of user status changes. The table has columns for User Name, Event Description, Old Value, New Value, Date/Time Created, and Updated By. A red box highlights the first row, which shows a status change for Yara Yamuna from Active to Inactive.

User History

Q Search ⓘ

User Name	Event Description	Old Value	New Value	Date/Time Created	Updated By
Yara Yamuna	Status	Active	Inactive	05/16/22 11:07 PM	Lewis, Lauren

Thank You