Accessing LTC Providers Reporting Portal
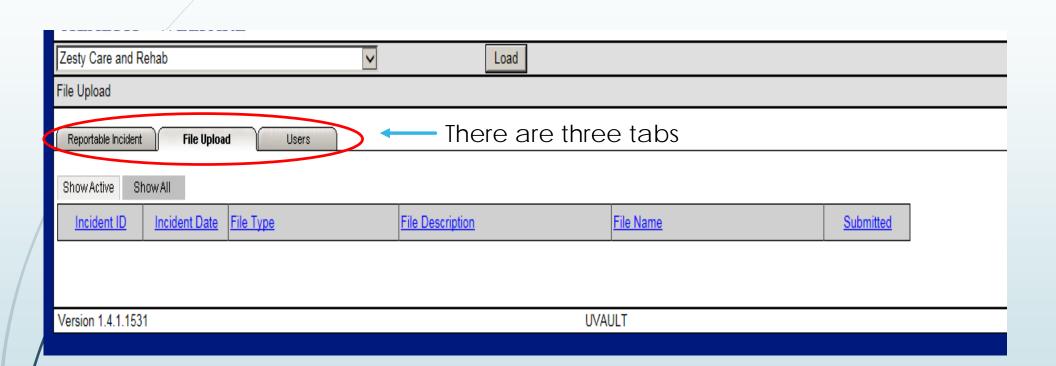
Administrator Users and
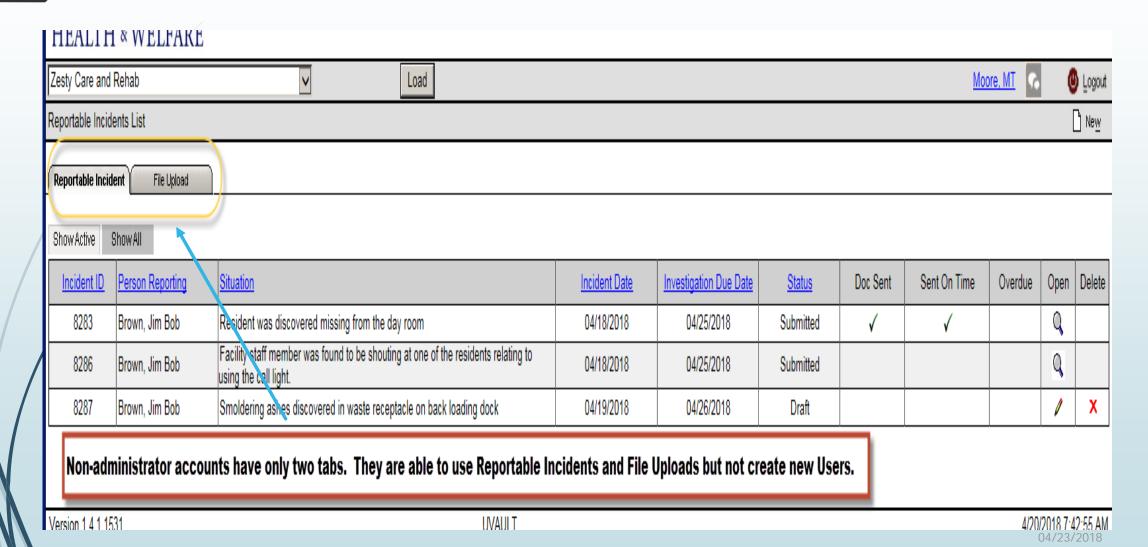
Non-Administrator Users

Two distinct User Types

- Administrator/System Administrator User
    - Must be created by Bureau of Facility Standards
    - Ability to add reportable events, investigations, and new facility users
- Non-Administrator User
    - Created by facility Administrator
    - Ability to add reportable events and investigation results

Administrator User View

There are three tabs
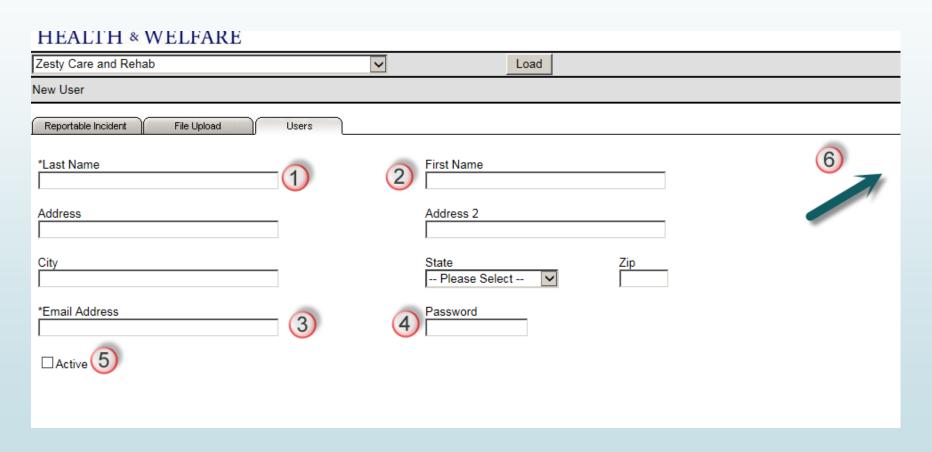
Non-administrator User View

Administrator: Initial Access

- Bureau of Facility Standards must have been officially notified the individual is the designated facility administrator

- Administrator contacts the Bureau; which should be done by email to FSB@dhw.Idaho.gov to request new/initial access to the portal

- BFS staff will create the administrator account and notify the administrator via two separate emails (usernames and passwords should never be sent in the same email, for security purposes)

- The administrator has the ability to change the initial password after logging into the portal

Non-administrator User Access

- Granted and accomplished by the facility administrator

- Each user must have a unique email address (as this serves as the username for the portal)

- **Administrator**: Log on to portal > select Users tab > click the "New" icon (upper right of screen) > enter new user's Last Name, First Name, unique email address, and create a new Password > check the Active box > click the Save icon. Notify the new user of the portal URL as well as their username and password

Creating a non-administrator user account

Changing password and/or email

- Any user: log on to portal
- Locate and click on user's name (upper right of screen, underscored and blue in color)
- Click in the Password box and enter a new password
- Click in the Confirm Password box and re-enter the new password
- Click the Save icon (upper right of screen)
- The new password will then be needed to log onto the portal

- The email address can be changed in the same manner; the email address is the person's username and is necessary for accessing the portal.

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User profile view – accessed by clicking on user's name found in upper right of screen