



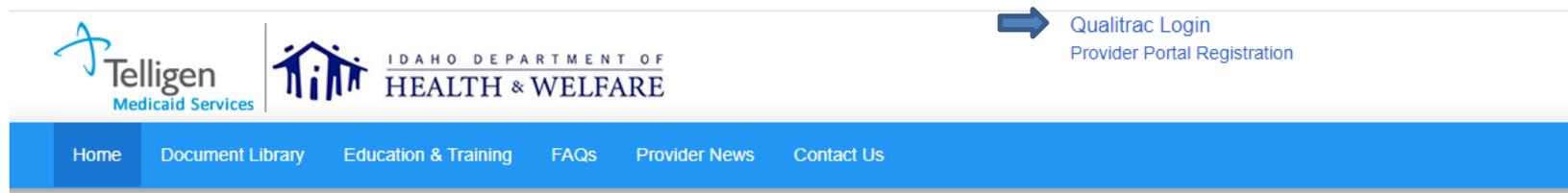
**Authorized Official
Training User Guide
January 2021**



Welcome to Qualitrac!

<https://idmedicaid.telligen.com/home>

- Monitor this website for ongoing information pertaining to the Provider Portal and the review process.
- Click on the “Qualitrac Login” link on the top right corner of the website to access Qualitrac.



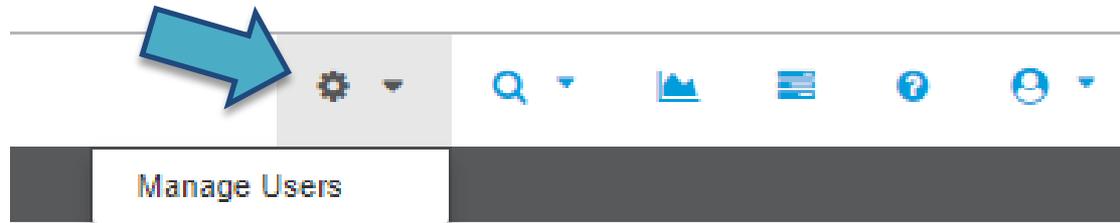
Authorized Official Training User Guide

- The Authorized Official will be the point of contact for the organization.
- The AO will be able to see all users associated with any organizations/physicians the AO has access to.
- The AO can click on any of the blue links in the line to get to the user's details.

User Org Report User Client Report Add User					
Client	User Name	First Name	Last Name	Email Address	Phone Number
<input type="text" value="Client Name"/>	<input type="text" value="swilsonmp "/>	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Email Address"/>	<input type="text" value="Phone Number"/>
Montana - Mountain Pacific	swilsonMP	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555
Show <input type="text" value="10"/> entries					
Showing 1 to 1 of 1 entries					
Previous <input type="text" value="1"/> Next					

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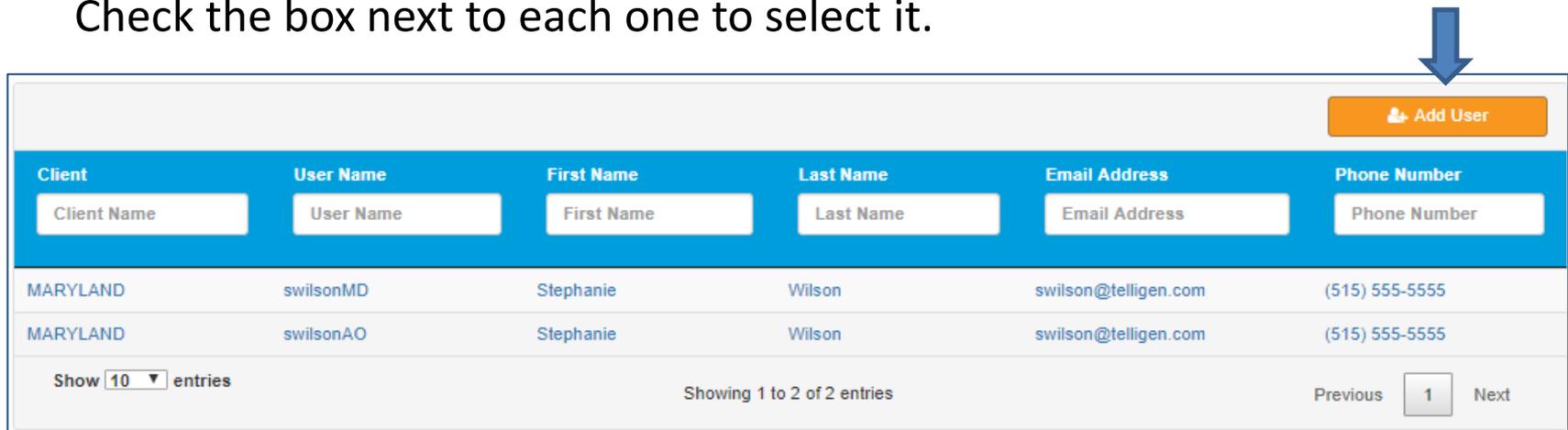
Authorized Officials are the only users with access to the Admin tool. Provider Practice Users will not see this icon.



To add/edit/deactivate users, the AO must click on the Admin icon and select **Manage Users**.

Authorized Official Training User Guide: Set Up a New User

- To create a new user, the AO must click the **Add User** button located on the top right corner of the **Manage Users** page.
- Fields with a red asterisk (*) are required fields.
- The Organization's drop-down will allow the AO to associate users to the organization(s)/physician group(s) available to the AO to select from. Check the box next to each one to select it.



The screenshot shows the 'Manage Users' interface. At the top right, there is an orange 'Add User' button with a person icon, indicated by a blue arrow. Below it is a table with columns for Client, User Name, First Name, Last Name, Email Address, and Phone Number. The table contains two entries for 'MARYLAND' with user names 'swilsonMD' and 'swilsonAO', both for 'Stephanie Wilson' with email 'swilson@telligen.com' and phone '(515) 555-5555'. At the bottom, there is a 'Show 10 entries' dropdown, 'Showing 1 to 2 of 2 entries', and 'Previous 1 Next' navigation.

Client	User Name	First Name	Last Name	Email Address	Phone Number
MARYLAND	swilsonMD	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555
MARYLAND	swilsonAO	Stephanie	Wilson	swilson@telligen.com	(515) 555-5555

Show 10 entries Showing 1 to 2 of 2 entries Previous 1 Next

Authorized Official Training User Guide: Set Up a New User

Qualitrac Account

Client *
IDAHO ▾

Organization *
None selected ▾
 ABUNDANT LIFE VEIN CENTERS LLC
 ST LUKE'S REGIONAL MEDICAL CENTER

First Name *
Stephanie

Middle Name

Last Name *
Wilson

Display Name *
swilson

Username *
swilson

Email *
swilson@Telligen.com

Address Line 1 * Address Line 1 is a required field

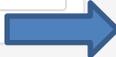
Address Line 2

City * **State *** **Zip ***
#####

Phone Number * **Ext** **Phone Type ***
(999) 999-9999

Preferred Contact Method *
 Phone
 Email

Cancel Save



Authorized Official Training User Guide

- The Authorized Official and the User will be able to edit any of their information (address, phone, email, last name, etc.) except for the Username field.
- Once a username is created, it cannot be changed. The user would have to be deactivated and set up again to have a different username.
- Username must be distinct in the system. If another user is set up and matches on a username already in the system, the user will not be saved, and the AO will be forced to enter a new username that does not match with any others.



Authorized Official Training User Guide: Set Up a New User

- After clicking save, the system will send a Welcome email to the new user where they will be prompted to Activate their Qualitrac Account and then prompted to enter a Password.

Hi karen,

A Qualitrac user account has been created for you.

Click the following link to activate your Qualitrac account:

[Activate Qualitrac Account](#)

This link expires in 7 days.

Your username is **kmendozatest1**

Authorized Official Training User Guide: Password Reset

- The AO has ability to send a Password Reset to any user the AO has access to. This tab can be located on the bottom left of the user's account details. An orange button with a white envelope icon and the text 'Send Password Reset'.
- After clicking Send Password Reset, the system will generate a Qualitrac Password Reset Requested email to the email address on user's record.
- The user will then be prompted to Reset Password.

Authorized Official Training User Guide: Password Reset

Qualitrac Password Reset Requested



Qualitrac Do Not Reply <donotreply@telligent.com>

To  Karen Mendoza

Retention Policy Delete Email Older than 3 Years (3 years)

 If there are problems with how this message is displayed, click here to view it in a web browser.

Hi karen,

A password reset request was made for your Qualitrac account. If you did not make this request, please contact your authorized official immediately.

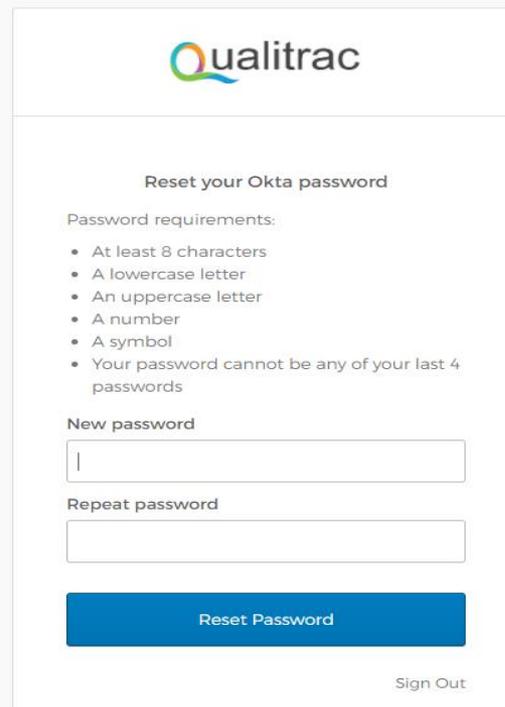
Click this link to reset the password for your username, kmendozatest1:

[Reset Password](#)

This link expires in 3 days.

Authorized Official Training User Guide: Password Reset

- The user will need to click Reset Password and be taken to the Reset Password page.

A screenshot of the Qualitrac password reset interface. At the top is the Qualitrac logo. Below it is the heading 'Reset your Okta password'. Underneath, the text 'Password requirements:' is followed by a bulleted list: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'A symbol', and 'Your password cannot be any of your last 4 passwords'. There are two input fields: 'New password' and 'Repeat password'. At the bottom is a blue 'Reset Password' button and a 'Sign Out' link.

Qualitrac

Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Your password cannot be any of your last 4 passwords

New password

Repeat password

Reset Password

[Sign Out](#)

Authorized Official Training User Guide: Deactivate Users

- To deactivate a user, simply go to the Manage Users tab, find the username you need to access and click **Deactivate User**.

Qualtrac Account Client Specific Contact Information

Client * MARYLAND	Role * Operations Manager
First Name * Stephanie	Address Line 1 * 1776 West Lakes Parkway
Middle Name	Address Line 2
Last Name * Wilson	City * West Des Moines
Display Name * swilsonMD	State * Iowa
Username * swilsonMD	Zip * 50266
Email * swilson@telligen.com	Phone Number * (815) 655-8555
	Ext
	Phone Type * Work
	Preferred Contact Method * <input type="radio"/> Phone <input checked="" type="radio"/> Email

[Deactivate User](#) [Send Password Reset](#) [Cancel](#) [Save](#)





Important Information

- Website:



<https://idmedicaid.telligen.com/home>

- Idaho Call Center & Provider Help Desk:



Email: IDMedicaidsupport@telligen.com

Toll-free Phone (866) 538-9510