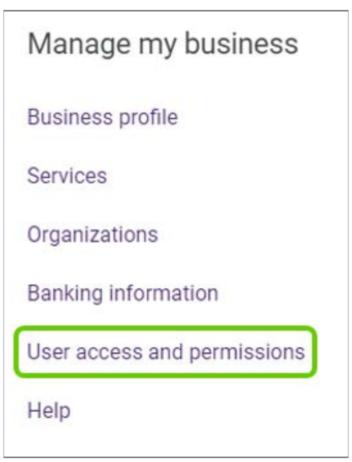
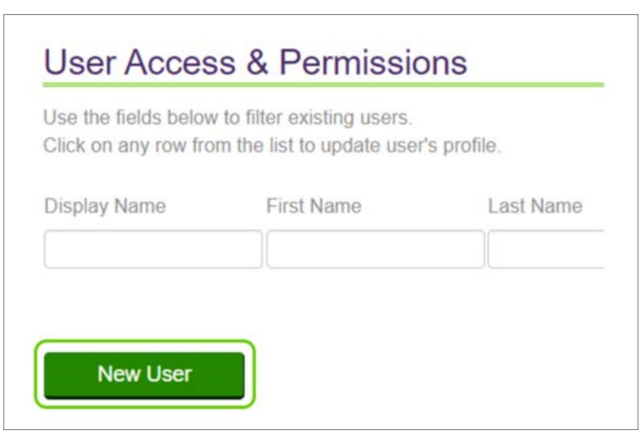
How do I **add users** to my account?

Use this document if you have staff who require access to your account to assist you in administrative and billing tasks. The steps shown here are for adding a user to your account. Other functionality, including editing a user and their access as well as suspending or deleting a user is in the user guide which is available from the User Access & Permissions application (see "Learn more" below).



Step 1: User access & permissions link.

Login to the provider portal and select the menu button ( ) menu and then select the **User access and permissions** link.



Step 2: Create a new user.

Click the New User button to start the process.

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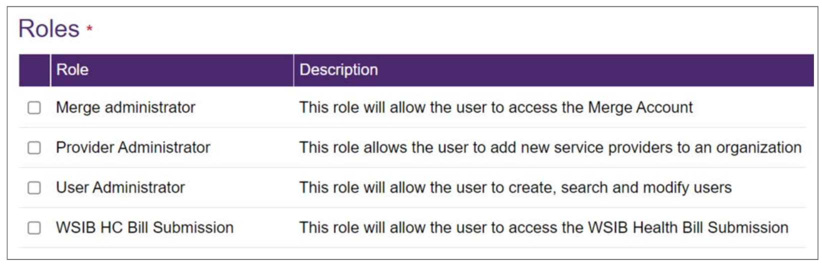
Step 3: Enter the user's identifying information.

Enter the first, last and display name for your new user. Specify the language of your user (ENG or FR) which will determine the language of the portal when your user logs in.

The email address is optional provided that there is an email address specified for the organization on the Business Profile page. In this case, if you leave the email address blank, the credentials will be sent to the organization's email address. Otherwise if there is no email address specified for the organization, you must provide an email address for this user.

Step 4: Select the user's roles.

You can select multiple roles for your user. The roles determine the applications to which the user will have access. The roles that are available for selection depend on your service(s) (WSIB or eClaims) and your account type (independent provider, organization or head office). Below are some common user roles. The complete list is available in the user guide.


Roles *

	Role	Description
☐	Merge administrator	This role will allow the user to access the Merge Account
☐	Provider Administrator	This role allows the user to add new service providers to an organization
☐	User Administrator	This role will allow the user to create, search and modify users
☐	WSIB HC Bill Submission	This role will allow the user to access the WSIB Health Bill Submission

Step 5: Select the user's work location and submit.


Work Location(s)

WSIB Location(s)

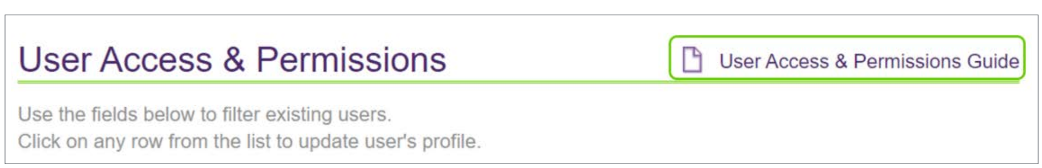
For active users with WSIB Bill Submission role, select at least one WSIB work location.

☐	Work Location ID	Address
☐	2118059	4000 STE CATHERINE STREET WEST SUITE 102 MONTREAL QC H3Z 1P1 CANADA

You will need to specify the user's work location. If you select a WSIB bill submission role, you need to select at least one WSIB work location. Similarly if you have selected an eClaims submission role, you will need to select at least one eClaims location. Click the **Submit** button when you are ready to confirm the new user.

Learn more

To access the **User Access & Permissions** user guide, browse to the application as described in Step 1. The user guide is located in the top right-hand corner of the application.



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