



What to do if your OneHealthPort administrator leaves your organization:

Staff and management leave organizations for a variety of reasons. You should always consider having two OneHealthPort administrators to assist your staff if your organization is big enough to support that need. If you have one administrator and they leave, you have two options for what to do next. See the table below:

<p>Our administrator left our organization and we need to nominate some new users. What do we do now?</p>	<p>If you have other active OneHealthPort users, you can request that one of those users be promoted to the Administrator role. That person can nominate new users and promote a user to administrator if needed.</p> <p>Send a Letterhead fax to OneHealthPort business offices at 1-206-624-3168. Include on the Fax:</p> <ul style="list-style-type: none">a. Name and address of the organizationb. Name and the UserID of the person you wish to have promotedc. A phone number or email contact if OneHealthPort has additional questionsd. Someone in authority (other than the person being promoted) must sign the fax request
<p>What if there are no other OneHealthPort users in our organization?</p>	<p>You will need to re-register your organization with a new administrator. To avoid hitting a Duplicate TIN error you must do the following before you re-register your organization:</p> <p>Send a Letterhead fax to OneHealthPort business offices at 1-206-624-3168. Include on the Fax:</p> <ul style="list-style-type: none">a. Name and address of the organizationb. An explanation that your administrator is no longer with the organization.c. Name of the administrator who is no longer available.d. Reference the TaxID number(s) your organization plans to register.e. A phone number or email contact if OneHealthPort has additional questionsf. Someone in authority must sign the fax request.