

Managing Disabled Accounts

We've seen an increase in calls from Administrators asking to reinstate Subscriber accounts that were removed due to inactivity. Use this tip sheet to help manage accounts before they are removed.

Use the List Users Tool to View your Subscribers

An Organization Administrator can view a roster of Subscriber accounts for their organization at any time. After logging into your Administrator account, click on "List Users" from the Organization Menu.

The screenshot shows the OneHealthPort OHP Administration interface. At the top right is the OneHealthPort logo and a 'Log Out' button. On the left, there's a navigation bar with 'OHP ADMINISTRATION' and a large 'O' logo. The main content area is titled 'OHP Administration' and includes a description: 'This site allows you to manage the OneHealthPort accounts of all Subscribers and your Organization. You may add and delete Subscriber accounts and edit existing accounts. Additionally you may edit your Organization's profiles and nominate additional Administrators.' Below this are two menu sections: 'Subscriber Administration Menu' and 'Organization Menu'. The 'Subscriber Administration Menu' includes options like 'Nominate Subscriber', 'Manage Subscriber', 'Reset Password', 'Modify Subscriber Profile', 'Affiliate Subscriber', 'Remove Subscriber Affiliation', 'Add Subscriber Roles', 'Remove Subscriber Roles', and 'Resend Activation Code'. The 'Organization Menu' includes 'Add/Edit Tax ID', 'Modify Profile', 'Add Administrator', 'Remove Administrator', 'Create Sub-Organization', and 'List Users'. A black arrow points to the 'List Users' option in the Organization Menu.

Red Triangle Indicates the Subscriber is Disabled Due to Inactivity

Once you are in the List Users tool, if you see an account with a red triangle, it means that the Subscriber has been deactivated due to inactivity and will be removed from your organization soon. If the Subscriber is removed from your organization, they will no longer be listed as a user, and you will have to contact OneHealthPort support to reinstate the account.



Subscribers with a red error symbol next to them are not active. Review these accounts immediately to determine if the user should have access before they are removed from your organization.

- If the Subscriber still needs their account, reset their password to reactivate them and let them know to activate their account right away. This will prevent them from being removed from your organization and save you time from having to do extra work to get them reinstated.

- If the Subscriber is no longer part of your organization or does not need their OneHealthPort account, select them from the list and remove their affiliation by clicking the 'Remove Affiliation' button at the top right hand corner of the List User screen.

Download Your Roster for Easier Viewing

If your roster in the List Users tool has several pages of accounts, it is faster to download a list of users to Excel. All Subscribers highlighted in red are at risk of being removed from your account.

Scroll to the bottom of the List Users page for downloading options.

