

Preventing Disabled Accounts

For security, we disable accounts who have not signed in for a long period of time. After being disabled, if the Subscriber is not reinstated quickly, they will be removed from the organization. We've seen an increase in calls asking to reinstate Subscriber accounts that were removed due to inactivity. Follow these tips to ensure accounts stay active and aren't removed from the organization.

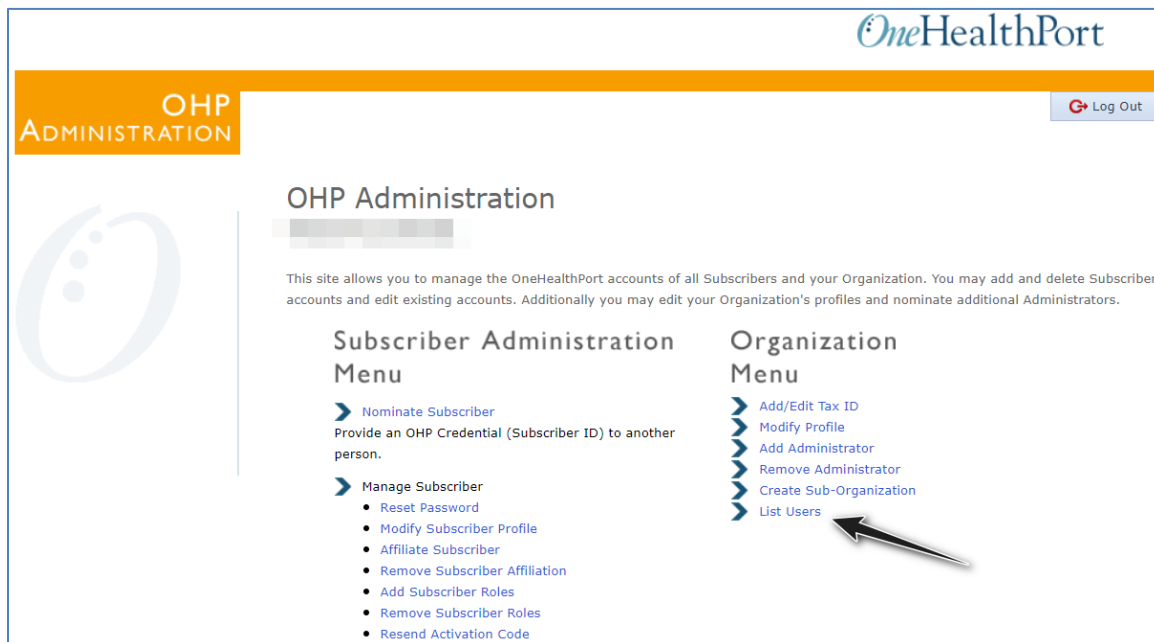
Watch for Notification Emails that the Subscriber is Inactive

OneHealthPort sends notices to the Subscriber reminding them that an account has not been used and to sign into their account. Watch for these emails and if you receive them, log into your account immediately to keep it active.

Based on feedback, we recently started sending notifications to the Administrators as well. Admins, if you receive notice that a Subscriber has not signed into their account, remind them to sign in immediately to keep their account active. Once the account is disabled, you will need to do a password reset to reinstate their account. If they do not log in shortly after being disabled, we will remove them from your organization, and this will require you to contact us for assistance.

Administrators: 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 displays the OneHealthPort OHP Administration dashboard. At the top right is the OneHealthPort logo and a 'Log Out' button. The main header is 'OHP ADMINISTRATION'. Below this, the page title is 'OHP Administration' with a blurred user name. A descriptive paragraph states: '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.' Two main menu sections are visible: 'Subscriber Administration Menu' and 'Organization Menu'. The 'Subscriber Administration Menu' includes options like 'Nominate Subscriber', 'Manage Subscriber', 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.

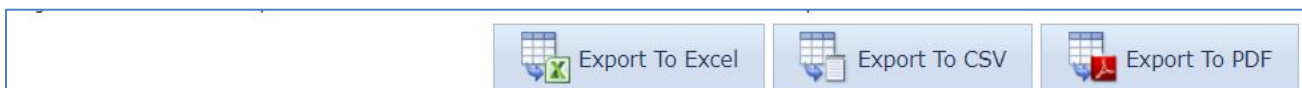


Subscribers with a red error symbol next to them are not active. Review these accounts immediately to determine if the user should have access before they are removed from your organization.

- 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 contact us 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. You will find this option at the bottom of the List Users page.



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.