

# ProviderInfoSource®



## Provider User Guide

Edit My Profile

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Chapter 3

HealthLink®



ProviderInfoSource is an online tool that gives you and your staff immediate access to information pertinent to your practice

<http://providerinfosource.healthlink.com>

### 3.0 EDIT MY PROFILE

#### 3.1 Overview

Click Edit My Profile to update your email address, phone number, or change your Password. Simply enter the new information. The update becomes effective immediately. By the end of this section, you should be able to:

1. Maintain your profile information
2. Reset your Password

#### 3.2 How to Update Your Profile and Reset Your Password

- a. Login to ProviderInfoSource at <http://providerinfosource.healthlink.com>.
- b. On the Secured Home Page, click the icon labeled Edit My Profile (Figure 1).

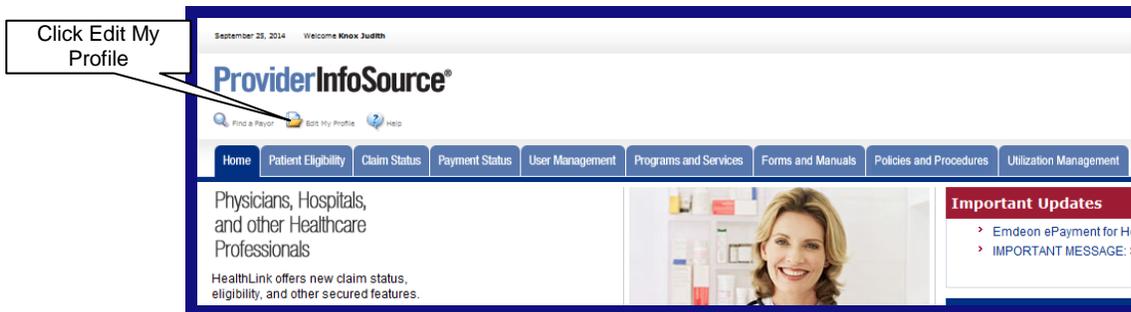


Figure 1. Edit My Profile–Home Page Link.

- c. When the Edit My Profile window displays (Figure 2), update the fields you want to change with your new information and click the **Submit** button. Your updates will take effect immediately.

A screenshot of the 'Edit My Profile' form. The form is titled 'Edit My Profile' and shows the user's current information. The 'User Profile' section includes fields for First Name (Jane), Last Name (Doe), Work Phone (123 456 7890 ext.), and Email Address (janedoe@abchealth.com). The 'Location Info' section includes fields for Department/Location (Department A), Tax ID Number (123456789), Street Address (123 Anystreet), and Zip Code (65432). The 'Login Info' section includes a Security Question (What is your pet's name?) and Your answer (lucky). The 'Assigned Groups' section shows 'North'. The 'Accessible Providers' section shows 'ABC Health (123456780)' and 'ABC Health Extended Care (123456789)'. At the bottom, there are 'Submit' and 'Cancel' buttons.

Figure 2. Edit My Profile.

- d. To reset your password, when the Edit My Profile window displays, click the **Reset Password** button located at the bottom of the window. The Reset Your Password window will display (Figure 3).

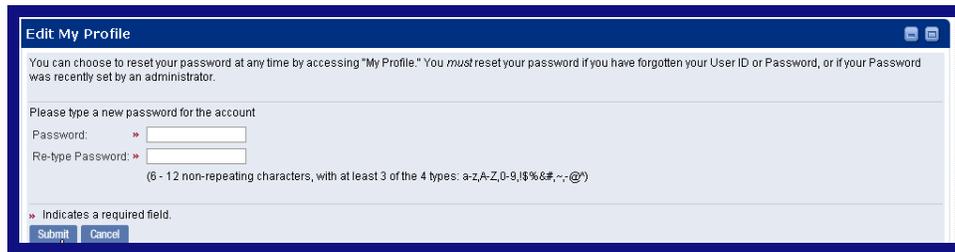
The screenshot shows a web browser window titled "Edit My Profile". The main content area has a light blue background and contains the following text: "You can choose to reset your password at any time by accessing 'My Profile.' You must reset your password if you have forgotten your User ID or Password, or if your Password was recently set by an administrator." Below this is a heading "Please type a new password for the account". There are two input fields: "Password:" and "Re-type Password:". Both fields have a red asterisk to their left, indicating they are required. Below the second field is a password strength requirement: "(6 - 12 non-repeating characters, with at least 3 of the 4 types: a-z, A-Z, 0-9, !\$%&#;~:~@\*)". At the bottom left of the form area, there is a legend: "» Indicates a required field." At the bottom of the window, there are two buttons: "Submit" and "Cancel".

Figure 3. Edit My Profile-Reset Password.

- e. Type your new Password, then re-type your password, and click **Submit**. Your new password will take effect immediately.

**Note:** Please see the field descriptions at the end of this section for Password guidelines.

If you leave any required fields blank, or if you enter invalid information, an error message will display, prompting for the required information.

### 3.3 Field Descriptions

Following are descriptions of the fields that are displayed in the **Edit My Profile** window.

The screenshot shows the 'Edit My Profile' window for user Jane Doe (janedoe123). The window is divided into several sections:

- Creation date:** 2005-12-02
- User Profile:**
  - First Name: Jane (required), MI: (optional)
  - Last Name: Doe (required)
  - Work Phone: 123 456 7890 ext. (optional)
  - Email Address: janedoe@abchealth.com
  - Allow Mail Contact:  By acceptance of this User Agreement HealthLink is permitted to send general information and/or other types of materials supporting HealthLink's business.
- Location Info:**
  - Department/Location: Department A
  - Tax ID Number: 123456789 (required)
  - Street Address: 123 Anystreet
  - Zip Code: 65432 (required)
- Login Info:**
  - Security Question: What is your pet's name? (dropdown)
  - Your answer: lucky
  - Reset Password button
- Assigned Groups:** North
- Accessible Providers:**
  - ABC Health (123456780)
  - ABC Health Extended Care (123456789)

At the bottom, there are 'Submit' and 'Cancel' buttons, and a note: 'Indicates a required field.'

Fields – Edit My Profile (a. Figure 4)

This is an identical screenshot of the 'Edit My Profile' window as shown above, detailing the user profile information for Jane Doe.

Figure 4. Edit My Profile–Fields.

Table 1. Edit My Profile–Fields.

Section	Field	Descriptions
User Profile	First Name	Your first name.

	MI	Your middle initial. Only one initial is allowed
	Last Name	Your last name.
	Work Phone	Your work phone number including your extension (if applicable).
	Email Address	Your email address
	Allow Mail Contact	Check this box to allow HealthLink to send you electronic or postal mail.
<b>Location Info</b>	Department/Location	The location or department you belong to at your office.
	Tax ID Number	Your organization's 9-digit Tax Identification Number (TIN)
	Street Address	Your work street address
	Zip Code	Your work Zip Code. The Zip Code will assist ProviderInfoSource with providing the HealthLink Network Specialist for your area.
<b>Login Info</b>	Security Question	To ensure added security within ProviderInfoSource, this dropdown menu records your chosen security question in the event you need your Password reset or if ProviderInfoSource, this dropdown menu records your chosen security question in the event you need your Password reset or if ProviderInfoSource needs to validate your identity. Security Questions may include: <ul style="list-style-type: none"> <li>• What is your pet's name?</li> <li>• Where were you born?</li> <li>• What was the model of your first car?</li> <li>• What is your grandmother's first name?</li> <li>• What was the name of your grade school?</li> </ul>
	Your Answer	ProviderInfoSource records your answer to the security question, to be asked in the event you need your Password reset or if ProviderInfoSource needs to validate your identity.
	Password	Your Password should be unique and not easily guessed. It is case sensitive. Please choose a Password that: <ul style="list-style-type: none"> <li>Is 8-20 characters in length</li> <li>Includes both letters and numbers</li> <li>Does not contain 3 or more consecutive characters from your user ID</li> <li>Does not consecutively repeat a number or letter more than twice</li> <li>Does not contain spaces or special characters (&amp;&gt;&lt;")</li> </ul> <p><b>Example: "Spring1234"</b></p> <p>This Password is 8-20 characters in length, with 6 letters and 4 numbers, and does not contain spaces or special characters.</p> <p><b>Note:</b> To keep your account from going inactive, please login at least once every 30 (thirty) days.</p>
<b>Assigned Groups</b>	Assigned Groups	An automatically populated list of the provider groups assigned to your profile (if any).

<b>Accessible Providers</b>	Accessible Providers	An automatically populated list of the providers accessible to your profile (if any)
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**b. Fields – Edit My Profile (Figure 5)**



Figure 5. Edit My Profile–Reset Password Fields.

Table 2. Edit My Profile–Reset Password Fields.

Field	Descriptions
<p><b>Password</b></p>	<p>Your Password should be unique and not easily guessed. It is case sensitive. Please see the above table entry for Password guidelines.</p> <p><b>Note:</b> To keep your account from going inactive, please login at least once every 30 (thirty) days.</p>
<p><b>Re-type Password</b></p>	<p>Re-type the password.</p>

### 3.4 Frequently Asked Questions (FAQ)

If you were not able to complete an Edit My Profile task, this Frequently Asked Questions (FAQ) section offers you assistance. This section describes possible scenarios in which you may not be able to complete a task, along with the solutions to those scenarios.

**Question:**

How do I reset my password or update my profile?

**Answer:**

Login to ProviderInfoSource at <http://providerinfosource.healthlink.com>. Click the Edit My Profile icon. To reset your password, click the **Reset Password** button. Type and then re-type a password in the Password and Re-type Password text boxes, and click **Submit**. Your change is effectively immediately.

**Question:**

What if the password I am resetting is rejected?

**Answer:**

Try entering your Password again; making sure both Password and Re-type Password entries match. Also please follow the password guidelines listed in the previous field descriptions.

**Question:**

What if I omit entries?

**Answer:**

If you leave any required fields blank, or if you enter invalid information, an error message will display, prompting for the required information. Type in this information and click **Submit**.