ProviderInfoSource®

Provider User Guide

Edit My Profile

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).

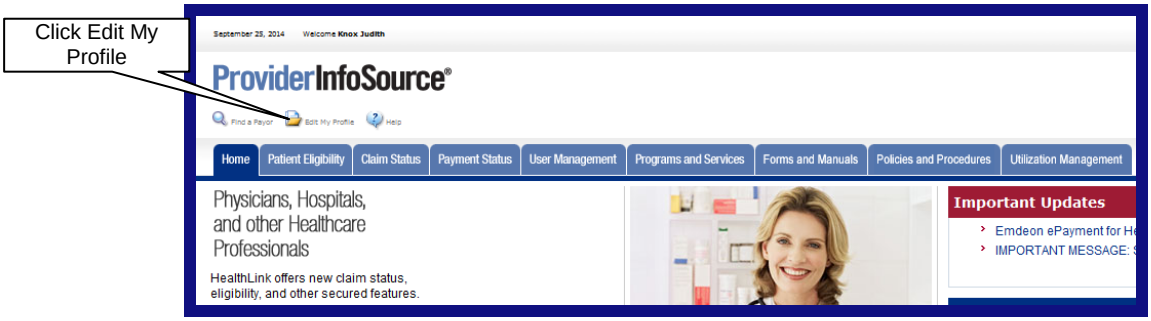


Figure 1. Edit My Profile–Home Page Link.

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.

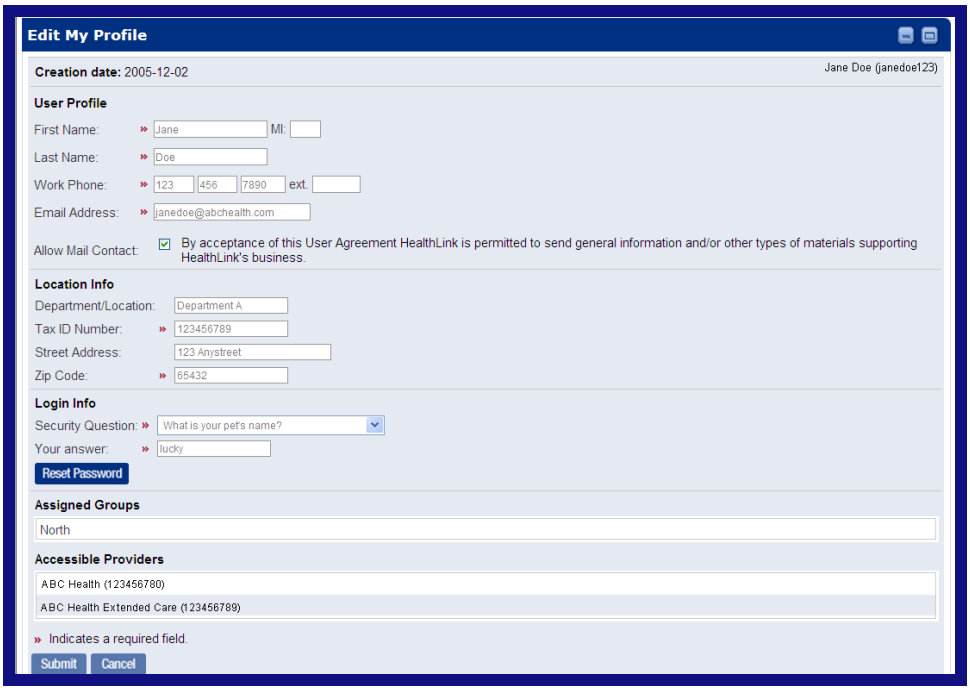


Figure 2. Edit My Profile.

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).

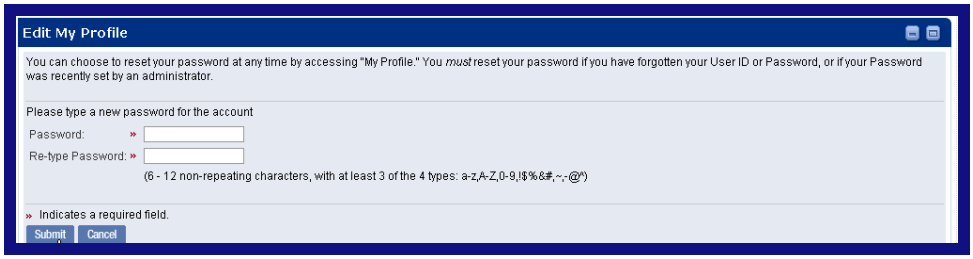


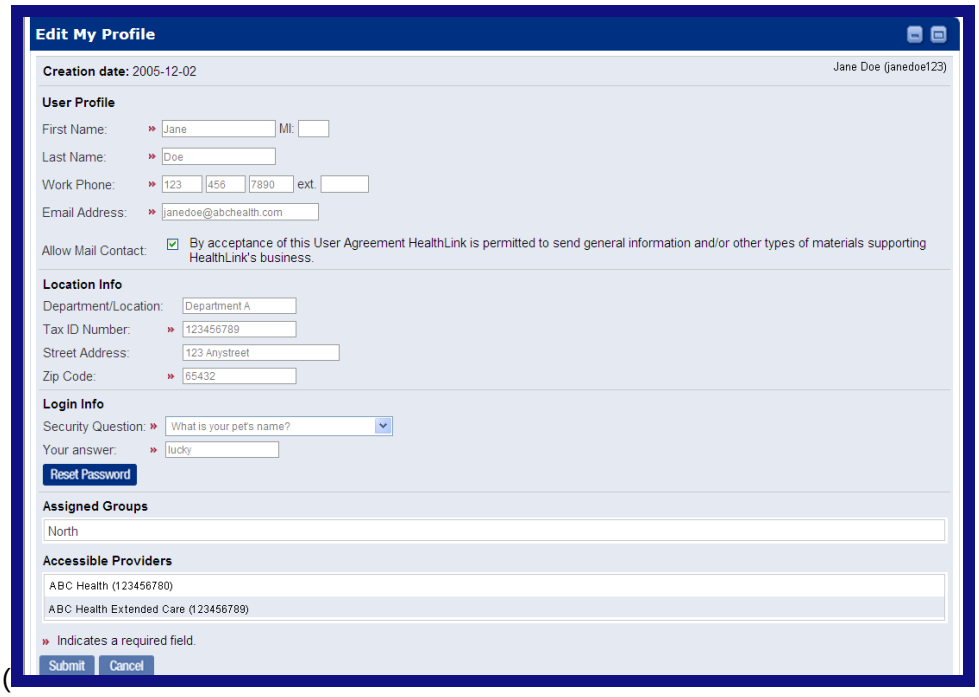
Figure 3. Edit My Profile-Reset Password.

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.



Fields – Edit My Profile (

a. Figure 4)

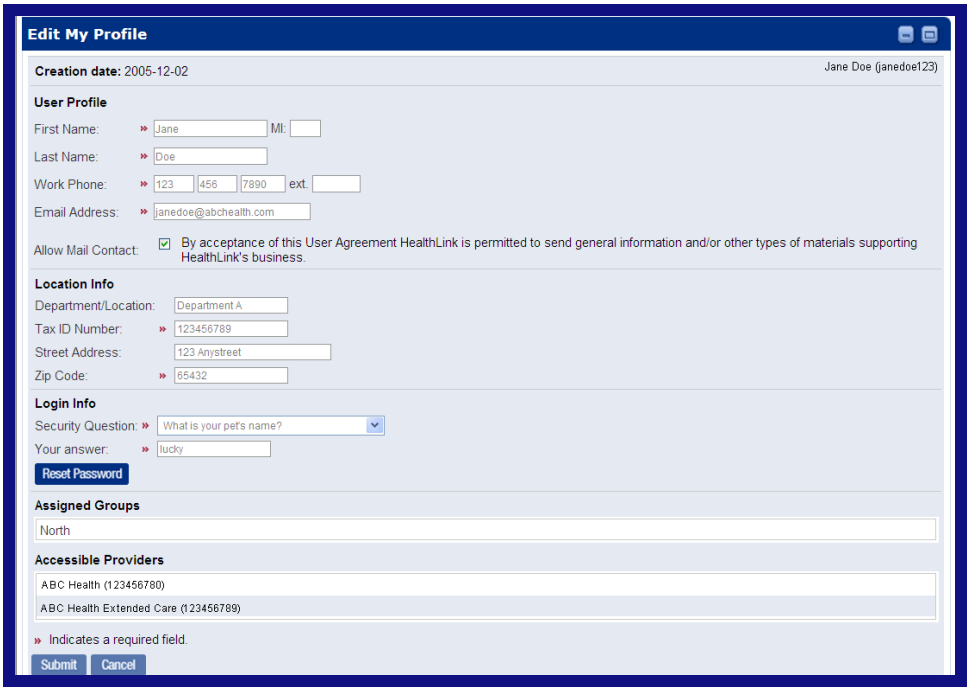


Figure 4. Edit My Profile–Fields.

Table 1. Edit My Profile–Fields.

Section	Field	Descriptions
User Profile	First Name	Your first name.

	MI	Your middle intial. 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.
Location Info	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.
Login Info	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: • What is your pet's name? • Where were you born? • What was the model of your first car? • What is your grandmother's first name? • What was the name of your grade school?
	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 quessed. It is case sensitive. Please choose a Password that: Is 8-20 characters in length Includes both letters and numbers Does not contain 3 or more consecutive characters from your user ID Does not consecutively repeat a number or letter more than twice Does not contain spaces or special characters (&><") **Example: "Spring1234"** This Password is 8-20 characters in length, with 6 letters and 4 numbers, and does not contain spaces or special characters. **Note:** To keep your account from going inactive, please login at least once every 30 (thirty) days.
Assigned Groups	Assigned Groups	An automatically populated list of the provider groups assigned to your profile (if any).

Accessible Providers	Accessible Providers	An automatically populated list of the providers accessible to your profile (if any)

b. Fields – Edit My Profile (Figure 5)

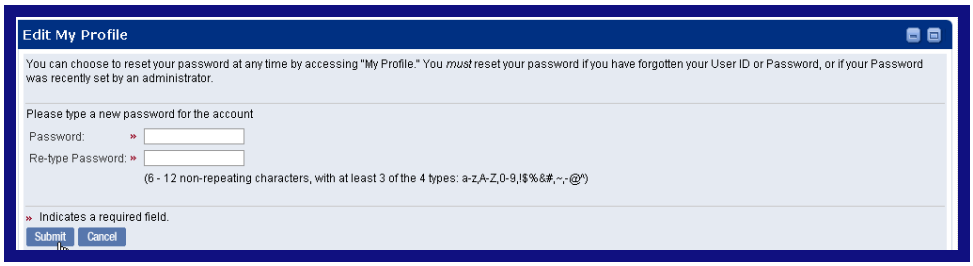


Figure 5. Edit My Profile–Reset Password Fields.

Table 2. Edit My Profile–Reset Password Fields.

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

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.