

# Provider Site User Access Requests

## Overview

This Quick Reference Guide outlines the different processes for granting users access to your Provider Site.

## Audience

Adult Day Services and Child Care Providers.

## Requesting Provider Site Access

Provider Site Access requests can be submitted by a Provider Portal user at two different points in the Provider Portal: during account creations and from an active account. To request access to an existing Provider Site, you must have the Provider FEIN and Provider FEIN Extension numbers available.

## Quick Reference Guide

Requesting site access while completing your account creation, follow the below steps:

1. Fill in all mandatory\* information in the **Create Account** screen as instructed in the “Account Creation and Registration QRG” which can be found in the QRG section of the **Modernization Project Resources** [webpage](#)

## Modernization Project Resources

The Tennessee Department of Human Services (TDHS) is launching a series of modernized systems to aid Child Care and Adult Day Services Providers in working with our agency. For Providers, we are launching a Provider Portal and a Mobile App they can use with their Customers. For our Staff, we are launching a Staff Portal and a Billing and Payments System. These new systems will increase business efficiencies and help our Providers and Staff complete critical tasks.

> Provider Town Hall Replays

∨ Quick Reference Guides

Quick Reference Guides, or QRGs, are short, instructional guides that walk Providers through completing critical tasks. These guides contain step-by-step instructions paired with screenshots to guide users through modernized systems.

QRG	Description	Audience
<div style="border: 2px solid red; padding: 2px; display: inline-block;"> <a href="#">Account Creation and Registration</a> </div>	<p>This Quick Reference Guide shows how to create an account in the Provider Portal and gain access to a Provider site page.</p>	<p>Child Care and Adult Day Services Providers</p>

## Quick Reference Guide

2. In the Additional Details section from the **Create Account** screen, select **No** from the “Interested In Becoming a New Provider?” drop down menu
3. Enter the **Provider FEIN** and **Provider FEIN Extension** numbers for you Provider Site
4. Complete the remaining account creation sections and click **Submit**

### Additional Details

**Interested In Becoming a New Provider?**

No

Select 'No' if you are associated with an existing provider.

**Provider FEIN\***

FEIN


**Provider FEIN Extension\***

FEIN Extension

I understand that my identity will be validated online. I also understand that I may need to contact TDHS in order to complete the official application for approval.

By checking this box and creating your online account, you are consenting to receive communications, disclosures and/or notices through our online service electronically. You further agree that you have provided us with a current e-mail address at which we may send electronic communications, disclosures and/or notices to you.

I'm not a robot
 

  
reCAPTCHA  
Privacy - Terms

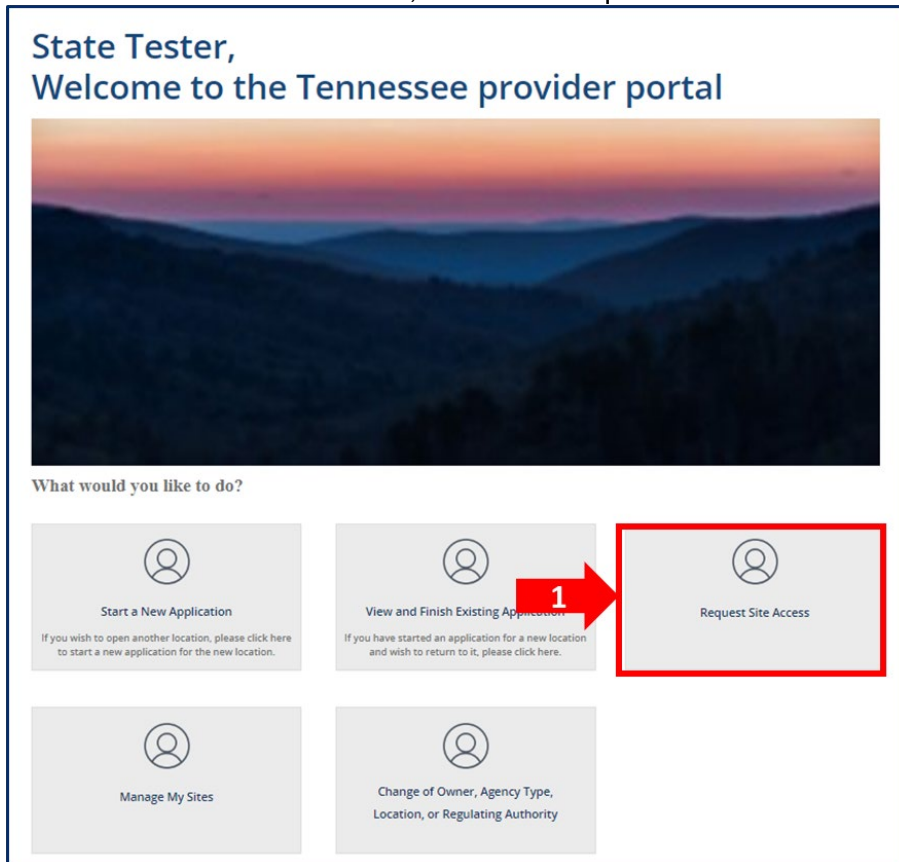
CANCEL

SUBMIT

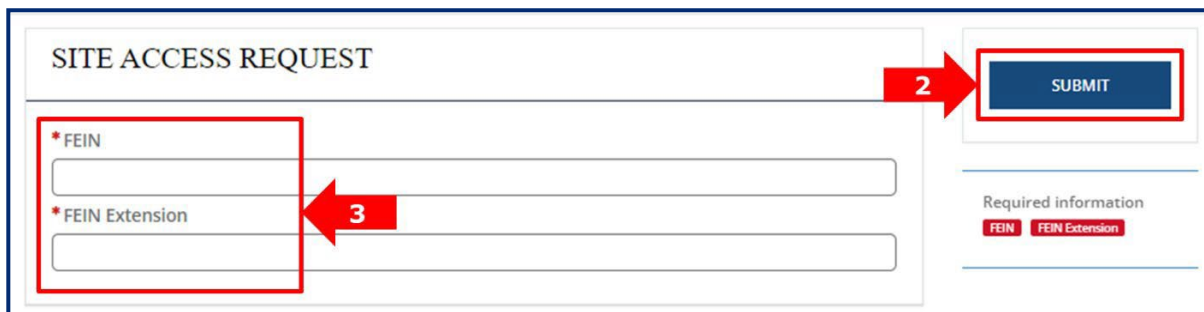
Once you click submit, you will receive email instructions on the process to completing your account registration. Additionally, the Provider Portal User responsible for granting Provider Site User Access Requests will receive a notification for your request to gain Provider Site access. When access is approved, you will receive an email letting you know you are now able to access that Provider Site within the Provider Portal.

Requesting site access from an existing Provider Portal account, follow the below steps:

1. From your Provider Portal account dashboard, select the Request Site Access action tile



2. Enter the **Provider FEIN** and **Provider FEIN Extension** numbers for you Provider Site
3. Click **Submit**



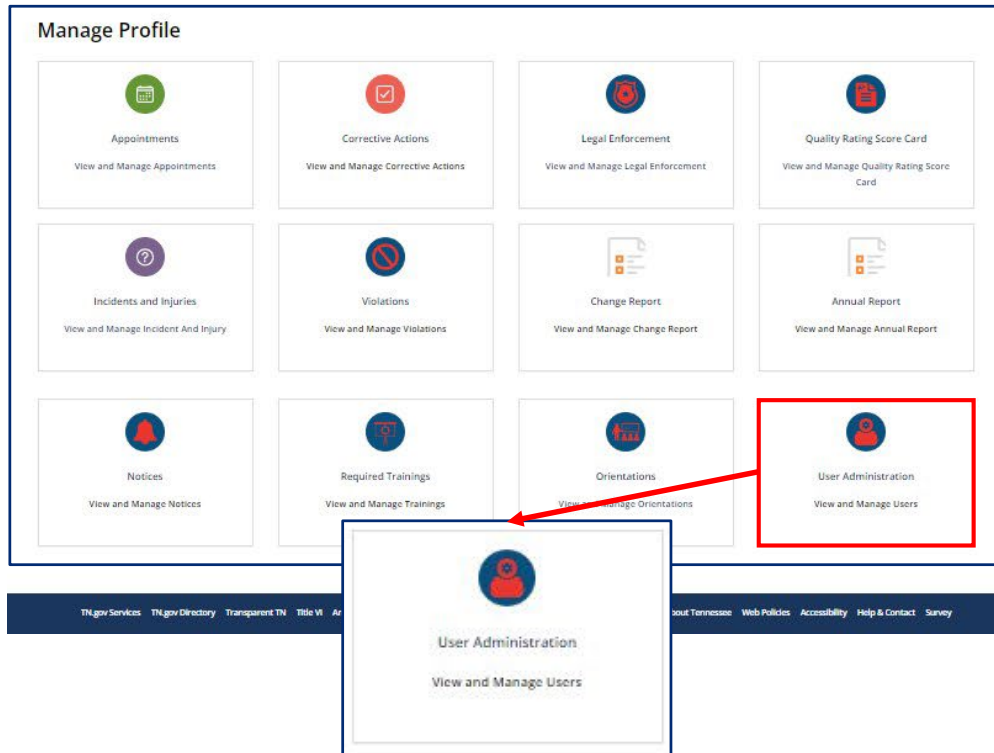
Once you click submit, you will receive an information message at the top of your screen indicating you “Site Access Request has Been Submitted Successful”. Additionally, the Provider Portal User responsible for granting Provider Site User Access Requests will receive notification for your request to gain Provider Site access. When access is approved, you will receive an email letting you know you are now able to access that Provider Site within the Provider Portal.



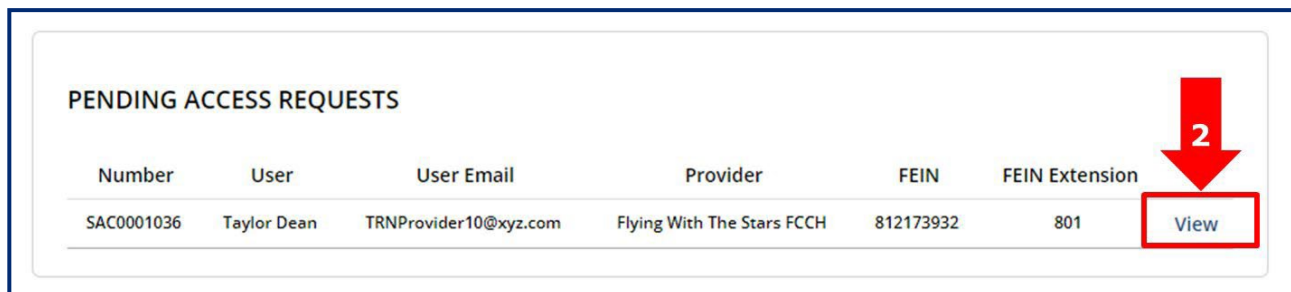
## Granting Provider Site Access

Granting Provider Site Access requests are managed from within your Provider Site Dashboard. Follow the steps below to grant site access to Provider Portal Users.

1. From your Provider Site Dashboard, select the **User Administration** action tile



2. Click the **View** hyperlink next to the user record you would like to grant access for

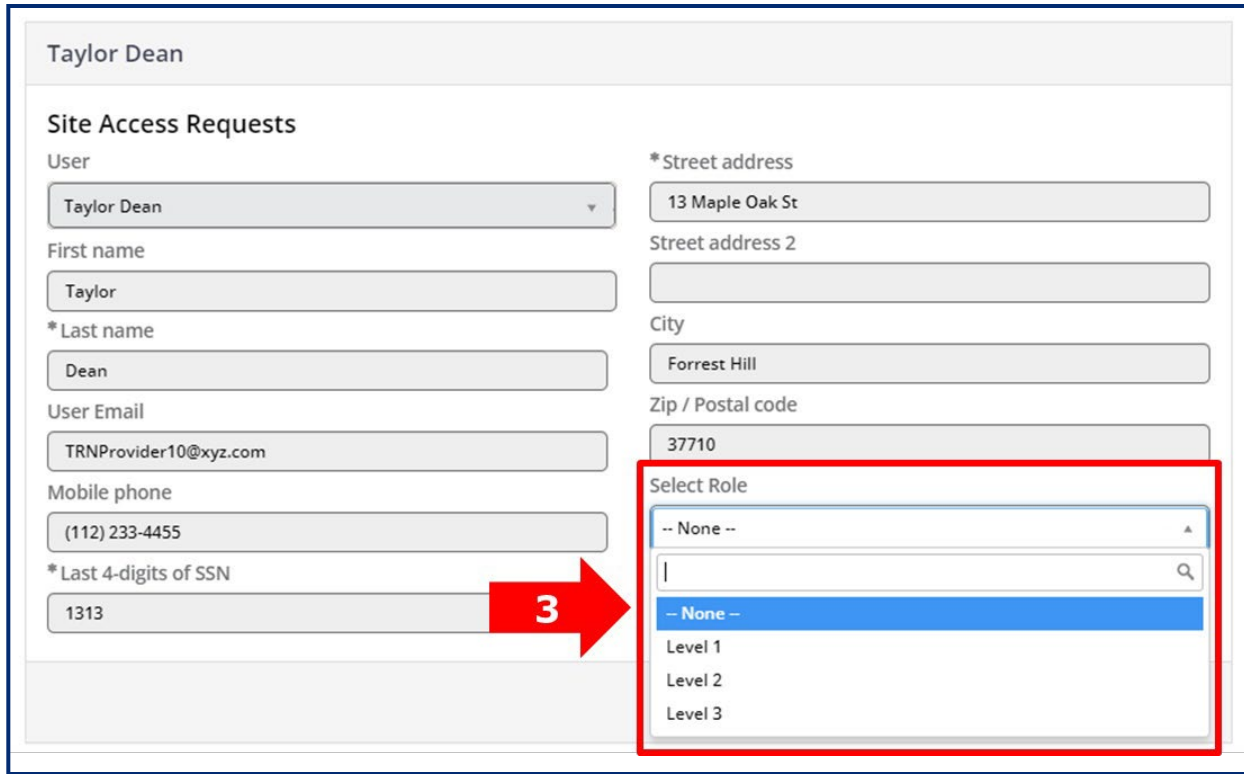


The screenshot shows a table titled "PENDING ACCESS REQUESTS" with the following data:

Number	User	User Email	Provider	FEIN	FEIN Extension	
SAC0001036	Taylor Dean	TRNProvider10@xyz.com	Flying With The Stars FCCH	812173932	801	<a href="#">View</a>

A red arrow with the number "2" points to the "View" hyperlink in the last column of the table, which is also highlighted with a red box.

3. From the **Select Role** drop down menu, select which Provider Site Role this user should have



The screenshot shows a user profile form for Taylor Dean. The form includes fields for User (Taylor Dean), First name (Taylor), Last name (Dean), User Email (TRNProvider10@xyz.com), Mobile phone ((112) 233-4455), and Last 4-digits of SSN (1313). Address fields include Street address (13 Maple Oak St), Street address 2, City (Forrest Hill), and Zip / Postal code (37710). A red box highlights the 'Select Role' dropdown menu, which is currently set to '-- None --'. A red arrow with the number '3' points to this dropdown menu.

4. Click **Approve**



Upon click of Approve, the request recipient will receive an email indicating they are now associated to the designated Provider Site and will have access to the level of information available to their selected role.

Access Level	Core Responsibilities
Level 1	<ul style="list-style-type: none"> <li>Update user profile details</li> <li>Monitor child check in and out procedures</li> <li>Review enrollment and attendance information</li> <li>Add new Private Pay Children and Authorized Individual records</li> <li>Finalize and submit EAVs</li> </ul>
Level 2	<ul style="list-style-type: none"> <li>All Level 1 responsibilities</li> <li>Grant Level 1 and Level 2 access to Provider Site users</li> <li>View notices sent from Licensing Consultant</li> </ul>
Level 3	<ul style="list-style-type: none"> <li>All Level 1 and Level 2 responsibilities</li> <li>Grant all Level access to Provider Site users</li> <li>Manage historical documentation</li> </ul>