



MISSISSIPPI STATE DEPARTMENT OF HEALTH

Managing User Accounts in SAFER

Provider Administrator User Guide

Version 01

11/2/2023

Introduction

The Mississippi Background Check System (SAFER) allows provider administrative users to view and manage the user accounts associated with their providers. Facilities are referred to as a Provider in the SAFER system. From the **User Accounts** screen, you may:

- Search for an Existing User
- Enable/Disable a User Account
- Add a New User
- Edit an Existing User's Account Information
- Reset a User's Password

Searching for an Existing User

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.

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Administration: User Accounts

Filter Criteria

Type: First Name:

Role: Last Name:

Status: Username:

Provider: Is Pending:

Email:



The **Provider** field defaults to **All**. If you are an Admin level user with access to multiple Providers, the drop-down menu here will allow you to select individual Providers to refine your search.

Note

- Click the **Search** button for a list of all user accounts for your provider or select a search criteria (for example, enter a user name) and then click **Search**. **User Search Results** will show all possible matches to your search criteria.

Administration: User Accounts

Filter Criteria

Type:	First Name:	
<input type="text" value="Provider"/>	<input type="text"/>	
Role:	Last Name:	
<input type="text"/>	<input type="text"/>	
Status:	Username:	
<input type="text"/>	<input type="text"/>	
Provider:	Is Pending:	
<input type="text" value="@ Work Medical - HC1300018"/>	<input type="text"/>	
	Email:	
	<input type="text"/>	

User Search Results

UserName	Name	Email	Type	Status	Is Pending	Actions
Example01	Smith, Robert	Robert.Smith@Example.com	Provider	Enabled	No	<input type="button" value="Edit"/> <input type="button" value="Disable"/> <input type="button" value="Delete"/> <input type="button" value="Add Note"/> <input type="button" value="Upload Document"/>
Example02	Smith, Sally	Sally.Smith@Example.com	Provider	Enabled	No	<input type="button" value="Edit"/> <input type="button" value="Disable"/> <input type="button" value="Delete"/> <input type="button" value="Add Note"/> <input type="button" value="Upload Document"/>

2 Total Results



Any portion of a username or email address may be entered to perform the search.

Enabling/Disabling a User Account

If a user has been locked out of SAFER due to too many incorrect password attempts, an administrator will need to enable the user's account. If a user is no longer with the provider, an administrator will need to disable the user's account.

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.
2. To enable a locked or disabled user account, select "Locked" or "Disabled" from the **Status** drop down list and click the **Search** button. A list of accounts with the selected status will display. Click the **Enable** link for the user in the **Actions** column, and the system will change the status of the user account to "Enabled." The user will be allowed to log in.

Administration: User Accounts

Filter Criteria

Type: Provider
Role:
Status: Disabled
Provider: - All -

First Name:
Last Name:
Username:
Is Pending:
Email:

Search

Add New User

User Search Results

UserName	Name	Email	Type	Status	Is Pending	Actions
Example01	Smith, Robert	Robert.Smith@Example.com	Provider	Disabled	No	Edit Enable Delete Notes (1) Add Note Upload Document

1 Total Results



Enabling a user does not reset the user password. The user can use the **Forgot Password** link on the login screen to reset his or her password.

- To disable a user account, select "Enabled" from the **Status** drop down list and click the **Search** button. A list of enabled accounts will display. Click the **Disable** link for the user in the **Actions** column, and the system will change the status of the user account to "Disabled." The user will NOT be allowed to log in.

Administration: User Accounts

Filter Criteria

Type:	First Name:		
Provider	<input type="text"/>		
Role:	Last Name:		
<input type="text"/>	<input type="text"/>		
Status:	Username:		
Enabled	<input type="text"/>		
Provider:	Is Pending:		
@ Work Medical - HC1300018	<input type="text"/>		
	Email:		
	<input type="text"/>		

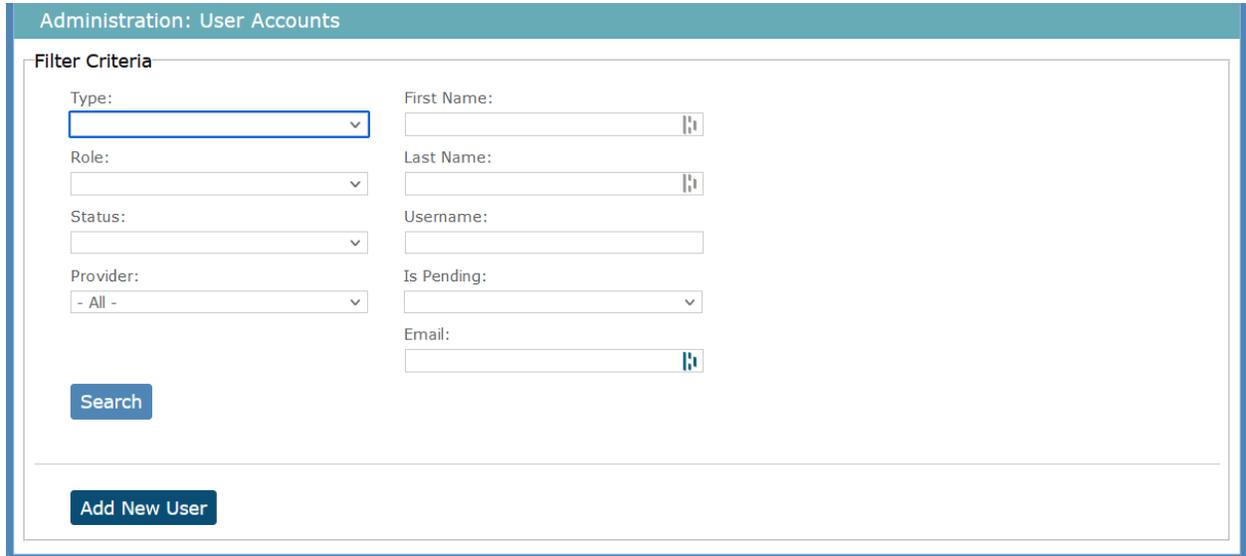
User Search Results

UserName	Name	Email	Type	Status	Is Pending	Actions
Example01	Smith, Robert	Robert.Smith@Example.com	Provider	Enabled	No	<div style="border: 1px solid #ccc; padding: 2px; text-align: left; width: 100px;"> Edit Disable Delete Notes (2) Add Note Upload Document </div>
Example02	Smith, Sally	Sally.Smith@Example.com	Provider	Enabled	No	<div style="border: 1px solid #ccc; padding: 2px; text-align: left; width: 100px;"> Edit Disable Delete Add Note Upload Document </div>

2 Total Results

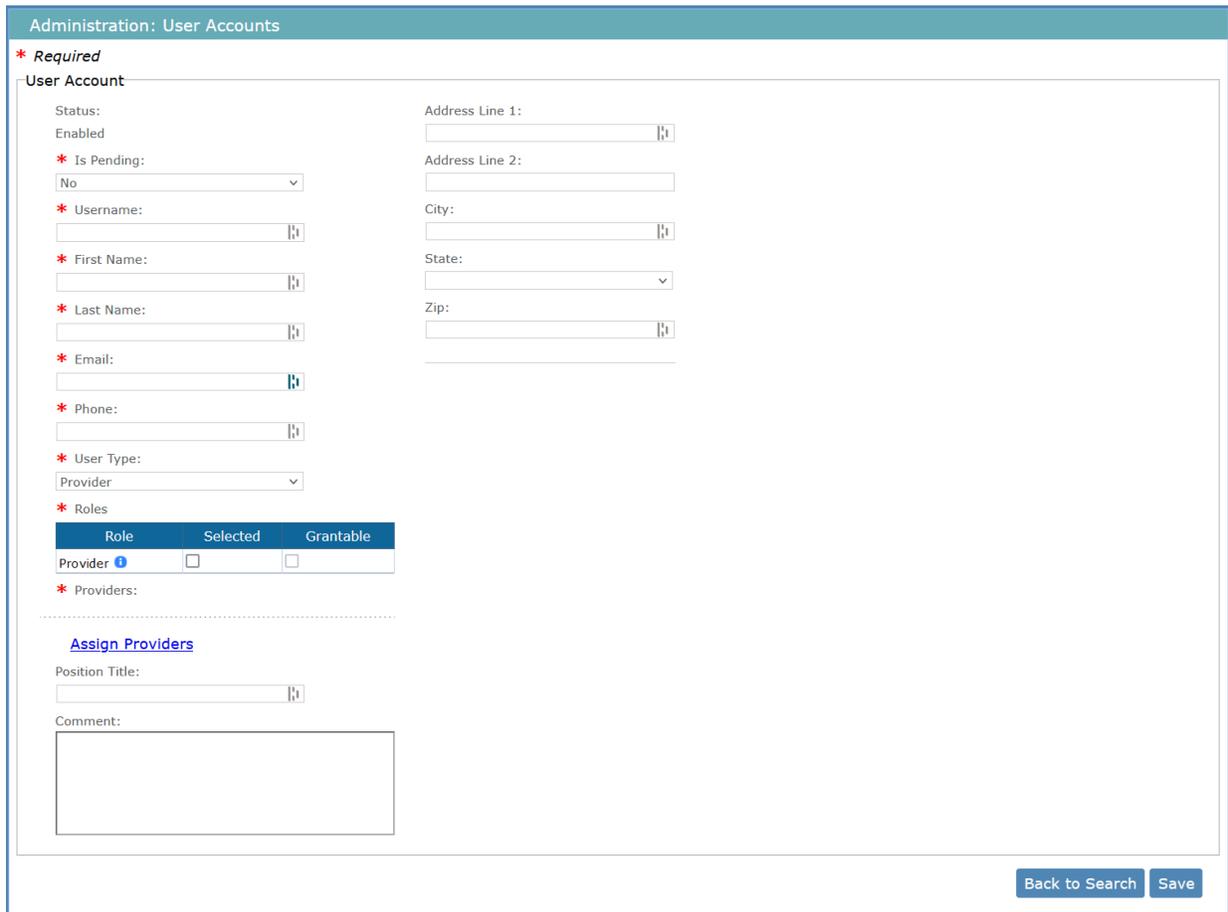
Adding a New User

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.



The screenshot shows the 'Administration: User Accounts' interface. At the top, there is a teal header with the text 'Administration: User Accounts'. Below the header is a section titled 'Filter Criteria' which contains several search filters: 'Type:', 'Role:', 'Status:', 'Provider:', 'First Name:', 'Last Name:', 'Username:', 'Is Pending:', and 'Email:'. Each filter is represented by a text input field or a dropdown menu. A blue 'Search' button is located at the bottom left of the filter section. Below the filter section, there is a blue button labeled 'Add New User'.

2. Click the **Add New User** button. The **User Accounts** screen appears



The screenshot shows the 'Administration: User Accounts' interface for adding a new user. At the top, there is a teal header with the text 'Administration: User Accounts'. Below the header is a section titled '* Required' which contains a form for 'User Account'. The form includes several fields: 'Status: Enabled', 'Is Pending: No', 'Username:', 'First Name:', 'Last Name:', 'Email:', 'Phone:', 'User Type: Provider', 'Roles' (a table with columns 'Role', 'Selected', and 'Grantable'), 'Providers:', 'Address Line 1:', 'Address Line 2:', 'City:', 'State:', and 'Zip:'. There is also a section for 'Assign Providers' with a 'Position Title:' field and a 'Comment:' text area. At the bottom right of the form, there are two blue buttons: 'Back to Search' and 'Save'.

Role	Selected	Grantable
Provider	<input type="checkbox"/>	<input type="checkbox"/>

3. Enter the user's information. In the **Username** text box, enter a unique username for the account. Other required information includes the user's **First Name**, **Last Name**, and **Email** address. The **User Type** will always be "Provider."

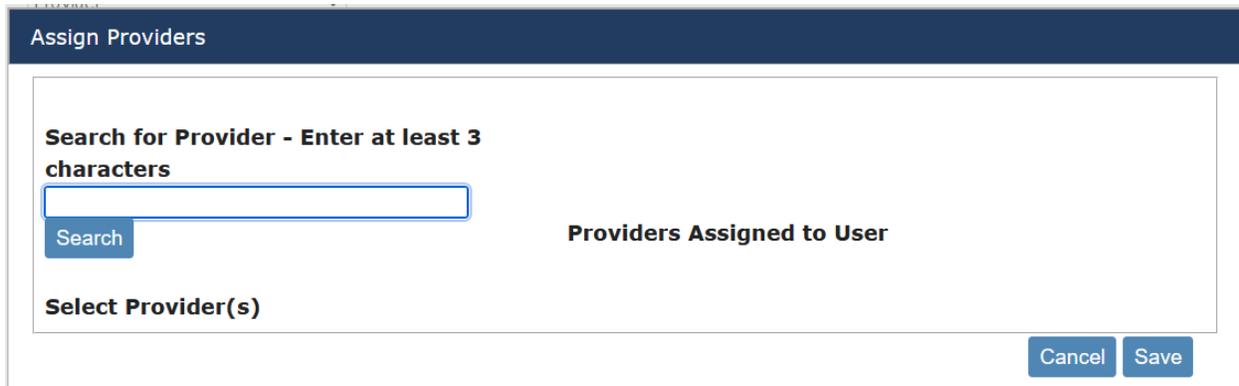


As an administrator, you will need to communicate the username to the user. For security reasons, SAFER does not email usernames.

4. In **Role(s)**, select the roles for the user. User roles control what a user can see and do in the system. It is possible for a user to have more than one role. When this occurs, the user will have access to all the functions for the roles they are assigned. Click the **Selected** checkbox for each role that you want to assign to the user account you are creating. If the user account you are creating has permission to create additional user accounts, click the **Grantable** checkbox if you want the user to be able to grant the user role to other users.

For example, you might create an account for Sally that has a Provider Admin user role, in which case you would click the **Selected** checkbox, but you don't want Sally to be able to give that user role to other users; therefore you would leave the **Grantable** checkbox unselected.

5. Click **Assign Providers** to connect the user account to one or more providers. The **Assign Providers** dialog box appears. Begin typing the provider name in the **Search for Provider** text box. After typing in the first three letters, the system will return all possible matches. Select a provider by clicking on the provider's name. The provider name will appear in the **Providers Assigned to the User** section. Click **Save**.



At any time you may remove an assigned provider from a user account by returning to the **Assign Providers** dialog box and clicking **Remove**.

6. After assigning a provider, click the **Save** button on the **User Accounts** screen to add the user to the system. The system will auto-generate a password for the user and send it to the user at the email address entered for the user in the account you just created.



If **Is Pending** is set to “Yes” the user password will not be generated until the value is changed to “No.” In this way, an administrator can setup many user accounts at once ahead of time and then “activate” them all at once by changing **Is Pending** to “No.” Go to the **Admin > Password Maintenance** screen to do this.

Editing an Existing User's Account Information

1. Go to **Admin > User Accounts** on the navigation bar. The **Administration: User Accounts** screen appears.
2. Click the **Search** button for a list of all user accounts for your provider or enter search criteria (for example, enter a user name) and then click **Search**.
3. In the **User Search Results**, click the **Edit** link in the **Actions** column for the user whose information you wish to edit. The **User Account** screen appears.

The screenshot shows the 'Administration: User Accounts' page. The main content area is titled 'User Account' and contains the following fields and sections:

- Last Login:** No recorded Login.
- Status:** Enabled
- Is Pending:** No
- Username:** Example02
- * First Name:** Sally
- * Last Name:** Smith
- * Email:** Sally.Smith@Example.com
- * Phone:** 999-989-9999
- * User Type:** Provider
- * Roles:**

Role	Selected	Grantable
Provider	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- * Providers:** @ Work Medical - HC1300018
- Address Line 1:** [Text Field]
- Address Line 2:** [Text Field]
- City:** [Text Field]
- State:** [Dropdown Menu]
- Zip:** [Text Field]
- Assign Providers:** [Link]
- Position Title:** [Text Field]
- Comment:** [Text Area]

At the bottom of the form, there are several buttons: **Reset Password**, **Change History**, **Resend New User Notification**, **Back to Search**, and **Save**.

4. Edit the user information as desired and click **Save**. (You cannot edit the **Username**.)

Resetting a User's Password

As a provider system administrator, you can reset a user's password. To do this, click **Reset Password** on the **User Account** edit screen. An email will be sent to the user with a new temporary password.

Users can reset their own password using the **Forgot Password** button on the login screen or by clicking on the **Change My Password** button on the **My Account** page.

The system requires users to change their passwords every 90 days.