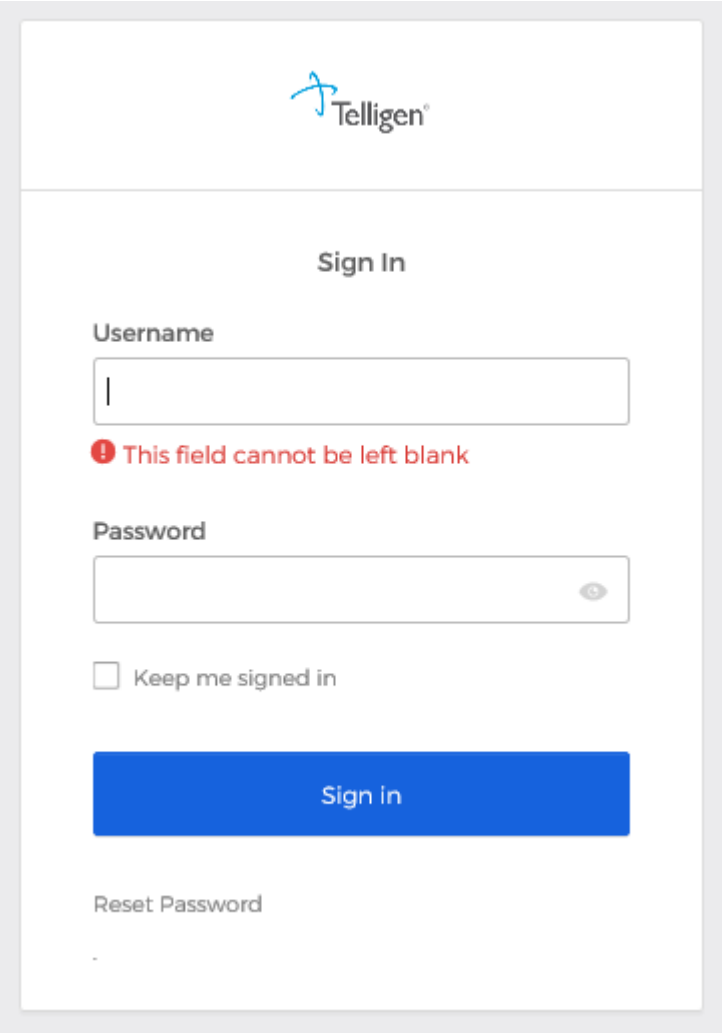
Authorized Official Training User Guide

February 2022

Welcome to Qualitrac!

- Visit: https://myqualitrac.com/
- Enter your username and password



Authorized Official Training User Guide

- The Authorized Official will be the point of contact for the organization.
- The AO will be able to see all users associated with any organizations/physicians the AO has access to.
- The AO can click on any of the blue links in the line to get to the user's details.



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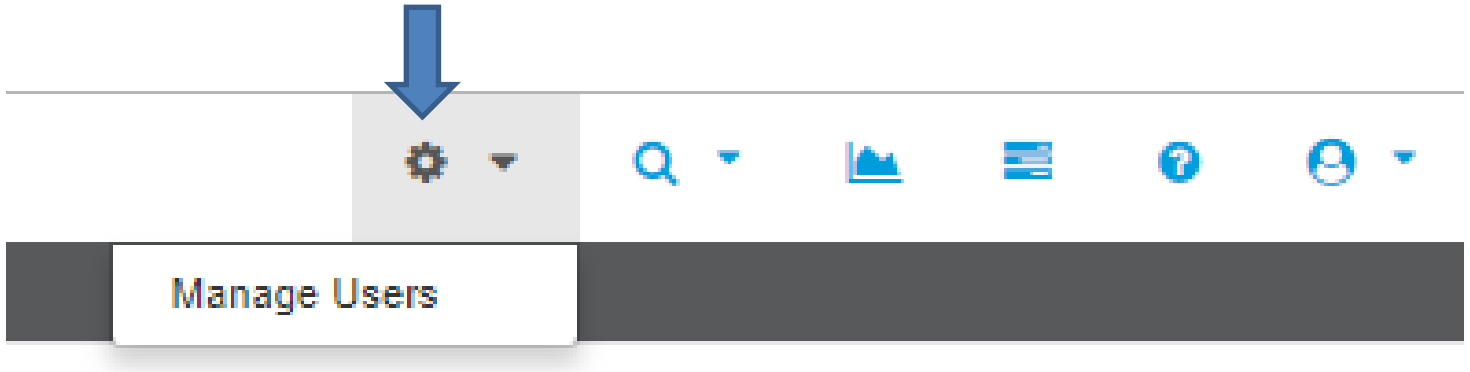
- Authorized Officials are the only users with access to the Admin tool. Provider Practice users will not see this icon.
- To add/edit/deactivate users, the AO must click on the Admin icon and select **Manage Users**.

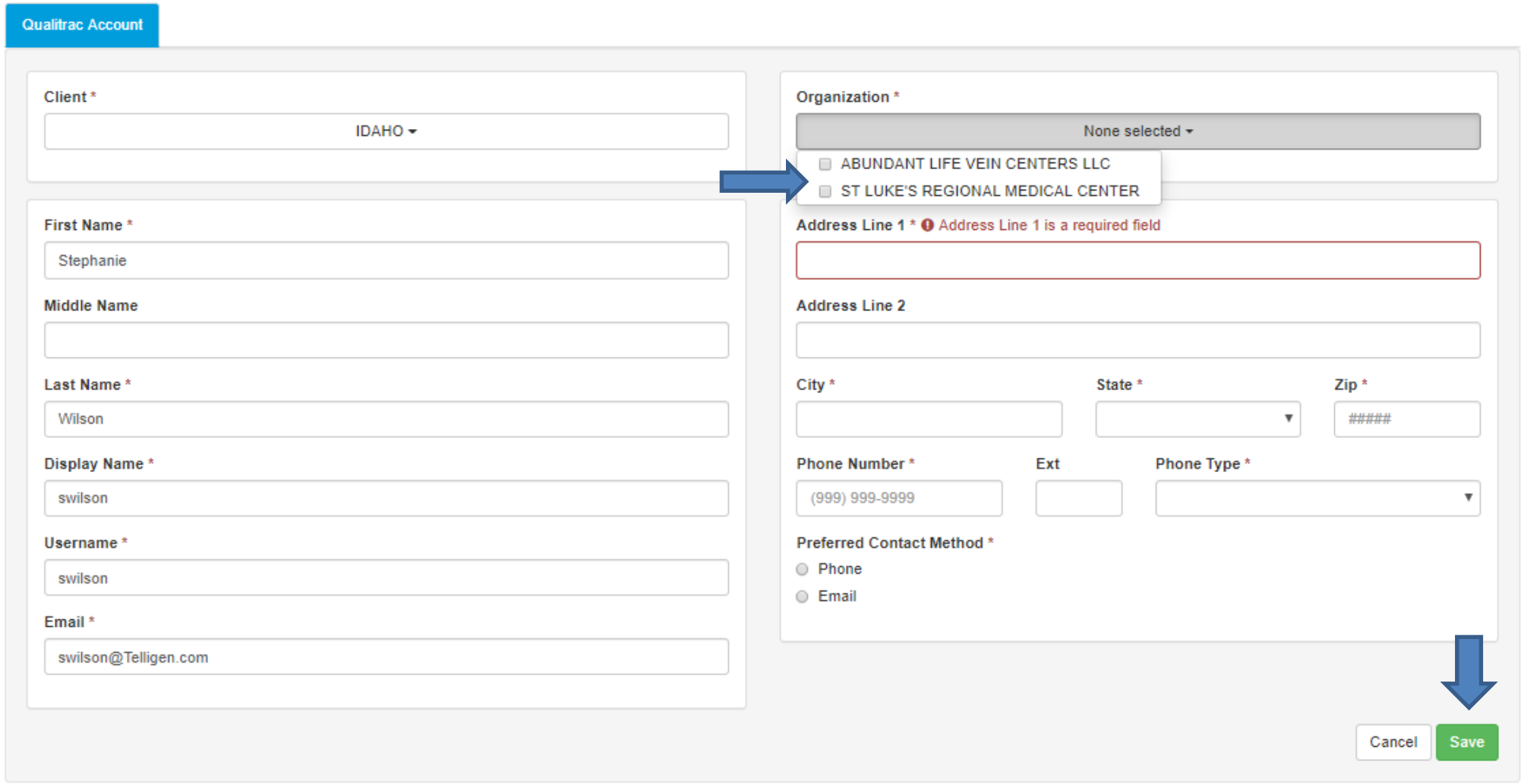


Authorized Official Training User Guide: Set Up a New User

- To create a new user, the AO must click the **Add User** button located on the top right corner of the **Manage Users** page.
- Fields with a red asterisk (*) are required fields.
- The Organization's drop-down will allow the AO to associate users to the organization(s)/physician group(s) available for the AO to select from. Check the box next to each one to select (see next slide) then click Save.

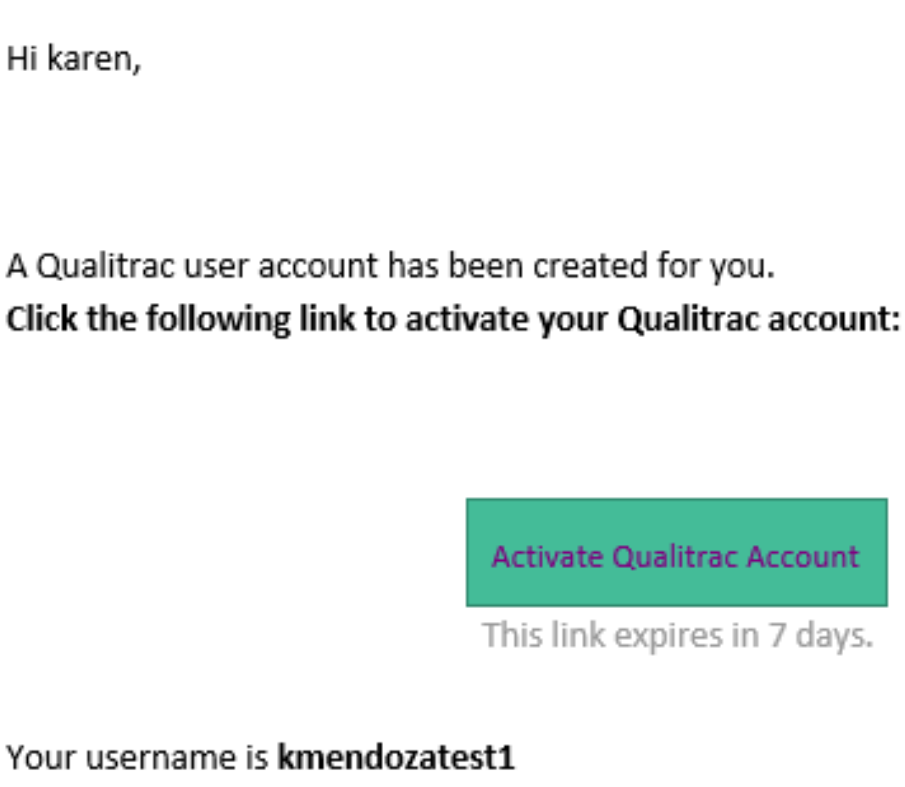


Authorized Official Training User Guide: Set Up a New User



Authorized Official Training User Guide: Set Up a New User

- After clicking save, the system will send a Welcome email to the new user where they will be prompted to Activate their Qualitrac Account and then prompted to enter a Password.


Hi karen,

A Qualitrac user account has been created for you.
Click the following link to activate your Qualitrac account:

Activate Qualitrac Account

This link expires in 7 days.

Your username is **kmendozatest1**

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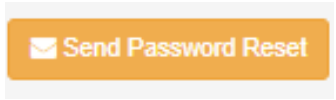
- The Authorized Official and User will be able to edit any of their information (address, phone, email, last name, etc.) except the Username field.

- Once a username is created, it cannot be changed. The user would have to be deactivated and set up again to have a different username.

- Username must be distinct in the system. If another user is set up and matches on a username already in the system, the user will not be saved, and the AO will be forced to enter a new username that does not match with any others.

Authorized Official Training User Guide: Password Reset

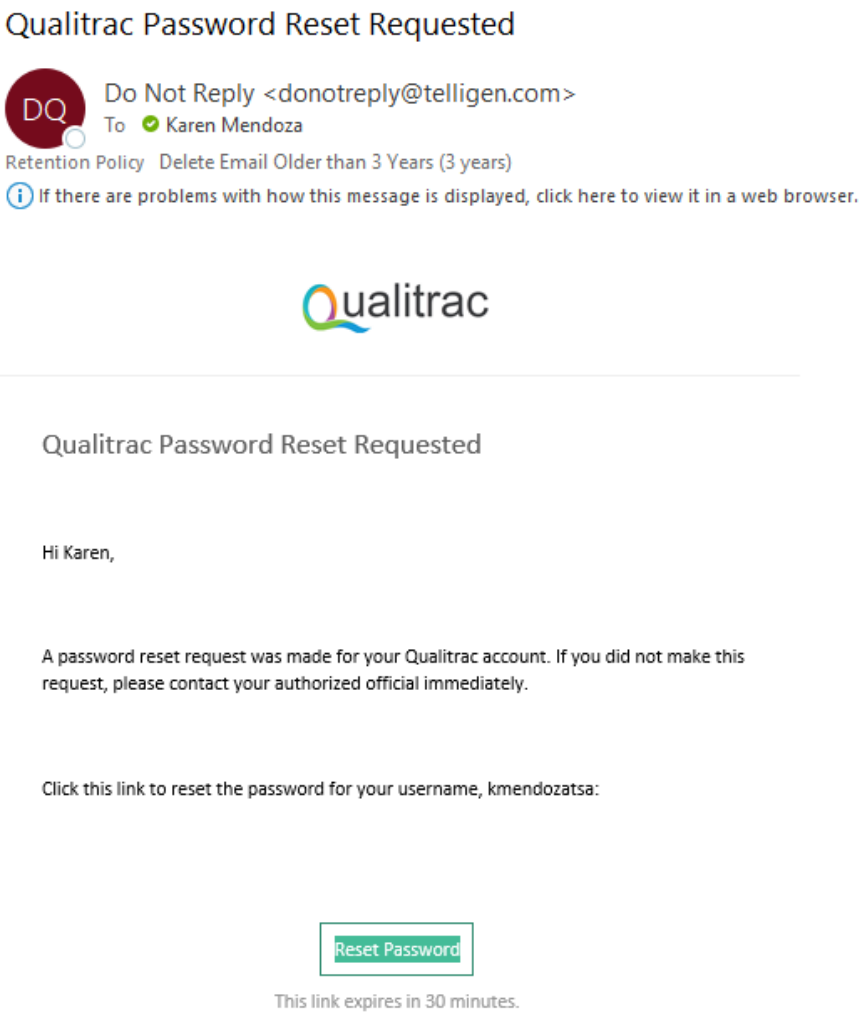
- The AO has ability to send a Password Reset to any user the AO has access to. This tab can be located on the bottom left of the user's account details.



- After clicking Send Password Reset, the system will generate a Qualitrac Password Reset Requested email to the email address on user's record.

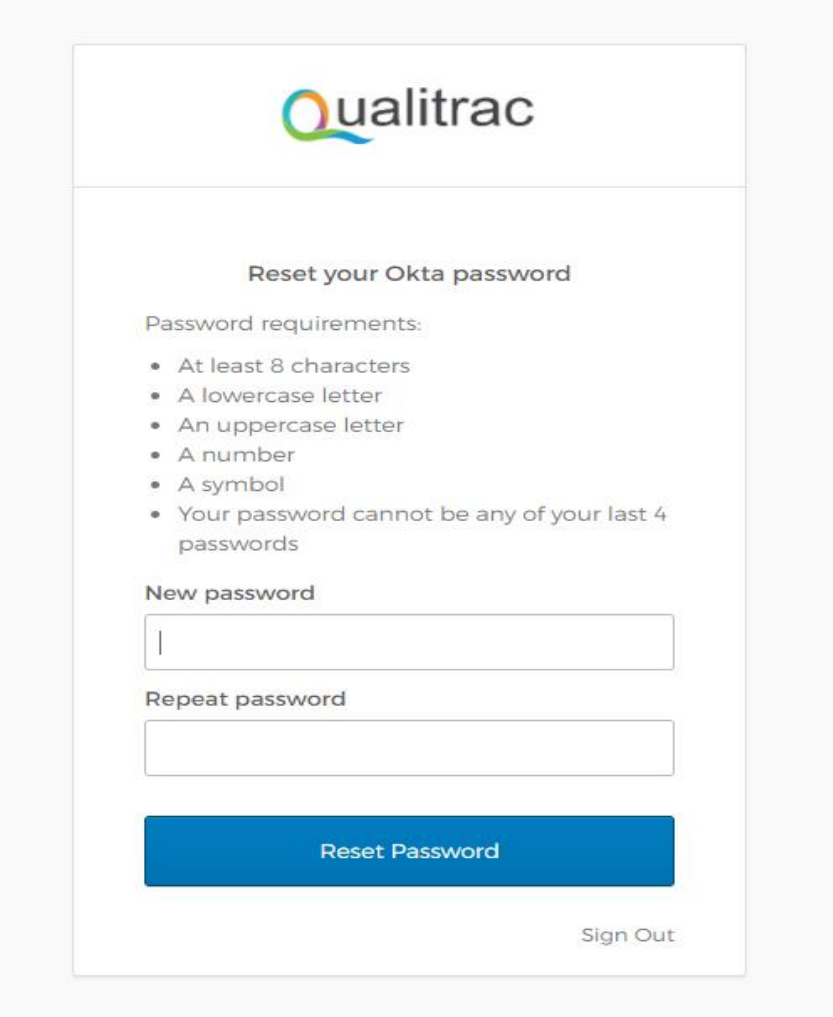
- The user will then be prompted to Reset Password (see next slide).

Authorized Official Training User Guide: Password Reset



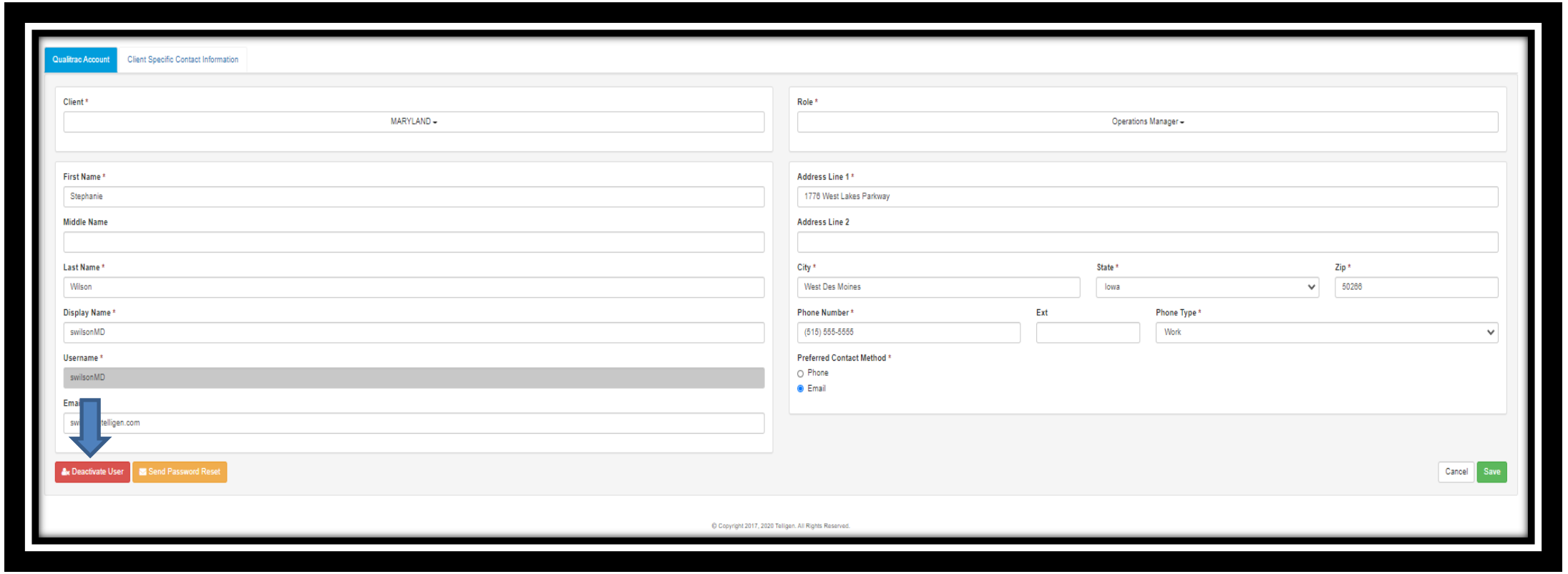
Authorized Official Training User Guide: Password Reset

- The user will need to click **Reset Password** and be taken to the Reset Password page.



Authorized Official Training User Guide: Deactivate Users

- To deactivate a user, the AO can simply go to the **Manage Users** tab, find the username account and click **Deactivate User**.



- Questions
- Concerns
- Feedback

Thank you for your time!