

How to create a new claims system user account

It's required that each user within your practice that uses the online claims system has their own unique account to access the system. Usernames and passwords should never be shared within the practice. Each individual account must have a unique email, user ID and password to protect patient data. Online claims system administrators can create individual user accounts for others at their practice.

Note

Admins can only create users as an additional copy of their view and only for the location(s) and tax ID(s) they're associated to. If you need to create users with a different set-up or location, please use [this form](#).

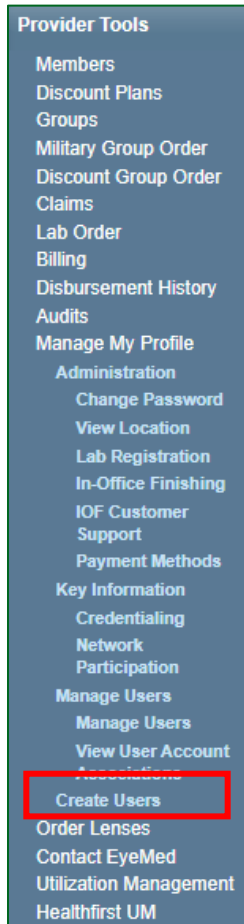
How to create a new EyeMed online claims system user account

Step 1

Login to the [online claims system](#)

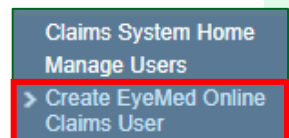
Step 2

Upon logging in to the online claims system, select "Manage My Profile" and then select "Create Users" from the left-hand side navigation.



Step 3

A new window will open directing you to the user set-up area. Select "Create EyeMed Online Claims User" from the left-hand side navigation.



Step 4

Enter a unique User ID, email address and password for the new user then select submit. All users are required to have their own unique user ID, password and email associated with their account for MFA security purposes and to protect patient data.

The image shows a form titled 'Create New EyeMed Online Claims User'. It contains several input fields: 'User ID' (with 'EM' entered), 'First Name', 'Last Name', 'Email Address', 'New Password', and 'Confirm Password'. There are also two checkboxes: 'Can Submit Claims' and 'Can View Disbursements', both of which are checked. A 'Submit' button is at the bottom right.

Step 5

After hitting submit, the associated user will receive a confirmation email with their user ID to the email address provided when creating the account. As the account administrator, you will need to provide them with the password you set when creating their account.

The image shows an email notification from 'EyeMed Online Claims System'. The subject is 'New user account has been created'. The email body says 'Hello' and 'Congratulations, your new user has been created. Log in to the online claims system [here](#).' There are 'Reply' and 'Reply All' buttons at the top right.