PORTAL USER LINKED TO MULTIPLE PROVIDERS

Purpose:
Alliance has added the ability in ACS to log into multiple providers under one portal user account (email address).

Audience:
The entire portal user community.

New Feature:
In the past, only one portal user account could be assigned to one provider. There are situations where, in reality, a person could be working under multiple providers, and that meant that ACS Support would need to create multiple portal user accounts for that person.

Now, with the current release of ACS, a new feature has been added where the above scenario is no longer necessary. A single portal user can now be linked to multiple providers, and volley between the providers using a dropdown list in the top navigation bar of ACS.

If you are an ACS portal user that uses multiple logins (email addresses) to connect to different providers, please reach out to ACS Support (ACSsupport@alliancehealthplan.org) requesting this access. At that point, we will inactivate all but one account (the account you want to keep), and then link that user account to the appropriate providers.

Once you are set up, you will see the “Select Provider” dropdown at the top of your page. Each time you select a different provider from the drop down, ACS will reload and start you at the home screen for that provider.

1. After requesting the above access, you will then log in and see the “Select Provider” dropdown:
2. Then wherever you are in ACS, when you want to change providers, just select whichever provider you want from the dropdown window:

3. You will then be taken to the Home Screen under that new provider:
4. And you will then be switched to that new provider’s data: