HOW-TO GUIDES

• Agencies
  – Request a new agency
  – Agency update

• Locations
  – Create a new location
  – Publish a location
  – Unpublish a location
  – Delete a location
  – Update availability

• User Management
  – Create a new user
  – Update user
  – Reset password
1. Click “Register” button
2. Enter email address
3. Verification email will be received
4. Click “Sign in to…” link within the email
5. Confirm email address
6. Complete agency info
7. Agency is now entered into AHCCCS approval process

If an issue occurs before step 6, e.g., link from verification email has expired, then restart the process from step 1.
HOW-TO GUIDE: AGENCY UPDATE (1/2)

1. Click “Visit Your Account” button from agency approval email
2. Confirm email address
3. Confirm name and set password
4. Click “Sign In” button
5. Enter email address & password
6. Click “Edit” button
7. Agency info can be edited, including option to add logo

If an issue occurs, e.g., link from approval email has expired, then sign in directly or click “Forgot Password?”.
1. Click “Visit Your Account” button from agency approval email
2. Confirm email address
3. Confirm name and set password
4. Click “Sign In” button
5. Enter email address & password
6. Click “Edit” button
7. Agency info can be edited, including option to add logo

If an issue occurs, e.g., link from approval email has expired, then sign in directly or click "Forgot Password?"
1. Click “Add New” button from Agency Overview screen
2. Complete location information - all fields required except those noted as optional
3. Click “Add Service” button to add service
4. Complete service information - all fields, including capacity, are required except those noted as optional
5. Click “Save” button - will only be enabled when all required fields are complete
1. Click location card from Agency Overview screen
2. Status updates available from triple dot – choices vary based on current status:
   - **Publish** – Available from Draft and In Progress
   - **Unpublish** – Available from Published and In Progress
   - **Delete** – Available from all statuses, does delete location entirely
Availability values available on Published and In Progress locations; unavailable in Draft

1. Click “Update Avail” button from location card within Agency Overview screen
2. Toggle service’s availability to be updated
3. Update value(s) and click “Update Availability” button

Agency Admin role can also update within the location detail screen:
1. Click on location card from Agency Overview screen
2. Click “Update Availability” from triple dot
1. Select “User Management” from top-left navigation
2. Click “Create” button
3. Enter user information
4. Select role:
   - **Agency Admin** – All rights within assigned agency
   - **Availability Reporter** – Only update location availability values within assigned agency
5. Click “Create” button – Email is sent to new user at this time
1. Select “User Management” from top-left navigation
2. Click the triple dot next to user to be updated
3. Select Deactivate/Activate
HOW-TO GUIDE: PASSWORD RESET

Logged in:
1. Select “User Profile” from top-right navigation
2. Click toggle to change password
3. Click “Update” button

Logged out:
1. Select “Sign In” from top-right navigation
2. Click “Forgot Password?”
3. Enter email address and click “Reset” button