

Provider Web

Administrator quick reference

Adding new users

Before you begin, check with the user if they already have login details for Provider Web under a another contract. This will determine whether you select 'Add New User' or 'Add Existing User' in Step 3.


1. Log in to Provider Web and select the contract you want to work with
2. Go to **Maintenance > Add new user**
3. If the user is new to Provider Web and does not have a login, click the 'Add New User' button. If they already have a login, click 'Add Existing User'
4. Enter the information required
5. Select the required contract party from the Contract Party field
6. Tick the role(s) required as below eg; User
7. Take note of the contract ID. You will need to provide this to the new user so they can complete their account registration. Existing users will not require the contract ID.
8. Click **Submit**.

If adding an existing user, the contract will be linked to their login immediately. If setting up a new user, their login details will be delivered within ten minutes to the email address you specified.

Role	Capability
Admin	<ul style="list-style-type: none"> • Manage other Web users (Create/ Update/Delete) • Can be combined with 'User' level if the user also needs to submit claims/ approvals.
User	<ul style="list-style-type: none"> • Submit approval requests • Submit claim requests.
Provider	<ul style="list-style-type: none"> • Submit approval requests for one provider only • Submit claim requests for one provider only.


Updating existing users

From time to time it may be necessary to update the details of your Provider Web users.

1. Log in to Provider Web and select the contract you want to work with
2. Go to **Maintenance > User tracking**
3. Locate the user in the list, and click the yellow folder icon  to the left of their name
4. Update the details required then click **Submit**.

Deleting users

If there's been a staff change at your practice, it is important to remove users at the earliest opportunity to prevent unauthorised use of Provider Web.

1. Log in to Provider Web and select the contract you want to work with
2. Go to **Maintenance > User tracking**
3. Locate the user in the list, and click the Red cross icon  to the left of their name.

Note that this will remove the user from that contract only, if you need to remove the user from multiple contracts you will need to repeat the above actions on each contract.

Need Help

Call your Southern Cross Relationship Manager on **0800 757 838** or email aps@southerncross.co.nz

We're here to help from 8.30-5pm Monday to Thursday and 9.00am - 4.30pm Friday.