New user registration FAQs

What is changing for new user registration?
New users will now need to validate registration with a contract ID. This strengthens the security of the registration process.

What is a contract ID and where can I find it?
A contract ID is a unique identifier assigned when an Affiliated Provider agreement is created. The contract ID assigned to your Provider Web account can be provided by your Provider Web administrator or manager.

What does a one-time use registration link mean?
Each registration link can be used only once and will expire after 72 hours. Once the link is used or has expired, a new link must be requested.

What happens if registration is not completed within 72 hours?
The registration link will expire. To request a new registration link, contact an Affiliated Provider Relationship Manager (APRM) at Southern Cross Health Insurance on 0800 757 838.

What happens if I enter an incorrect contract ID?
An error message will appear if the entered contract ID does not match our records. If multiple contracts are held, any linked contract ID may be used for verification. After several unsuccessful attempts, the registration link will expire; in that case, contact the APRM team at Southern Cross Health Insurance on 0800 757 838 to request a new link.

What if registration is stopped partway through (for example, after setting a password)?
If the correct contract ID has been entered and a password has been set, registration is complete. Once your registration is complete, you'll receive a confirmation email with your username and a link to Provider Web. On first login, account setup must be completed by accepting the terms and conditions and setting up multi-factor authentication (MFA).

For more information on MFA setup, please refer to the *MFA User Guide* available in Provider Web mfa_user_guide.pdf.

If the process is exited before a password is set, the registration must be restarted. To request a new registration link, contact an APRM on 0800 757 838.

If multiple contract IDs are linked to an account, which one should be entered when completing the registration process?
Any contract ID linked to your account may be entered to complete registration.

Can multiple people register using the same contract ID?
Yes. Each staff member who requires access to a specific contract will have that contract assigned to them in Provider Web.

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Can the contract ID be shared with other colleagues?
The facility's contract ID may be shared only with colleagues who require access to the contract in Provider Web. It must not be shared outside the organisation.

I've registered but have not received the activation email—what should be done?
Check the spam/junk folder. If the activation email is still not found, contact an APRM on 0800 757 838 for assistance.

Who is responsible for providing contract IDs to new users?
Your Provider Web administrator, contract contact, or manager at the facility is responsible for sharing the contract ID with staff who require access.

What should I do if I don't know the facility's Provider Web administrator or contract contact?
Check with your manager or another Provider Web user at your facility.

What should I do if an error message occurs during registration?
Double-check the details entered. If the issue persists, contact an APRM on 0800 757 838.

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