

## YouTube Video Training: [HCBS SETS Provider Portal Taking Action on Provider User Role Requests](#) (3:12)

### SETS Provider Portal Provider Users

#### Taking Action on Provider User Role Requests

##### Taking Action on a Provider's INITIAL Portal Role Request

All Provider Users must request access to the Provider Portal.

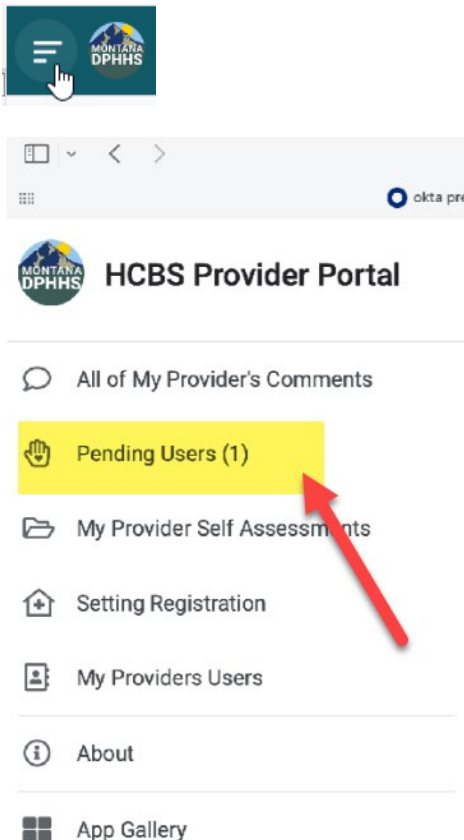
The INITIAL request (the first person requesting access) **MUST** be for a Provider Admin Role.

HCBS staff must take action on (approve or deny) this INITIAL Provider Admin Role request. The requester will receive an email notification indicating whether their request was approved or denied.

After this INITIAL Provider Admin access is approved, that person can and should manage any SUBSEQUENT portal role requests.

#### Taking Action on a Provider's SUBSEQUENT Portal Role Requests

1. Click the Pending Users list from the Main Menu on any page.



2. The Pending Users list displays all pending Provider user requests waiting for action.



Pending Users (1)						
User Role	Name	Provider	Date Added	Created By	Requested User Role	
Pending	TEST2 Therese TEST2 Simpson	TEST PROVIDER	10/17/2024 4:35 PM	theresesimpsontest1@outlook.co...	Provider Admin	

3. Take action on (approve or deny) the request by clicking the Thumbs Up (approve) or Thumbs Down (deny) buttons.

Pending Users (1)						
User Role	Name	Provider	Date Added	Created By	Requested User Role	
Pending	TEST2 Therese TEST2 Simpson	TEST PROVIDER	10/17/2024 4:35 PM	theresesimpsontest1@outlook.co...	Provider Admin	

4. The requester will receive an email notification indicating whether their request was approved or denied.

View List of All Provider Users

All Provider Users, in all statuses, can be viewed from the My Providers Users list from the Main Menu.

HCBS Provider Portal

All of My Provider's Comments

Pending Users (0)

My Provider Self Assessments

Setting Registration

My Providers Users

My Providers Users					
Name	Provider	User Role	Status	Date Added	
TEST Therese TEST Simpson	TEST PROVIDER	Provider Admin	Approved	10/17/2024 4:08 PM	
TEST2 Therese TEST2 Simpson	TEST PROVIDER	Provider Admin	Approved	10/17/2024 4:35 PM	



## Removing a User from the Provider Portal

Contact HCBS staff if you need to remove a user from the Provider Portal.