

nH Access Account Creation Guide

May 2021

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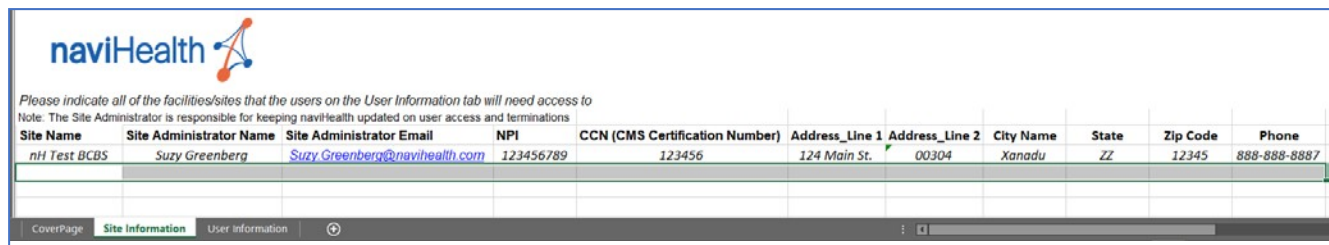
nH Access Enrollment

To begin enrollment, naviHealth must credential all users for the appropriate facilities/sites. Follow these steps to ensure all users are accurately credentialed.

1. Download an electronic copy of the user-provisioning Excel spreadsheet located [here](#).
2. Click the **Site Information** tab.

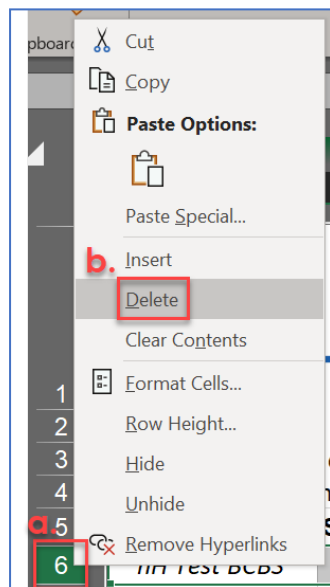


3. Starting on Row 7, add the requested information for each facility/site that the user group will be able to access.



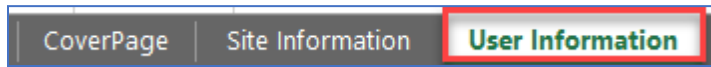
Site Name	Site Administrator Name	Site Administrator Email	NPI	CCN (CMS Certification Number)	Address_Line 1	Address_Line 2	City Name	State	Zip Code	Phone
nH Test BCBS	Suzy Greenberg	Suzy.Greenberg@navihealth.com	123456789	123456	124 Main St.	00304	Xanadu	ZZ	12345	888-888-8887

4. After completing step 3 above, delete the example row (row 6) by following these steps:
 - a. Right-click the number 6 row.



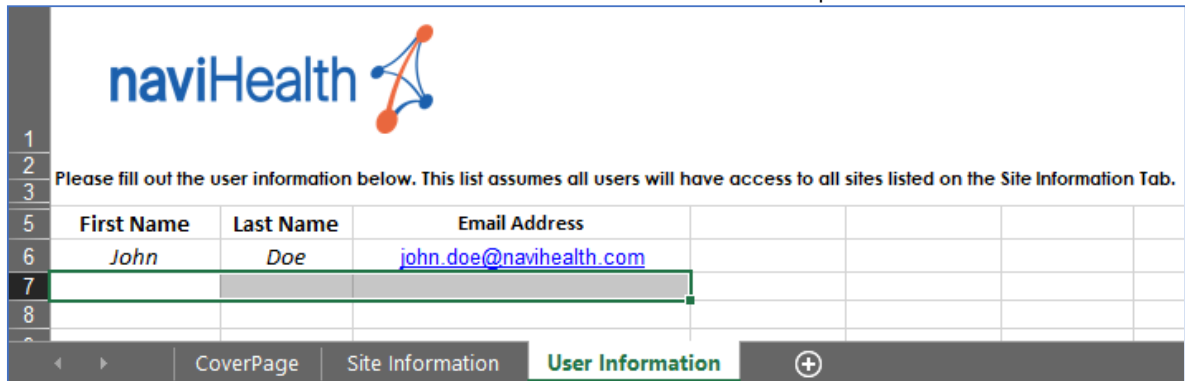
- b. Click **Delete**.

5. Click the **User Information** tab.



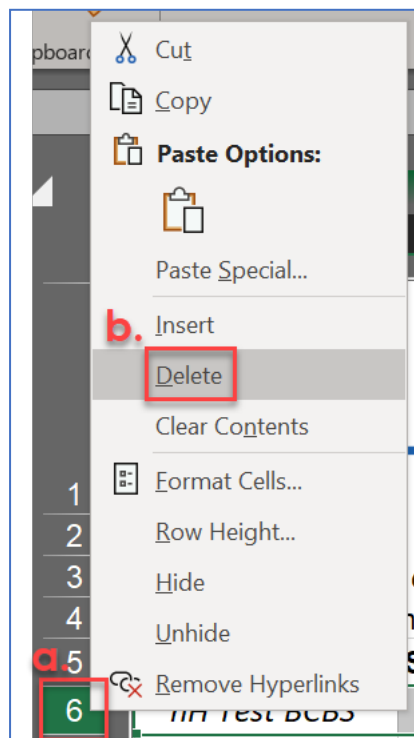
6. Starting on Row 7, add the requested information for each user who you are requesting have access to the facilities/sites you added on the **Site Information** tab.

NOTE – Only provide email addresses associated with your facility. Personal email accounts such as Gmail, AOL, and Hotmail are not permitted.




7. After completing step 6 above, delete the example row (row 6) by following these steps:

a. Right-click the number 6 row.



b. Click **Delete**.

8. Click the **Save**  icon on the top left of your Excel window.
9. Save the document to a location you will remember (documents folder or desktop).
10. Create a new email to addUsers_nHAccess@navihealth.com, attaching your Excel spreadsheet file.
NOTE: Scanned copies of the spreadsheet will **NOT** be accepted. Please only submit your Excel file.
11. Allow 3-5 business days for provisioning to be completed by naviHealth customer support.

Account Activation

Once naviHealth Customer Support receives and processes your user-provisioning spreadsheet, each user will then receive an email from OneLogin that will guide them through their personal user account activation steps. It is possible that the email could be routed to a spam or junk email folder. For any issues with account activation or questions regarding new user account creation, please contact Customer Support at Support.nHAccess@naviHealth.com.