New User Account Claiming Process
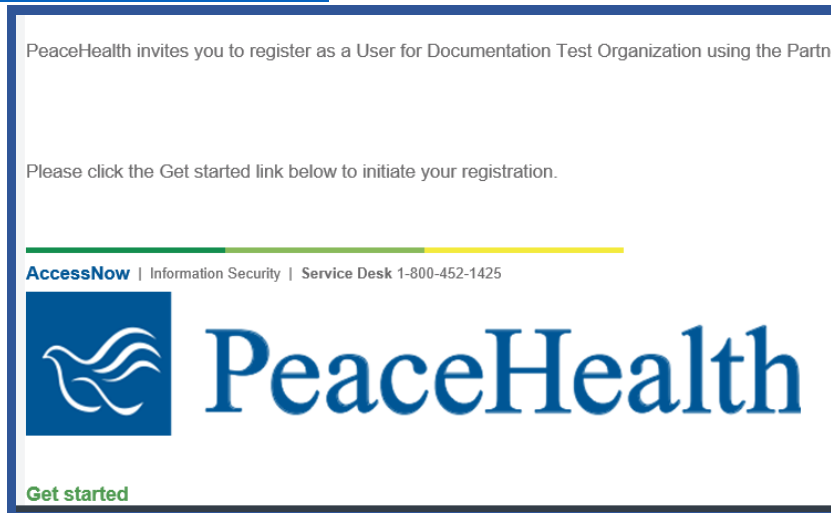
Once you invite a new user, they will proceed through the account claiming process:

[Using the Account Claiming Portal](#)

Step 1) Email Invitation

1. The user should receive an email inviting them to join AccessNow from
    partnerportal@peacehealth.org as shown below:

PeaceHealth invites you to register as a User for Documentation Test Organization using the Partn

Note: If the
receive this
them check
folder

Please click the Get started link below to initiate your registration.

user does not
email please have
their junk/spam

AccessNow | Information Security | **Service Desk** 1-800-452-1425

PeaceHealth

Get started

2. To accept the invitation, the user clicks on the "**Get Started**" link in the email:
3. Their browser will open the **user request form**
    a. *Note: The user must ensure their __first name__ and __last name__ match those listed on their government issued ID. This is necessary for the Identity Proofing step*

Personal Details

Legal First Name*	Middle Initial	Last Name*
Jeff		NonEmpTest

Preferred First Name	Birth Day*	Birth Month*
	15 ▾	10 ▾

Cell Phone*
1234567890

Submit

4. User fills in their job title and business phone, if not pre-populated

5. User indicates if they have previously accessed PeaceHealth systems before
6. User presses "**Submit**" to complete step 1
7. *This completes the users initial account creation. User then proceeds to step 2*

Step 2) Review HIPAA Training and sign the Confidentiality Agreement
1. After completing **Step 1) Email Invitation,** the user will be asked to watch and attest to our HIPAA training video
2. Next, the user reviews and acknowledges PeaceHealth's Confidentiality Agreement
3. After reading the document, the user acknowledges by selecting "**Yes**" and typing in their full legal name in the field at the bottom of the page
   a. *Note: Please ensure their <u>first name and last name</u> match those listed on their government issued ID. This is necessary for the Identity Verification step*
4. User presses "**Submit**"
5. *This completes the user's HIPAA training and Confidentiality Agreement. The user then proceeds to the Identity Proofing step detailed in step 3*
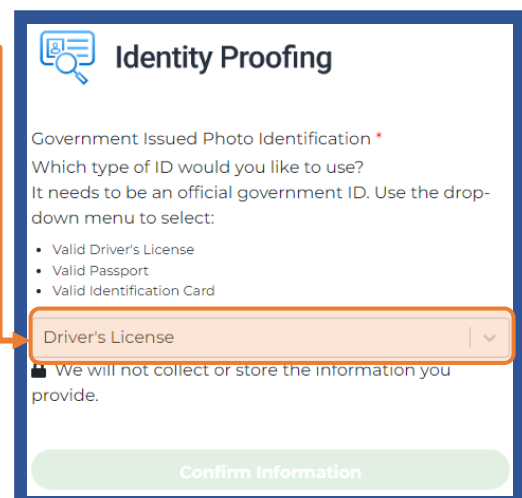
Step 3) Identity Proofing
1. After completing **Step 2) Confidentiality Agreement and pressing "Submit,"** the user's browser will display the Identity Proofing page

2. User clicks "**Verify My Identity**" to begin
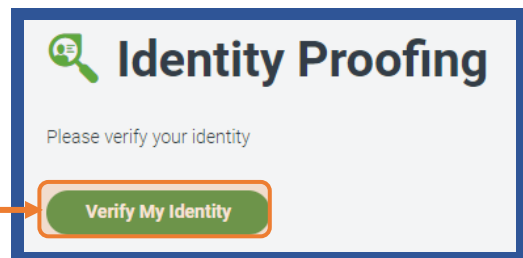
3. User selects the **form of identification** they will use for the Identity Proofing process
4. **User provides their mobile phone number** on the next screen
5. Select **"Continue on Mobile"**
6. User receives a text message with a URL which states, "**Click the URL below to capture documents**"
7. User follows the instructions on their phone to **capture images of their government issued ID**, and to **take a picture of themselves** to match to the ID

NOTE: Government identification is **not stored or saved**.   The verification process takes place in real-time and will not record or retain any images or files used in this process

8. The Identity Proofing process will begin to match their first and last name, and picture they took to their ID
9. User selects "**Confirm Information**" to complete the Identity Proofing process.
10. Both the Responsible User and Non-Employee User will receive email notifications indicating the user has completed their account claiming process.
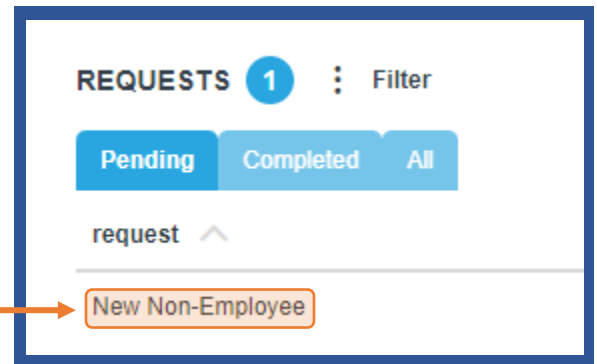
Request Status

You may review the status of a user who you have invited to AccessNow from your dashboard:

1. Click on "**requests**" from the dashboard
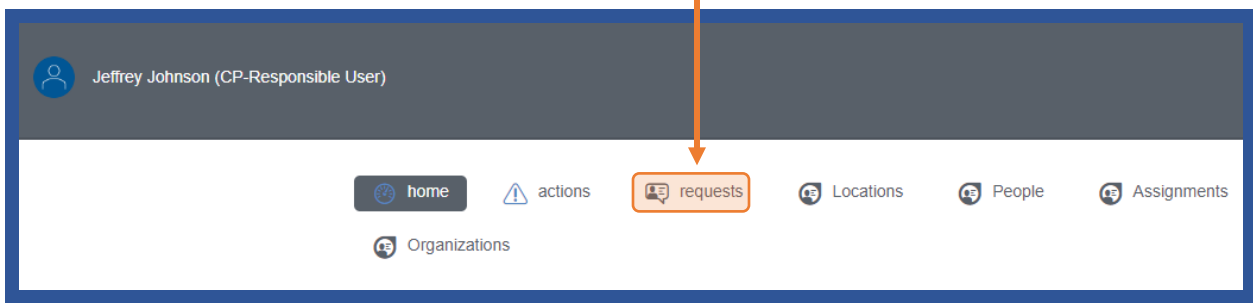
2. Click on the **user** who's details you would like to review:
3. From this new screen you may review the current step and any past steps that have already been taken by the user

Resend Notification

You may resend email notifications or invitations to users you have previously invited to AccessNow

1. To do so, follow the steps above for "**Request Status**"
2. Find the user who's details you want to review as noted in step 2, above, to view the steps they have taken
3. Scroll through the list of steps taken and those that can be sent again will have a button option on the right-hand side of the screen which states "**Resend Notification.**" Clicking this button will send a copy of any email notifications or invitations they have been send prior

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