Security Administration Guide

Each agency and policyholder will identify one, preferable two for coverage, staff members to be security administrator(s). The SA(s) will manage users’ access to United Heartland’s website.

Managing Users

Sign in to UnitedHeartland.com and in the upper-right-hand corner of the screen, select Change User ID/Password.

Select the Manage Users tab to add, delete or update your users.

1. To add new users, click Create a new user account.
2. To edit existing users, select the appropriate company from the drop-down list.
   a. Click on the user to open their account information for editing.
   b. To remove a user, click Delete.

Please Note:
- Only the security administrator can see the Manage Users tab.
- Administrators MUST delete or disable users when they leave to discontinue their access.
- If a user has forgotten their password, they can select the forgot password button on the login screen.
Create a New User:

1) Having logged onto United Heartland’s secured website, click **Change User ID/Password** in the top right portion of the screen.
2) Select the **Manage Users** tab at the top of the screen and click **Create a new user account**.
3) Create a **User ID** for the person whom you are giving access.
   - First name, last name, email address, and phone number are all mandatory fields.
   - An error message will also be given if the email or phone number is in an incorrect format.
4) Select the appropriate User Access to enable him or her to perform certain actions and view certain information:
   - **Claim Inquiry**: user can view detailed claim information
   - **Report a Claim**: user can submit workers’ compensation claims
   - **Security Administrator**: user can manage all users access to website and applications
   - **UH Client Services**: user has access to applications such as Loss Reports and Loss Prevention
5) After hitting submit, the temporary password will display (you can copy the password if you wanted to personally email it to them).

My Profile:

All users have access to update their information, authentication questions and password at any time. To do so, the user would click on **Change User ID/Password** previous mentioned. Use the **My Profile** tab and choose one of the two options:

- **Account Attributes**: User ID, first and last name, email, phone, mobile, fax, and pager.
- **Change Password**: Password, confirm password, and the five authentication questions and answers.
Modify Existing Users

1) Having logged onto United Heartland’s secured website, click Change User ID/Password in the top right portion of the screen.

2) Select the Manage Users tab at the top of the screen and select your company out of the dropdown box.
   • **Delete a User**: To the furthest right of that user, click Delete.
   • **Edit User**: click on the user’s user ID

![User Management](image)

**Edit a User’s ID**
1) Click on the User ID to open their account information for editing.
2) Check the Rename User ID box.
3) A new field option will appear to edit the ID.
4) Scroll down to click the Submit button.

**Reset a User’s Password**
1) Click on the User ID to open their account information for editing.
2) Under the Password section, click the Yes bubble for Reset User Password.
3) Assure Send a notification email is set to yes so the user will receive his or her new password in a system generated email.
4) After the recipient logs in, the system will prompt for a new password to be set up.

**Change User Access**
1) Check or uncheck any boxes as necessary to give or remove access.