



**To:** All WRS Users  
**From:** WRS Implementation Team  
**Date:** 8/12/2021  
**Re:** Policy Change: User Creation and Management

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This notice is to inform you of a change that will be made to the User Creation and Management Policy by WRS Health Administration.

### ITEMS IN THIS RELEASE

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## Change to User Creation and Management Policy

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The policy change being made to the system is as follows:

Beginning August 12, 2021, User Creation and Management will be overseen solely by WRS Health. To request a new non-healthcare provider resource be added, please submit a ticket.

Submit a ticket by going to iSupport > Support > New Ticket. Please include the resource's:

- Full name
- Title
- Work email
- Cell phone number (for 2FA purposes)

If you have any questions regarding this change, please contact your Account Manager. If you do not know who your account manager is, please email [accountmanagement@wrshealth.com](mailto:accountmanagement@wrshealth.com)