



To: All WRS Users
From: WRS Implementation Team
Date: 12/22/2020
Re: Upcoming Policy Change: User Creation and Management

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

ITEMS IN THIS RELEASE



Change to User Creation and Management Policy

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

Beginning in 2021, User Creation and Management will be overseen solely by WRS Health. A request for a new resource (user) can be submitted two different ways. They are as follows:

1. Via **Support**: Submit a new ticket request to Support (go to iSupport>Support>New Ticket) and provide the new resource's full name, title, and work email. Our Support team will then assist with resource additions.

Please note: As a reminder of this new workflow, you will see a message under ADMINISTRATION>RESOURCE MANAGEMENT>RESOURCE SETUP>ADD EMPLOYEE

A screenshot of a web application interface. At the top, there is a blue header bar with the text "Human Resource Management". Below this is a sub-header "Add New Resource". The main content area contains a form with a label "RESOURCE TYPE:" followed by three radio button options: "Healthcare Provider -- Billing", "Healthcare Provider -- Non Billing", and "Non-Healthcare Provider". Below the form, there is a yellow warning box with the text "Please submit a support ticket to request adding a non-healthcare provider."

2. Via **Implementation/Account Manager**: Submit a new resource request by email to your Implementation Manager or Account Manager to ensure accurate access records. Be sure to include the new resource's full name, title, and work email.

If you have any questions regarding this change, please contact your Account Manager.