

IHSC System Phase 1.1 User Systems Administration: Adding New Users

This Quick Reference Guide (QRG) provides step-by-step instructions for adding a new user to your provider domain.

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Note: This QRG is intended for approved providers that need to add additional users to their domain. You must have already enrolled in the IHSC eCAMS HCE provider portal to complete the outlined processes.

User Systems Administration

Approved providers can add new users to their domain within their organization, such as office administrators, billing staff, or claims submitters.

Add New Users

1. The administrator will log in to the **IHSC Provider Portal**.





**ICE Health Service Corps
Sign In**

Authorized Use Only
This is a U.S. Government information system for authorized use only. Use may be monitored, recorded, audited, inspected, searched, copied, disclosed, or used for authorized Government purposes. Unauthorized or improper use may result in disciplinary, civil, or criminal penalties. You have no reasonable expectation of privacy. By continuing, you consent to these terms.

Username

Password

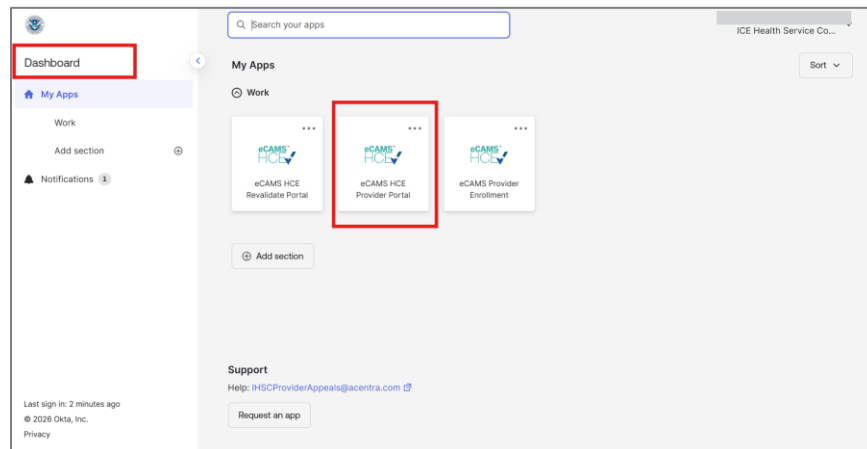
☐ Remember me

Sign In

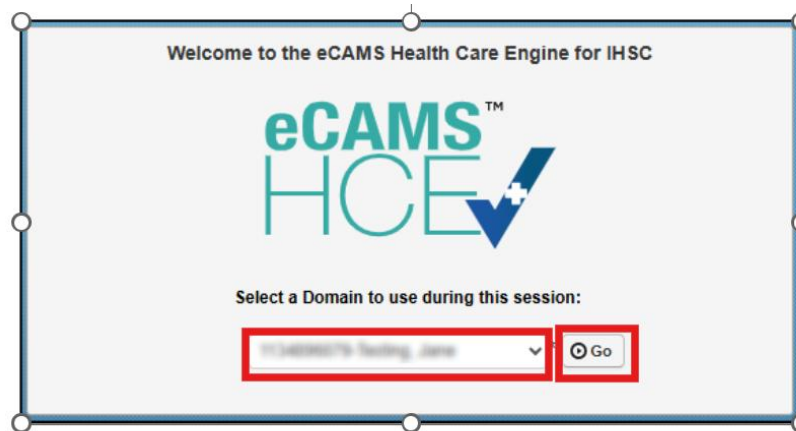
[Need help signing in?](#)

Don't have an account? [Sign up](#)

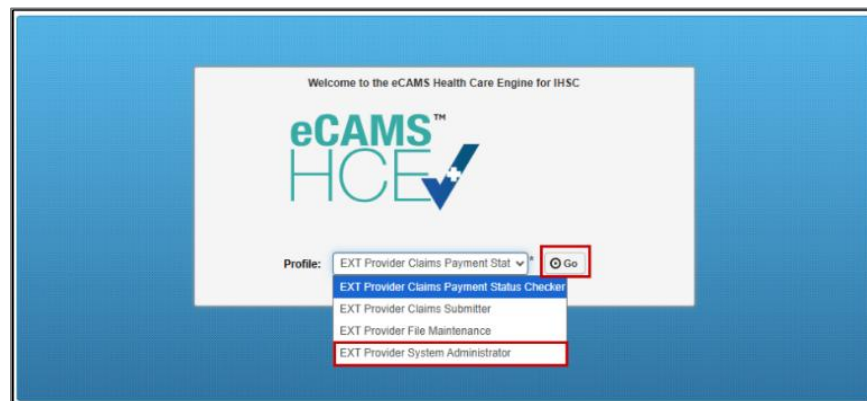
- On the IHSC Provider Portal **Dashboard** page, select the **eCAMS HCE Provider Portal** tile.



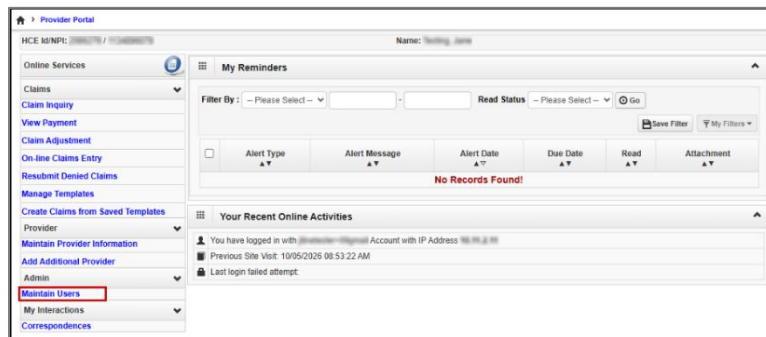
- Select the **Domain** or account the user's profile/role will be added to. Select **Go**.



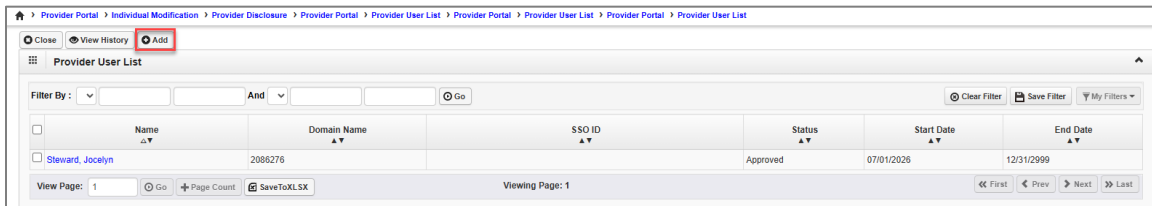
- Select the **Administrator** profile, then select **Go**.



- On the **Provider Portal** homepage, select the **Maintain Users** from the menu on the left side of the page.



- Select **ADD** to add a new user.



- Enter the new user's information. The fields that must be completed are:
 - First Name; Last Name; SSO ID(OKTA ID)** – enter user's email address
 - Start Date** – when the user's role(s) will be effective on the account
 - Date of Birth**
 - User Type** – there are two (2) options: Non-Physician Staff and Physician Staff
 - Expiration Date**

Once all required fields are complete, select **OK**.

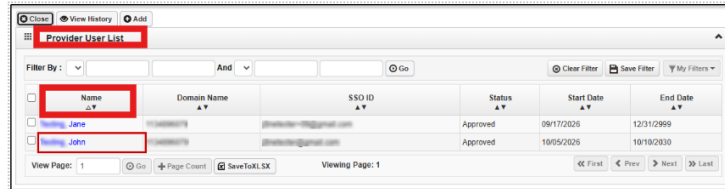
Note: SSO ID is the email used to create the MFA and used to access the portal.

- The new user must then complete the provider portal enrollment process described in the **General Navigation and Registration QRG**.

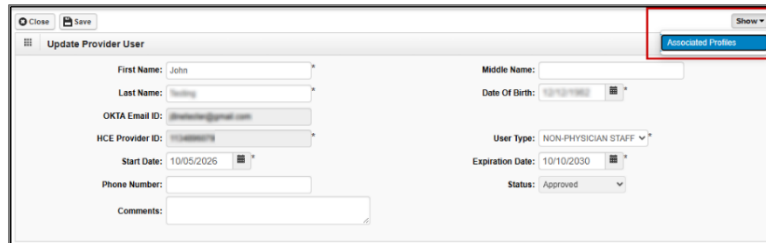
Maintain Existing Users

Once the new user has been added, roles must be assigned.

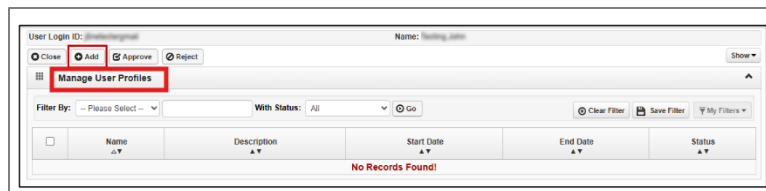
1. On the **Provider User List** page, select the new user's name (**hyperlinked in blue**) under the **Name** column.



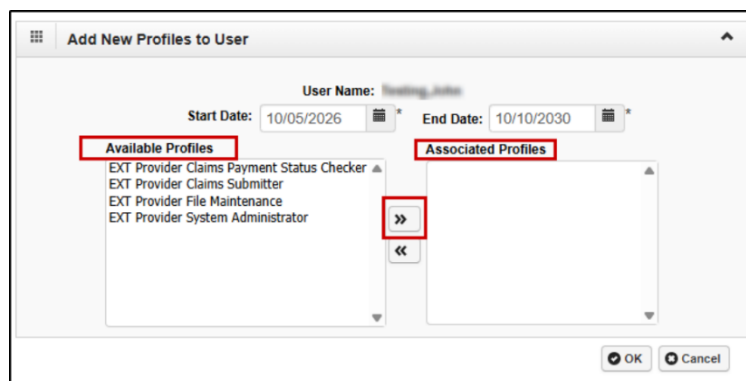
2. The **Update Provider User** page will open. Select the **Show** button on the top right of the page. Select **Associated Profiles** to open the **Manage User Profiles** page.



3. On the **Manage User Profiles** page, select **Add**.



4. The **Add New Profiles to User** page will open. Under the **Available Profiles** box, select the role or roles to assign the user. Move the selected roles to the **Associated Profiles** box by using the right pointing arrows.



- Once all desired roles have been selected, select OK.

- On the **Manager User Profiles** page, the roles selected for the user will be listed. The roles will be in a **Review** status. To approve the roles, check the box(es) of the new roles added and select **Approve**.

NOTE: Only select the roles in **Review** status to approve. Roles previously assigned that have an **Approved** status do not need to be approved again.

- The **Update Status** window will open. The administrator can add a **Reason Code** for assigning/adding the role to the user. Use the drop-down menu to select the most appropriate reason code. The administrator also has the option of adding **Remarks** if needed. Once all entries are made, select **OK**.

- After completing the entries in the **Update Status** window, the **Manage User Profiles** page will display. The user's roles/profiles will now have a status of **Approved**. Select **Close** to exit the page.

Manage User Profiles

Filter By: -- Please Select -- With Status: All

Name	Description	Start Date	End Date	Status
EXT Provider Claims Payment Status Checker	EXT Provider Claims Payment St...	10/05/2026	10/10/2030	Approved
EXT Provider Claims Submitter	EXT Provider Claims Submitter	10/05/2026	10/10/2030	Approved

View Page: 1

- On the **Update Provider User** page, select **Save** and then **Close** to complete adding the user roles/profile process.

Update Provider User

First Name: John Middle Name:

Last Name: Testing Date Of Birth: 12/12/1982

OKTA Email ID: jtesting@gmail.com

HCE Provider ID: 123456789

Start Date: 10/05/2026

Phone Number:

Comments:

User Type: NON-PHYSICIAN STAFF

Expiration Date: 10/10/2030

Status: Approved