

Manage Access

Guide for IR Administrators

Purpose of this document

Background: WIR IR (Immunization Registry) Administrators have the responsibility to add, edit, and maintain current information for user accounts in their organization. IR Administrators should serve as the organization's first point of contact for user access issues such as adding users, user account reactivation, password resets, editing user information, and assigning user roles (permissions).

IR Administrators are also responsible for editing their organization(s) information when needed.

Topics Covered: User Roles, Adding Users, Editing Users, Editing Organizations

After reviewing this document, you should be able to:

- Assign the appropriate user role to a user.
- Add a user or multiple users.
- Edit user account information and modify user access.
- Reactivate, disable, or terminate user accounts or user roles.
- View and edit organizations.



Contents

User roles	3
The manage access panel	4
Adding users	5
Adding multiple users	11
Editing user information	13
Editing user information	14
Modifying user access	15
Viewing organizations	19
Editing organizations	21



User roles

A user role is a level of access within WIR that each user is assigned when given login credentials. The different roles are hierarchical, and the most common ones are listed below from the highest to the lowest levels of access.

1) Administrator

- a. The first point of contact within the organization for WIR user access.
- b. Responsibilities: Maintain all organization-specific information, including:
 - i. Users, including user access and password resets.
 - ii. Organization and Site updates.
 - iii. Clinicians and Physicians.
- c. Permissions:
 - Access to the entire Reports menu, and the ability to run reports for your organization
 - ii. Access to the Vaccines for Children (VFC) specific menu
 - iii. All functions available to all other user roles listed below (except Data Exchange/HMO)

2) MV (Mass Vaccination) + Inventory

- a. Permissions:
 - i. All functions available to mass vaccination users **and** inventory control users
 - ii. Reminder/Recall and Benchmark reports

3) Inventory Control

- a. Responsibilities: Manage the organization's inventory of vaccines in WIR
 - Order all vaccines if the provider is a VFC or Vaccines for Adults (VFA) provider
- b. Permissions:
 - i. View inventory
 - ii. Add and update vaccines in inventory
 - iii. Manage all transfers in and out of inventory
 - iv. View transactions
 - v. Manage Clinicians and Sites
 - vi. All functions available to Typical users and Reports Only users

4) Typical User

a. Primary user of WIR

- b. Permissions:
 - i. Add immunizations, including mass vaccinations
 - ii. Edit immunizations, including mass vaccinations
 - iii. Find and edit client
 - iv. Print immunization report for client

5) Mass Vaccination (MV)

- a. Permissions:
 - i. Add mass vaccinations (such as COVID-19 or Influenza)
 - ii. Find client / Enter new client (MV)



iii. Mass Vaccination users **cannot** edit or delete immunizations

6) Data Exchange/HMO User

- a. Permissions:
 - i. Automatically exchange immunization batch files through WIR
 - ii. View client reports

7) Reports Only

- a. Permissions:
 - i. Query client information
 - ii. Print client-specific reports from View Client Report
 - iii. Print New Client Form (blank Vaccine Administration Record or VAR) from the Forms page
 - iv. May NOT edit/update information in the registry

The manage access panel

- Once you log in, one of two things will be displayed:
 - a. A user with only one organization will see this panel along the top of the screen. Select **manage access/account** to get to the **Manage Access** section.





b. A user with more than one organization will see the **Manage Access** section in the left menu panel, prior to selecting an organization.



Adding users

- 1) Important: Adding a user is not the same as adding a clinician or physician. A user is an individual who has access to log in to WIR; a clinician is an individual who administers vaccine and/or orders the administration of vaccines; and a physician is an individual that is available for selection as a client's primary care provider on the Manage Client screen.
 Adding an individual as a user does not automatically add them as a clinician or physician in WIR.
 - a. For more information on how to add or manage clinicians or physicians, refer to the Maintenance guide.
- 2) Important: Please do not assign the same username to more than one person in an organization. Try to use the same naming convention for all usernames, to keep the username simple and easy to remember.
 - a. Example: A common naming convention is the first initial plus the last name of the user. For instance, the name **Test User** has the username **tuser**.
- 3) Access the post-login page by selecting the Manage Access/Account menu option at the top of the WIR screen.



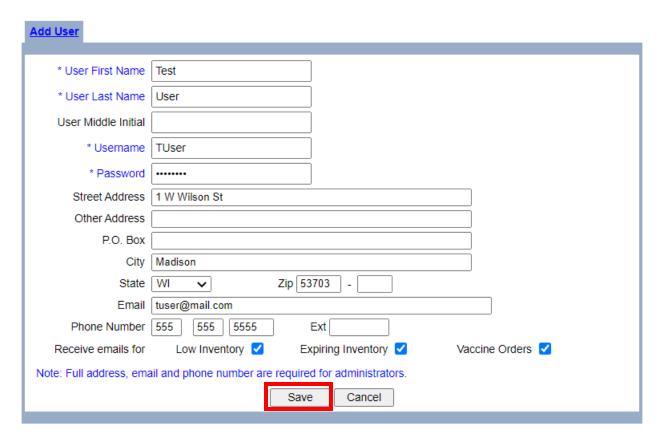


4) Select Add User under the Manage Access section.



- 5) On the **Add User** screen, provide as much information about the user as possible. Only the blue fields are required; however, more information is better, in case WIR staff or IR Administrators need to contact the user.
 - a. Full address, email and phone number are required for IR Administrators.
 - b. Select the checkboxes to set up email notifications to the user for low inventory, expiring inventory, and vaccine orders.
 - c. Username and Password are case sensitive. Whenever you use an uppercase or lowercase letter, the user will have to enter it the exact same way.
 - d. Once all user information has been entered, select the **Save** button.

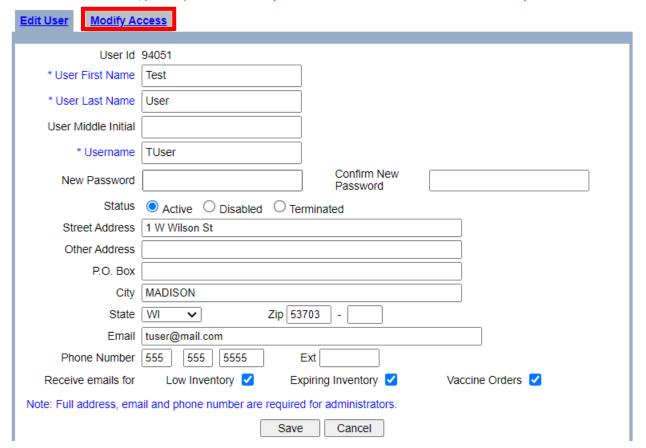




6) Once you select the **Save** button, you are not finished. You will see a message at the top "** User Added, please proceed to Modify Access Tab. User does not have access until you do! **" You still have to assign the correct access (user role) for the user. If you leave the page now, you will have to start over. To assign the user role, select the "Modify Access" tab at the top of the screen.

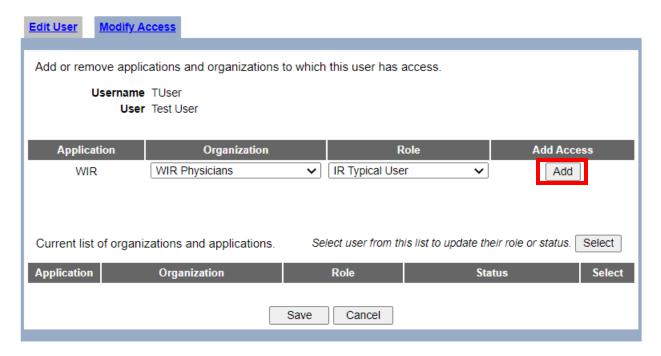


** User Added, please proceed to Modify Access Tab. User does not have access until you do! **

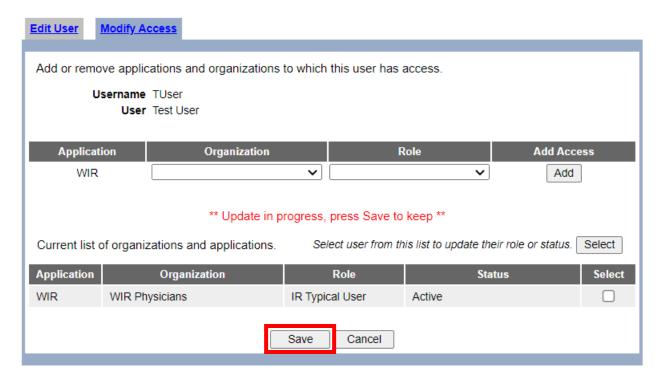


7) On the **Modify Access** screen, verify you are creating the account under the correct organization by verifying the name under **Organization**. If you only have access to one organization, there will be no drop down box under Organization, only a drop down box under Role. Then assign the correct role for the user from the drop down under **Role**. In the example below, the Username TUser has been assigned the IR Typical User role under the WIR Physicians organization. Select the **Add** button.



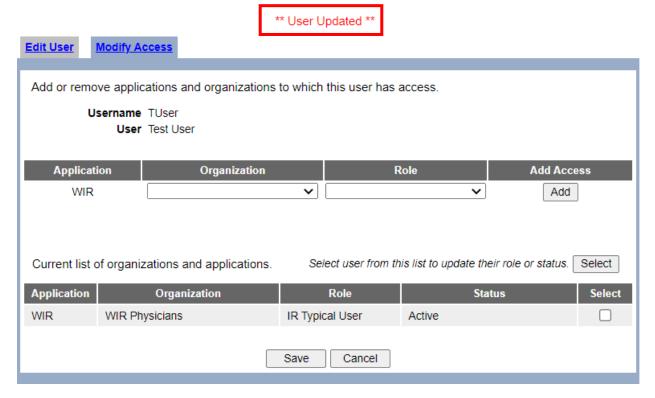


8) When you select the **Add** button, the user's access (user role) will appear under "Current list of organizations and applications." You will see a message in the middle of the screen, "** Update in progress, press Save to keep **." Select the **Save** button.





9) When you select the **Save** button, you will see a message at the top, "** User Updated **." You have successfully created a user account.



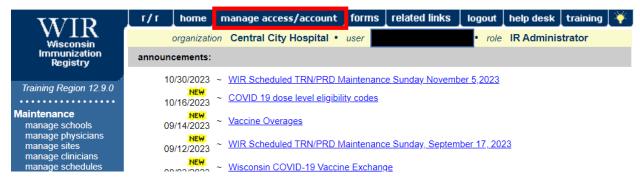
- 10) A user may be assigned to more than one application, organization, or user role. For example, they can be a LEAD Typical User for one organization's LEAD (Wisconsin Blood Lead Registry) application, and the IR Administrator for another organization's WIR application.
- 11) You can only assign users to the applications to which you have Administrator access. For example, if you are not a LEAD Administrator, you cannot assign users to the LEAD application to have access to the Wisconsin Blood Lead Registry.
- 12) The user can log in to WIR using the same org code you use for your organization, the username you have created, and the temporary password you have set. The temporary password is good for 24 hours. All credentials are case sensitive. The user will be prompted to change their password as soon as they log in.



Adding multiple users

This function is used to add multiple users to WIR at once. The only fields available are Last Name, First Name, User Name, and Password. "Add Multiple Users" cannot be used to add IR Administrators, because administrators must have an address and email included on their user account. "Add Multiple Users" is also useful for viewing the name, username, user role, and account status of all users in your organization.

1) Access the post-login page by selecting the **Manage Access/Account** menu option at the top of the WIR screen.



2) Select **Add Multiple Users** under the **Manage Access** section.



- 3) Select the Application and the Organization.
 - a. A list of "Current users" displays at the bottom of the screen. Use this list to review all the current active, disabled, and terminated users for the organization. This is a helpful tool even if you are not adding new users.
 - b. It is recommended that you check the list of names to make sure you are not adding a user twice or using the same username twice.

Current users				
Last Name	First Name	User Name	Role	Status
Aardvark	Amy	aaamy	IR Inventory Control	Terminated
Account	Manage	maccount	IR Administrator	Inactive
Admin	Adam	aadmin	IR Administrator	Inactive
Admin	Hannah	hadmin	IR Administrator	Terminated
Admin	Katelyn	KAdmin	IR Administrator	Active
Admin	Kevin	kadmin	IR Data Exchange - Admin	Active
Admin	User	uadmin	IR Typical User	Disabled due to multiple login attempts with incorrect password.



4) To add a user, at the top of the screen enter the Last Name, First Name, User Name, and Password. Select the Role of the new user from the dropdown menu, then select the **Add** button.



5) The newly added user will appear in a new list in the middle of the screen called "Newly added users." To add another user, repeat the same steps at the top of the screen.

Newly added users

Last Name	First Name	User Name	Role
Smith	John	JSmith1	IR Reports Only
Smith	Jane	JSmith2	IR Mass Vaccination

6) To refresh the list of current users, select the **Refresh** button in the upper right. The users will now show in the list of current users. You have successfully created multiple user accounts.

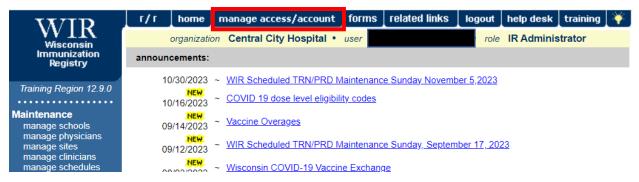
Smith	Jack	jacks	IR Reports Only	Terminated
Smith	Jane	JSmith2	IR Mass Vaccination	Active
Smith	Joe	smijo	IR Inventory Control	Terminated
Smith	John	jsmith	IR Typical User	Terminated
Smith	John	JSmith1	IR Reports Only	Active

7) The users can log in to WIR using the same org code you use for your organization, the usernames you have created, and the temporary passwords you have set. The temporary passwords are good for 24 hours. All credentials are case sensitive. The users will be prompted to change their password as soon as they log in.



Editing user information

- Used to edit user information or modify the user's access
- Used for password reset for the user
- Used to activate, disable, or terminate the user's access under a particular organization
- 1) Access the post-login page by selecting the **Manage Access/Account** menu option at the top of the WIR screen.

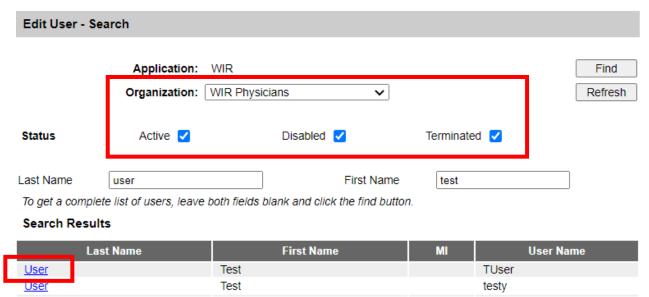


2) Select **Edit User** under the **Manage Access** section.

Manage Access
Edit Organization
Add Multiple Users
Add User
List Organizations
Edit User



3) Important: When searching for users, ensure that you have selected the correct organization and selected the Active, Disabled, and Terminated status checkboxes so that you will search all users (regardless of status) in your organization.



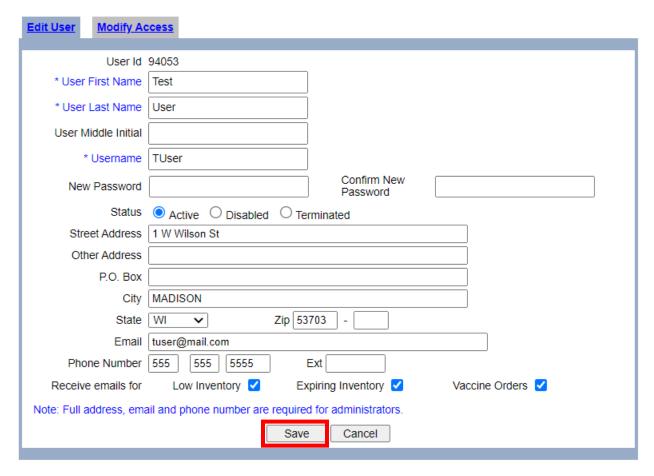
- 4) Search for the user by last name and first name. If you are unsure of the spelling, try searching with just the first few letters of each name. To get a complete list of users in the organization, leave both the last name and first name blank and select the **Find** button.
- 5) To display the **Edit User** screen for a specific user, select the user's last name blue link.

Editing user information

- 1) Review the **Edit User** screen and make any necessary changes.
 - a. New Password (Password Reset)
 - i. IR administrators are responsible for password resets for WIR users when needed (for example, when the password reset link emailed to the user does not work).
 - ii. Reminder: All users should periodically check to make sure their email address is current so that if a password reset email is sent, it will be sent to the correct email address.
 - iii. To reset a user's password, enter a new password and confirm the new password on the **Edit User** screen. Then select **Save**.
 - iv. Notify the user of the new temporary password you have set. The temporary password is good for 24 hours. The user can log back in to WIR using the temporary password and will be prompted to change their password as soon as they log in.



- b. Status
 - i. Do not change the user's status on this screen; instead, check the **Modify Access** tab to modify the status of the user's role under each organization.
- c. Receive emails for checkboxes
 - i. To opt the user out of receiving low inventory, expiring inventory, or vaccine order e-mail notifications, uncheck the appropriate boxes.
 - ii. Please note: WIR strongly advises against opting out of receiving email notifications. Emails that alert you to low or expiring inventory are helpful tools in maintaining accurate and viable inventory.



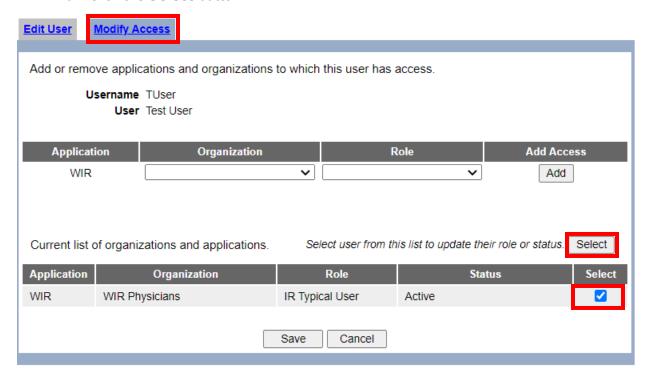
- 2) When you are done with all changes on this screen, select the **Save** button. You will see a message at the top, "** User Updated **."
- 3) If done editing, select **Cancel** to return to the **Edit User Search** screen. If modifying user access, continue to next step.

Modifying user access

1) Select the **Modify Access** tab to modify the access of a user.

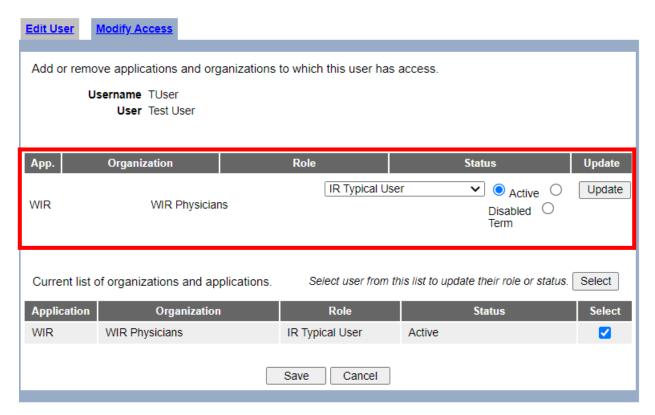


- 2) To edit current access:
 - a. Check the **Select** checkbox of the appropriate line for the access to be edited.
 - b. Click the **Select** button.



3) When you click the **Select** button, the selected user access will move to the top of the screen.

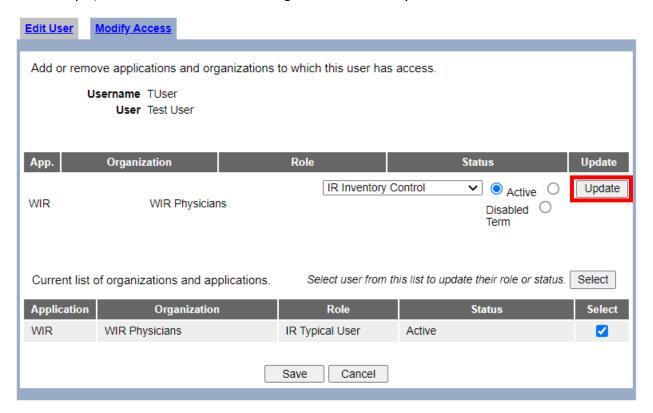




- 4) Change the user role using the dropdown under "Role," and update the status to Active, Disabled, or Terminated using the radio buttons under "Status."
 - a. Active the user can log in and use all functions available under that particular user role for that particular organization.
 - Disabled the user account was temporarily inactivated. The account can be manually inactivated by an IR admin or automatically by WIR, usually because of too many login attempts or incorrect answers to security questions.
 - i. The account can also be automatically disabled if the user does not log in for 90 days or more.
 - c. Terminated If the user is no longer working for or associated with your organization, then the user role (access) under your organization should be terminated, not disabled. IR Administrators are responsible for terminating users' access when necessary.
 - i. If an administrator were to *disable* a user's access when they leave employment, that individual could call the WIR Help Desk to get their account reactivated. If the administrator *terminates* the user's access, however, the WIR Help Desk staff will always tell the person to contact the administrator at their organization to be reactivated. This is a key difference between disabling and terminating a user's account.

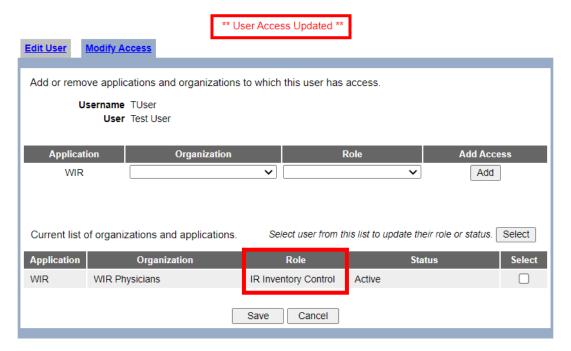


- ii. Many providers have added terminating WIR access as a step of their exit interview checklist when an employee leaves employment. That way the organization can be assured the former employee no longer has access to confidential client information.
- 5) When you are done making changes to the user's access, select the **Update** button. In this example, the user role has been changed to IR Inventory Control.



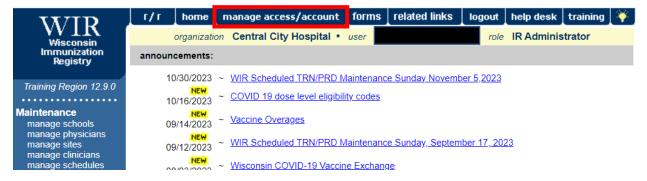
6) When you select the **Update** button, you will see a message at the top of the screen displaying, "** User Access Updated **." You will also see the user's role in the bottom of the screen has changed. You have successfully modified the user's access.





Viewing organizations

1) Access the post-login page by selecting the **Manage Access/Account** menu option at the top of the WIR screen.

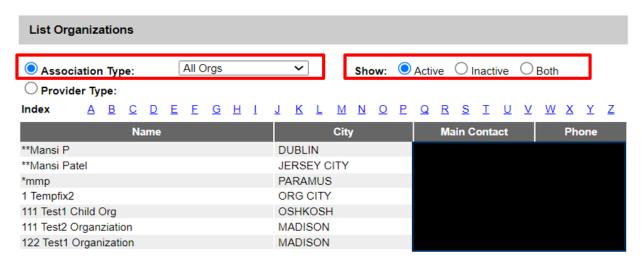


2) Select **List Organizations** under the **Manage Access** section.





- 3) If desired, select an organization type from the dropdown. If you cannot find the organization you are looking for, try looking under "All Orgs." Use the radio buttons to select whether you would like to show active, inactive, or both active and inactive organizations. You may also select a letter from the Index menu to view those organizations beginning with the letter selected.
 - a. Each provider organization has a main contact and phone number listed.

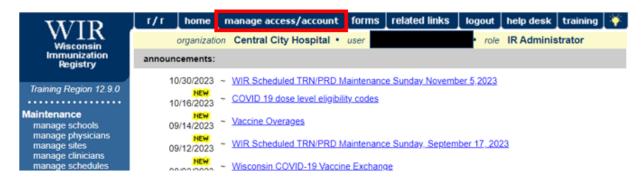




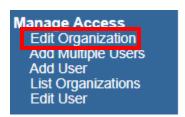
Editing organizations

You can only edit the information for the organizations to which you have IR Administrator access.

1) Access the post-login page by selecting the **Manage Access/Account** menu option at the top of the WIR screen.



2) Select **Edit Organization** under the **Manage Access** section.

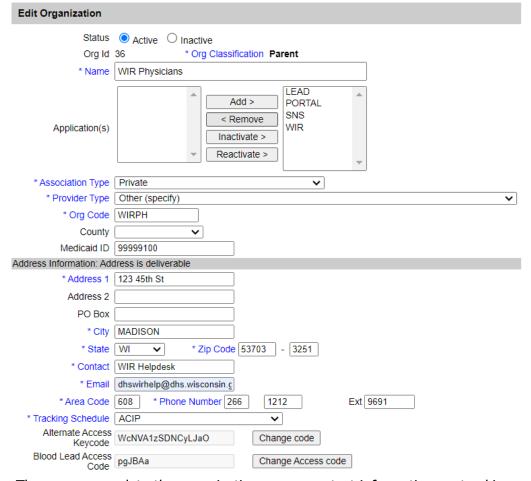


- 3) On the **Edit Organizations** screen, select the organization you wish to edit by selecting the blue hyperlinked organization name.
 - a. Some organizations in WIR are arranged into a parent/child structure. If a user is assigned IR Administrator access to a parent organization, they will also have IR Administrator access to all child organizations under the parent organization. The parent/child relationship is generally used to facilitate data exchange. On the **Edit Organizations** screen, parent organizations are marked with an asterisk (*). They will only display if the administrator has access to the parent organization.





4) When you select the organization's name, the **Edit Organization** screen will display.



- a. The user can update the organization name, contact information, or tracking schedule.
- b. Org Classification, Type, Short Name, Medicaid ID, and County can only be updated by contacting the WIR Helpdesk.
- c. If you have administrative access to the Wisconsin Blood Lead Registry (WBLR), you may change the organization's blood lead access code by selecting the **Change**Access Code button. The system will change the code automatically; you should note the new code and inform all WBLR users in your organization of the change.
- d. When you are done with all changes on this screen, select **Save**. You will see the message "Organization Updated" at the top of the screen. Any information that is updated for the organization is also updated for related sites.
- e. To cancel, select **Cancel**. You will see a pop up asking if you want to save your changes. If you do not wish to save changes, select **Cancel** again. You will be brought back to the list of organizations on the **Edit Organizations** screen.