ForwardHealth Portal
Email Subscription

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1 Introduction

Through the email subscription function on the ForwardHealth Portal, providers and other interested parties may register to receive email notifications of new provider publications. Users are able to select by program (BadgerCare Plus and Wisconsin Medicaid, Family Care, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program, and Wisconsin AIDS Drug Assistance Program [ADAP]) and provider type (e.g., physician, hospital, durable medical equipment vendor) which notifications they would like to receive. Any number of staff or other interested parties from an organization may sign up for an email subscription.
2 Email Subscriptions

2.1 Register for Email Subscriptions


![Figure 1 ForwardHealth Portal Page](image-url)
2. Click **E-mail Subscription Sign-up** located in the Communication menu. The ForwardHealth Subscriptions page will be displayed.

![Subscriptions Page](image)

**Figure 2** Subscriptions Page

3. In the “New Subscriber” section, enter the email address to which the subscription(s) is to be sent (twice for confirmation).

![New Subscriber Section](image)

**Figure 3** New Subscriber Section

4. Click **Register**. A confirmation message will be displayed at the top of the page and the “Available Subscriptions” section will become activated.

![Confirmation Message](image)

**Figure 4** Confirmation Message
If you receive an error message, correct the error(s) and click **Register** again.

After registering to receive email messages, you will need to indicate the specific service areas for which you would like to receive messages.

5. In the “Available Subscriptions” section, select the program for which you want to receive messages. If the area(s) to which you wish to subscribe is under a program that is collapsed (i.e., minimized so that selections under the category are not shown), click the name of the program, **not** the **[ ]** sign, to display an expanded list of areas.

![Figure 5 Expanded List of Areas](image)

6. Check the box for the area(s) for which you wish to receive messages. Or, check the **Select All** box if you want to receive messages for all the listed areas.

7. At the bottom of the page, click **Save**.

![Figure 6 Save Selected Areas](image)

When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

![Figure 7 Confirmation Message](image)

If you receive an error message, correct the error(s) and click **Save** again.
2.2 Change Email Subscriptions

To add or delete an area(s) from your email subscription list, complete the following steps:

1. In the “Existing Subscribers” section, enter the email address registered to receive subscription notifications.

![Existing Subscribers Section](image)

Figure 8 Existing Subscribers Section

2. Click **Load**. The “Available Subscriptions” section will display your current subscriptions, and a confirmation message will be displayed at the top of the page.

![Existing Subscribers Successfully Loaded](image)

Figure 9 Existing Subscribers Successfully Loaded

If you receive an error message, correct the error(s) and click **Load** again.

*Note*: If the area(s) you are subscribed to is under a program that is collapsed, click the name of the program to display an expanded list of areas.
2.2.1 Add Subscriptions

1. To add a subscription(s) to your current list, check the box for the area(s) for which you wish to receive the additional message(s). Or, check the Select All box if you want to receive messages for all the listed areas.

![Figure 10 Add Area to Available Subscriptions](image1)

2. At the bottom of the page, click Save.

![Figure 11 Save Added Area](image2)
When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

<table>
<thead>
<tr>
<th>The following messages were generated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your subscription has been successfully saved. You will receive a confirmation email shortly.</td>
</tr>
</tbody>
</table>

Figure 12  Confirmation Message

If you receive an error message, correct the error(s) and click **Save** again.

### 2.2.2 Delete Subscriptions

1. To delete a subscription(s) from your current list, remove the check from the box next to the area you wish to delete to deselect the area.

2. At the bottom of the page, click **Save**.
When the selected subscription(s) loads, a confirmation message will be displayed at the top of the page.

If you receive an error message, correct the error(s) and click **Save** again.
2.3 Unsubscribe from Email Subscriptions

To be removed from the email subscription list, complete the following steps:

1. In the “Unsubscribe” section, enter the registered email address to be removed from the email subscription list.

   ![Unsubscribe Section]

   Figure 16 Unsubscribe Section

2. Click Unsubscribe. A confirmation message will be displayed at the top of the page.

   ![The following messages were generated:]
   The email address has been removed as requested.

   Figure 17 Confirmation Message

If you receive an error message, correct the error(s) and click Unsubscribe again.