Employer Portal Quick-Start Guide

The Employer Portal

This portal is a mechanism that will allow you, the Employer, to stay better informed of the status of the worker's comp injuries and illnesses of your employees that are being treated. This data can be verified real time as WellNow Health performs the treatment and activities of each visit. This portal provides a means to track lost time, incidents and injuries, employee worker's compensation visits, work restrictions and current scheduling that is pertinent for you to monitor and track the status of your work force.
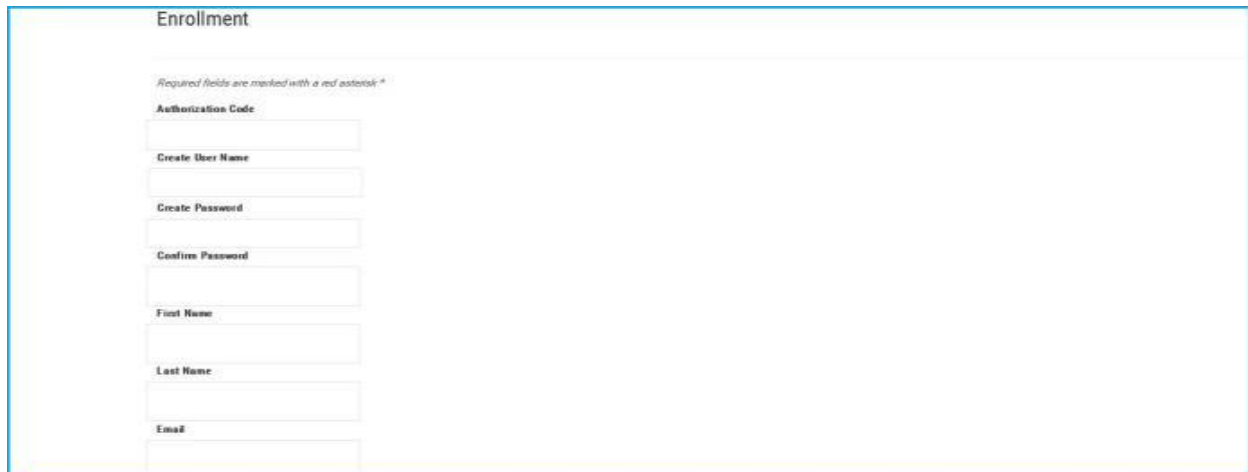
Enrollment Process

New users will receive two Emails. The first will contain a link to complete his or her setup. The second will contain an **Authorization Code**. Click the link in the first Email to display the following page:

Existing Account: Select the **"click here"** in the **"If you have an existing account click here"**. You will be prompted with the **Login** window to enter your **Username** and **Password**.

Register a new Account: Select the **"click here"** in the **"If you do not have an account click here"**. The system will display an **Enrollment Form**.

New **Users** should enter the **Authorization Code** they received in the second Email sent by the system. Continue completing the form. **Password Rules** are below:

- Min length is 8 characters
- No Maximum length
- Requires Special Character
- Requires number
- Requires upper and lowercase character
- Password Expiration is 90 days
- Password history limit is 3
- Failed attempts before lockout is 3

Select a **Security Question** and provide your **Answers**.

Click **Submit** to activate your account. The system will log you into the portal at the Home page.
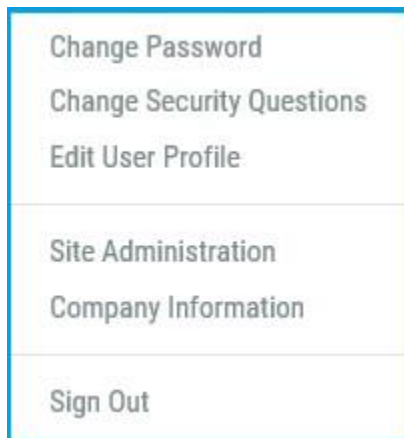
Home Page

Here is a sample view of your **Home Page**.
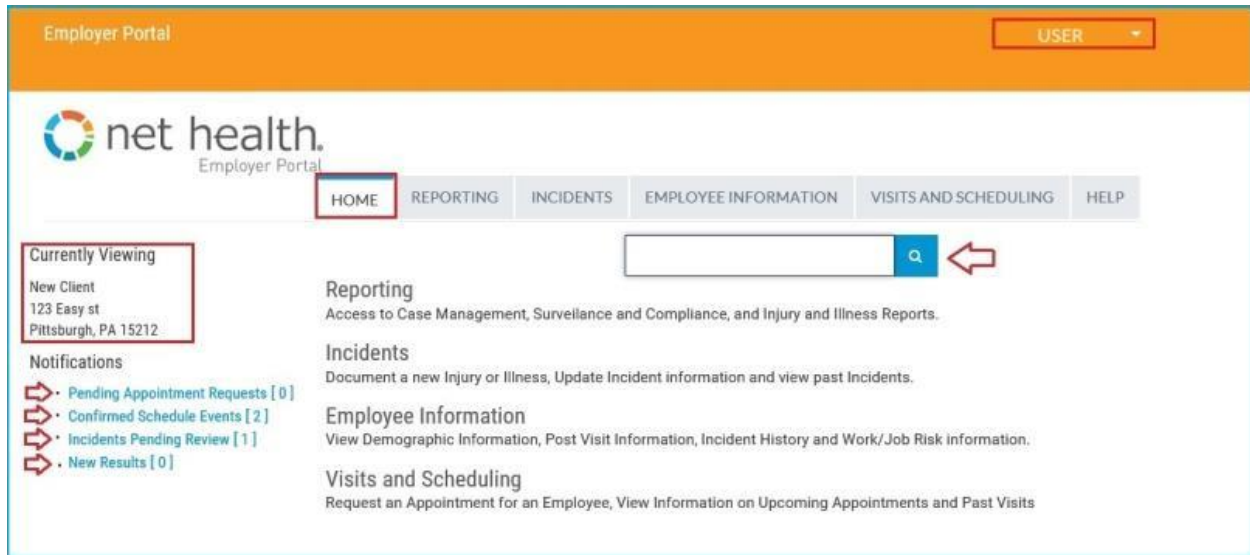
The box at the top right hand corner of the portal is the **Profile Administrative Menu** and will allow users to do a variety of administrative tasks. This could apply to only the current user's information up to general site and user management. **The level of update is dependent upon user security profile and rights.**

Click on the down carrot symbol next to the user name to access the **Administrative Menu** where editing may be done to the following:
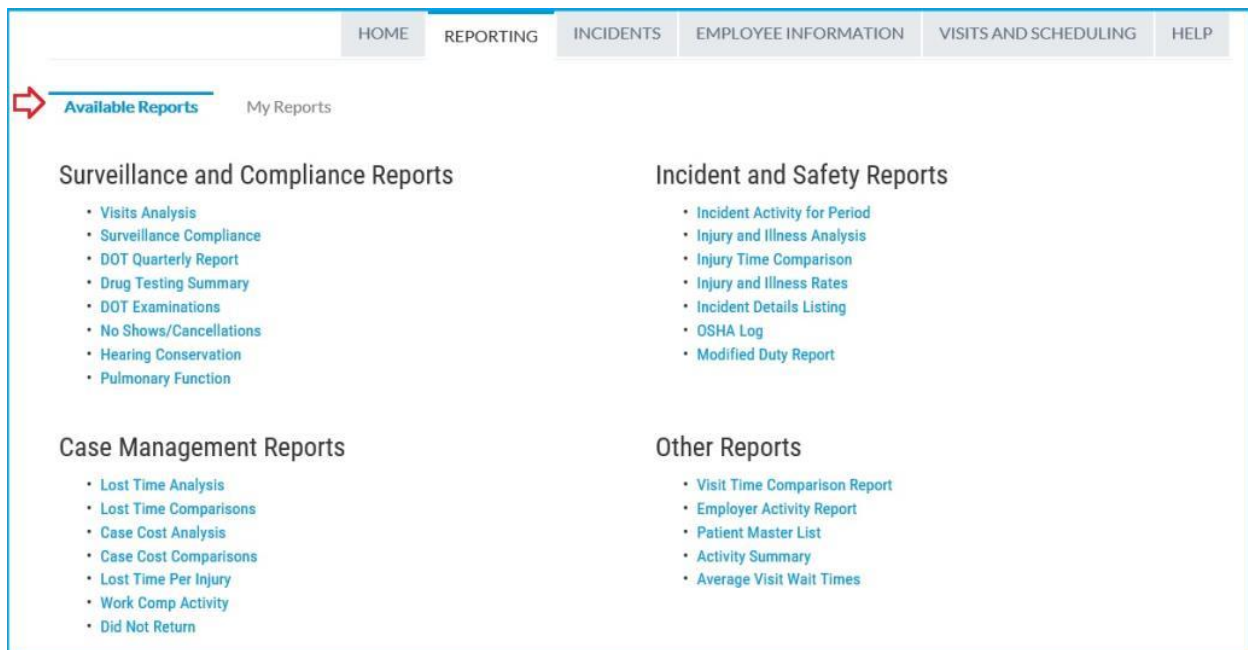
The **Person Look-Up** search box is in the middle of the Home Page. Users may look-up **Employees** (Patients) by name using this search tool. Simply key in the complete employee name (or a partial name) and click the **Search** button. If the user entered a complete name, the portal will display only that employee. If the user entered only a partial name, the portal will display a list of possibilities below the **Search Box** to help narrow the look-up list. You may also simply click the search icon for a complete alphabetical list of employees.

Once the list is displayed, Users may click the name of the desired employee to display the complete profile including information regarding incidents, visits, and document images.

The **Notifications** menu is on the left side of the Home Page. It gives a quick view of **Pending Appointment Requests**, **Confirmed Scheduled Appointments**, and other relevant information.

Reporting

Select the **Reporting** tab to run one of the numerous reports throughout the four **Available Reports** categories below:
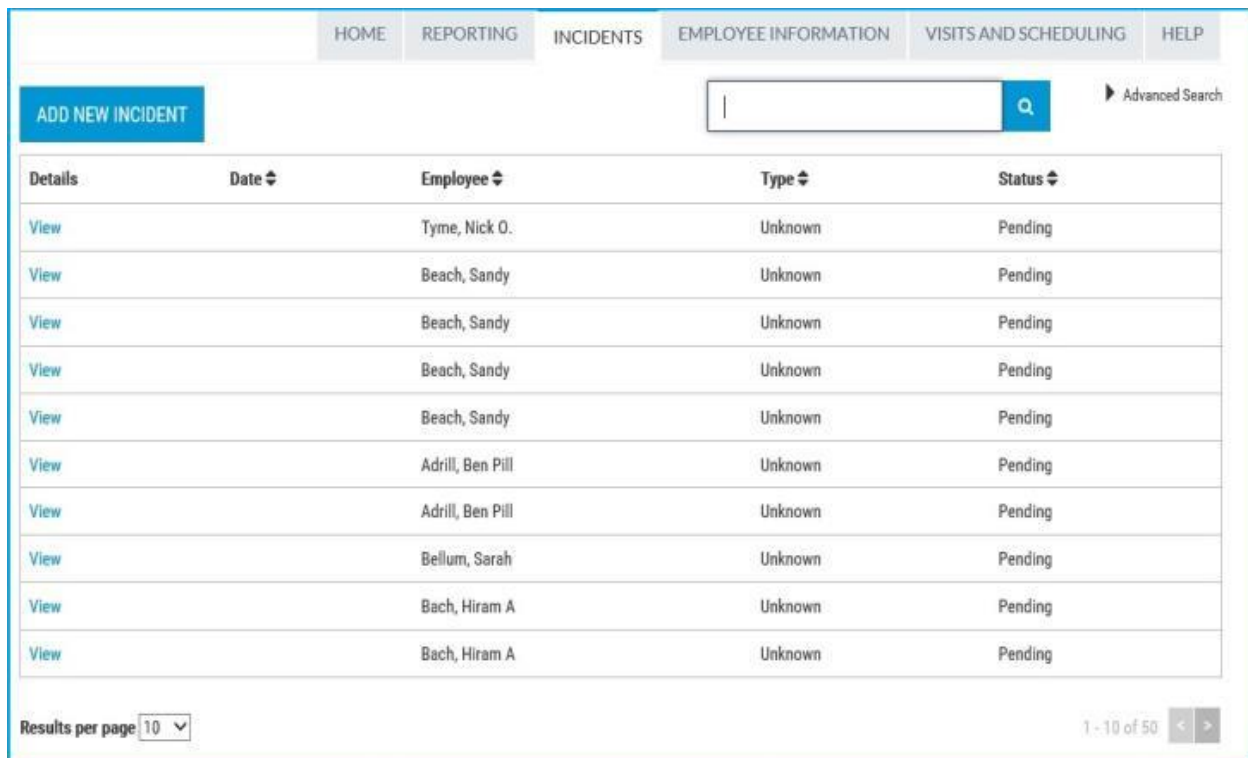

Each report the user has run will be stored in the **My Reports** section.

Incidents

Select the **Incidents** tab to display the following window of current, pending, or open incidents associated with your company:

From this window a user may do an **Employee Search**, **Add an Incident**, or **View an Incident**. When viewing an incident the user has access to more details about the incident as well as the ability to view forms and images, including TWC73 Forms associated with each visit.

Employee Information

The **Employee Information** tab will allow users to select a particular employee and display relevant data across a host of areas.
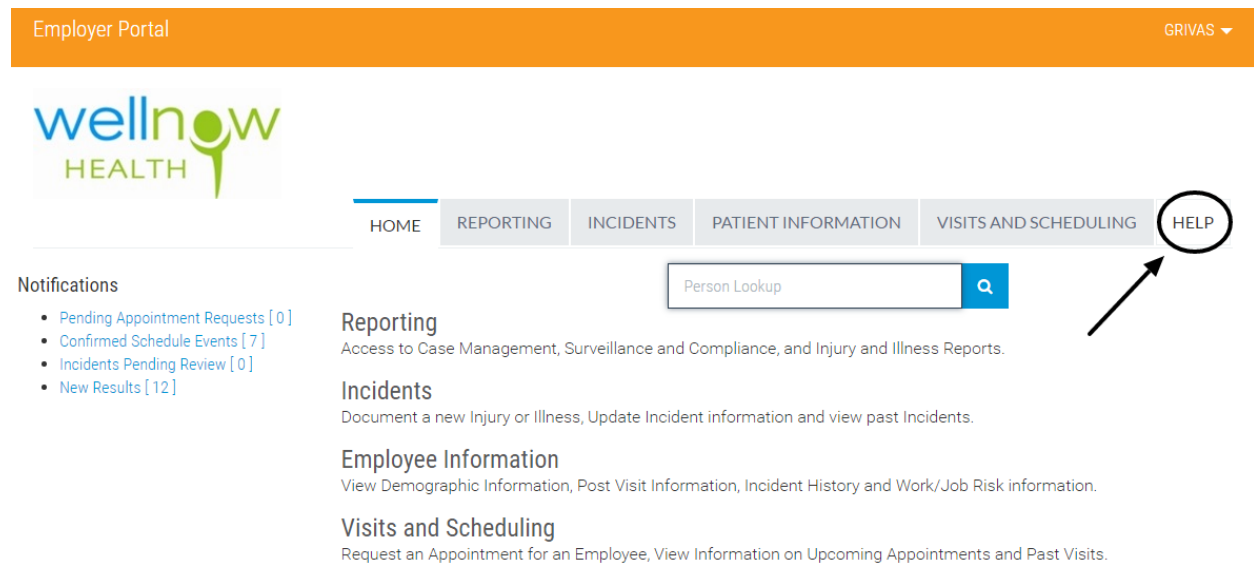
Visits and Scheduling

Selecting the **Visits and Scheduling** tab allows the user to view a particular visit from the above list. When the "**View**" link under **View Visit Details** is selected, up to three sub-tabs may display, depending upon whether the **Visit** is an **Incident** or not:

- General
- Referrals
- Restrictions

Help

This **Quick Start Guide** is a summary of the basic features of the **WellNow Employer Portal**. Many more features are available depending on the needs of each company. For more information or for questions about the functionality of the **Portal** users may click the **Help** tab for an extensive, in-depth tutorial of all of the features that the **Portal** offers.