How to Create and Maintain Provider User Accounts in the Health Facility Reporting System (HFRS)
Audience: Providers, Partners, and AHCA Staff

1. Navigate and login to the website: https://apps.ahca.myflorida.com/hfrs

2. Locate and select the provider. Click the "Contacts" tab.

    a. **To add a new contact person**:

        i. Click "Add New Contact".

        ii. Enter the contact's information on the "Facility Contact-Add" screen. Select the person's "Title/Position". Enter the person's name, email address(es), telephone number(s), type of telephone number, and if the number is able to receive text messages. *Only enter different email addresses and telephone numbers in the additional spaces as needed.*

        iii. If the person is the designated safety liaison or knowledgeable about the facility's generator(s), indicate this by checking the appropriate box(es) if applicable.

        iv. Indicate if the person is unable to communicate in English and requires a translator if called. If a translator is needed, please indicate the language also. Click "Save" once all information is entered.

    b. **To edit/update an existing contact**:

        i. Click "Details" next to the contact's name.

        ii. Click "Edit" at the bottom of the "Facility Contact-Details" screen.

        iii. Click "Save" once information is entered.

    c. **To invite a contact to register for HFRS**:

        i. Click the button "Invite Contact to Register" next to the name of the contact.

        ii. On the "Send Invitation to Contact" screen, select the user role the person will be assigned and click "Create" to send the invitation.

            1. Provider User: able to fully utilize the system.
            2. Provider Superuser: able to fully utilize the system plus conduct user maintenance.

        iii. Invitation information will populate in the contacts grid for this person.

        iv. Once the contact has completed the registration process, this information will be filled in as well.

    d. **To resend a registration invitation**:

        i. Click the "Resend Invitation" button next to the contact.

    e. **To revoke a contact's registration/access**:

        i. Click the "Revoke Registration".

        ii. The "Invite Contact to Register" will replace the "Revoke Registration" button.