myCHLA Provider Portal

Practice Owner Account Management Process

WHAT'S CHANGING

In the past, new members of your practice had the option of creating a myCHLA account on their own, entering the unique practice ID while enrolling. The request would be routed to you for final approval, after which they would be able to view data for patients associated with your practice.

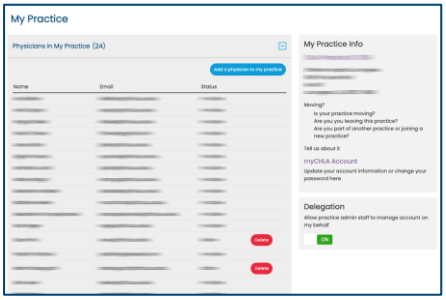
In the new version of myCHLA, new accounts can only be added by the Practice Owner or delegated practice administrator (see "Practice Delegation section") on the **My Practice** page.

REMINDER

- Keep the list of myCHLA accounts associated with your practice current
- Account credentials should not be shared among members of a practice
- Create an account for each person in your practice who will need to access myCHLA

HOW TO ADD AN ACCOUNT TO THE PRACTICE

1. Sign in to myCHLA (as practice owner)
2. Navigate to **My Practice** tab
3. Expand either the **Physicians in My Practice** or **Non-Physicians in My Practice** panel
4. Click on either **Add a physician to my practice** or **Add a non-physician to my practice**
5. Fill out the form, including the new account member's email address and mobile phone number, and click **Add**
6. The recipient of the new account will receive an email providing instructions on how to complete the account setup



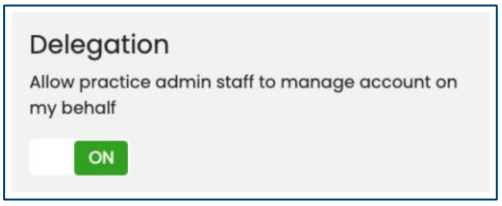
HOW TO REMOVE AN ACCOUNT FROM THE PRACTICE

1. Sign in to myCHLA (as practice owner)
2. Navigate to **My Practice** tab
3. Expand either the **Physicians in My Practice** or **Non-Physicians in My Practice** panel
4. Locate the account you would like to remove and click **Delete**

PRACTICE DELEGATION

The Practice Owner can enable other users to perform practice management duties, such as adding and removing accounts, by enabling the **Delegation** feature.

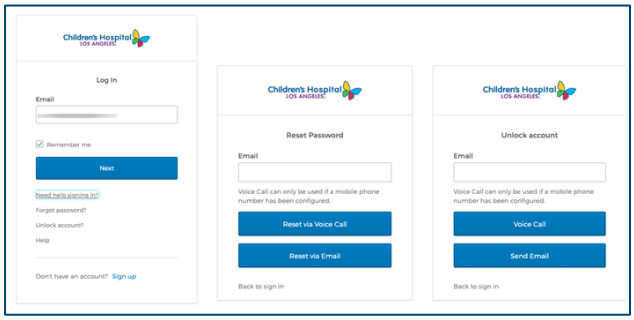
1. Sign into myCHLA and navigate to the My Practice Screen
2. In the Delegation panel on the right of the screen, move the switch to the **On** position



TROUBLE SIGNING IN

If you are having difficulty signing in, you may need to reset your password or unlock your account.

- From the myCHLA home page, click **Login**
- Click **Need help signing in**? on the Login page
- Click on **Forgot password** or **Unlock account** and enter your email address
- Select the option of how you'd like to proceed



TECHNICAL SUPPORT

Phone: 888-631-2452, option 3 • **Email:** help@chla.usc.edu