

Portal administrators: How to add a new user to your organization's portal account

This guide walks through how to add new users to your organization's portal account. Adding a new user to your organization's account allows them to access your organization's patient list and provider information.

- 1. First, navigate to the PAN portal at panapply.org.**

Log in to your PAN portal account. If you don't remember your account information, you can reset your password by clicking "Forgot password" on the portal login screen

- 2. Next, click the "Manage Account" tab at the top of your menu**

Here you can review and manage new and existing users in the account.

- 3. Under account information, select the "Manage Users" tab.**

Note: If you want someone in your organization to have access to a portal account, make sure to add them as a new user, not a provider.

- 4. Click the "Add new user" button**

- 5. Fill out the "Add new user" form**

This will include user type (account administrator vs general portal user), their industry type, job role, name, email, and work phone.

Note: We recommend having more than one account administrator. You'll need to mark someone as an administrator when adding them as a user.

Tip: Once someone is added as a user, if you want to change them to an account administrator, you can remove the user and re-add them as an administrator or call PAN at 1-866-316-7263 Monday through Friday, 9:00 a.m. to 5:30 p.m. ET.

6. Submit the new user form

The new user will receive an email letting them know that their portal account has been approved and providing instructions on how to reset their password and log in to their portal account