



# Roles and Licenses

## User Guide

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# Chapter 1

## Managing roles and licenses

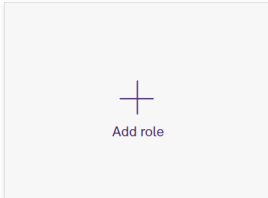
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You can add, update, and delete roles and licenses. Additions are reviewed and actioned by the TELUS team; all other changes are made immediately.

1. From the Provider Portal, click the Menu  button, then select **Roles and licenses**.

The **Roles and licenses** window is displayed.

Roles and licenses

Massage Therapist <a href="#">Remove</a>	Physiotherapist <a href="#">Remove</a>
<b>License 1</b> College of Massage Therapists of Ontario, 123456 WSIB, eClaims <a href="#">Manage licenses &gt;</a>	<b>License 1</b> Newfoundland and Labrador College of Physiotherapists, 123456 WSIB, eClaims <a href="#">Manage licenses &gt;</a>
	

2. To add a role:

- Click **Add role**.

The **Add role** window is displayed.


- Select the **Role**, **Effective date**, and **Province**.

The **License Issuer** is enabled and its options set based on the selected **Role** and **Province**.

If you are registered for both the eClaims and WSIB services, a statement is displayed at the bottom of the **License** section to identify to which service or services the role and license will be associated.

- Select the **License issuer**, **License number**, and **License date**.
- To add additional licenses, click **Add a license**, then repeat the previous two bullets.



When multiple licenses are displayed, a number is appended to the **License** header, and a Delete  button is displayed to its right. You can delete all but one of the licenses.

- Click **Save changes**.

The **Roles and licenses** window is displayed again. A message beneath the header identifies the request number and submission date and time.

3. To remove a role:

- Click **Remove**.

If the selected role is the only role assigned to one or more locations, the **Remove role and locations** dialog box is displayed; otherwise, the **Remove role** dialog box is displayed.

### Remove role and locations

You have chosen to remove the following role and licenses:

**Message Therapist**  
College of Massage Therapists of Ontario, 123456

This is the only role used for at least one work location. Removing this role will also remove these locations.

If you do not want to remove locations:

1. Go to the Work locations page
2. Assign another role to each affected location
3. Wait for the requests to be approved
4. Return to this page and remove this role

### Remove role

Are you sure you would like to remove the following role and licenses?

**Message therapist**  
Chiropractors of Ontario, RC - 87H654  
Manitoba Massage Therapy College, KZA-97H600

Remove role and locations
Go to work locations
Cancel

Remove
Cancel

- Click **Remove role and locations** or **Remove**.

If you click **Go to work locations** instead, the Work locations window is displayed, and the role is not removed.

If you clicked **Remove role and locations**, the following dialog box is displayed. Select the **Effective date** and click **Remove**.

### Remove role and locations

When should the removal of this role should take effect?

Effective date

DD-MM-YYYY

Remove
Cancel

The **Roles and licenses** window is displayed again. If you chose to remove a role only, it is immediately removed. If you chose to remove a role and location, it is removed on the **Effective date**.

4. To update your licensing information:

- Click **Manage licenses**.

The **Manage licenses** window is displayed:

Manage licenses: Massage Therapist

Changes to the license information will be reviewed by TELUS Health and may take approximately 10 business days to process. Updates will only be seen here if and when approved.

License

Country  
CANADA

License issuer  
College of Massage Therapist...

License number  
123456

License date  
DD-MM-YYYY

Use the same format as in your license document including dashes, spacing, capital letters etc


This role and license will be associated to eClaims and WSIB services, based on the license issuer selected.

Add a license

Save changes Cancel

- Update the **License issuer**, **License number**, and **License date** as needed.
- To add additional licenses, click **Add a license**, then select the **Province** and **License issuer**, enter the **License number**, and select the **License date**.



When multiple licenses are displayed, a number is appended to the **License** header, and a Delete  button is displayed to its right. You can delete all but one of the licenses.

- Click **Save changes**.



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