User Admin Portal

Starter Guide

Every 90 days, we require the verification of each user within our system and perform regular compliance checks to ensure the security of all patient information. To ensure compliance, you are required to review all listed users from your organization to determine whether or not they should maintain access to CRISP tools.

In many cases, a user may no longer have access if he/she is no longer affiliated with your organization or has transitioned to a role that no longer requires access. The User Admin Portal is a tool designed to allow authorized CRISP users to approve or deny access to CRISP tools for current users on your staff.

Within this portal you also have the ability to add new users directly from your account! Users will no longer need to register for CRISP through the registration site. Simply click “Add New User” at the top of the screen within your account and complete the fields to submit a new user.

Important Things to Note:

• All POCs will need to create a username and password to access the portal. This should only be used by the POC at the practice. Once you’ve set up your credentials for the new link to the verification, we strongly encourage you to immediately review all users and verify their current user status.

• Please note, with the “Add New User” functionality, you are authorized to provide clinical access to the CRISP Unified Landing Page (ULP). When adding a new user, if you find that the user's email is already in the CRISP system, you may be prompted to contact support and provide additional information to complete the user's registration.

• Although most users are automatically verified for access to CRISP applications, PDMP registrants may experience a slight delay for license verification. To report any issues or to check the status of your staff member’s registration, please contact the CRISP Customer Care Team at support@crisphealth.org or call 1.877.952.7477.
User Admin Portal
Starter Guide - Verifying Users

1 Accessing the Portal

Use the email you received with the link to the user admin portal. This will be a permanent link that can be accessed at any point in time to verify users. Upon receipt of this link: Click or copy/paste the link into your browser then follow the prompt on the screen to create your user name, password, and set up two-factor authentication on your account.

Please email support@crisphealth.org for any issues, suggestions or defects.
To complete the verification process for CRISP users within your organization, select “verify”, “deny”, or “don’t know” within your account for each user listed.
If pending users present, the user will receive an email if they have not successfully completed onboarding (Training, ID, Licenses, Etc). If user is inactive, you can request reactivation simply by selecting “reactivation”. An email is automatically sent to the CRISP Customer Care Team for processing.

Please email support@crisphealth.org for any issues, suggestions or defects.
Other users are shown when a user has been previously activated and denied access. After all updates have been made, you must click "Process Selection".
To confirm your selections, click the “Confirm” button. Please note, if you do not click “Confirm”, your changes will not be saved.

Please email support@crisphealth.org for any issues, suggestions or defects.
The “Confirmation” page will appear to confirm that your selections have been submitted.

Please email support@crisphealth.org for any issues, suggestions or defects.
Adding New Users

To provide access to CRISP tools, click “Add New User” at the top of the screen.

Please email support@crisphealth.org for any issues, suggestions or defects.
Selecting Title

Select a title for the new user: a list will appear in the dropdown. Select the most appropriate option.

Please email support@crisphealth.org for any issues, suggestions or defects.
Complete the remaining fields then click submit. Please note, with the “Add New User” functionality, you are authorized to automatically provide clinical access to the CRISP Unified Landing Page (ULP).

Please email support@crisphealth.org for any issues, suggestions or defects.