

# Passport Provider Portal

## Office Administrator Quick Reference Guide

### Approving / Reviewing Pended Self Registration Requests in the Passport Provider Portal

1. Sign into the Passport Provider Portal
2. Select the Office Administration drop-down from your menu bar
3. Select the Request List option
4. All Pending Self-Registration requests will show in the Results section with newest records showing first (and oldest showing last)
5. Click the Date Submitted column header to return oldest first
6. Select the Request ID link to open the Request Detail page
7. Review the User Information section (this is where you will find the specific users contact information) to determine if the request is from an associate with your office.
8. Select the appropriate button at the bottom of the page

#### **Modify / Approve button route**

- a. After selecting the Modify button you will be directed to the Provider Registration Modify page
- b. At the bottom of the page select the Approve button
- c. Adjust the Available Role to the appropriate role you want to grant the user.
  - i. Please note, Self Registration User mimics the Provider Claims User role.
- d. Adjust Request Status to Approved
- e. Select the Submit button
- f. User self-registration request is now approved and the user will receive a system generated email

#### **Reject Button Route**

- a. Select the appropriate Request Reason
- b. Select the Request Status to Denied
- c. Select the Submit button
- d. User self-registration request is now denied and the user will receive a system generated email