# How to Add New User

As part of being upgraded to Waystar, Domain Administrators will now have the ability to add new users. The steps below will walk you through this process.

Please note: You must have the proper permissions in order to access the Security tab and add a new user. See the Roles section at the bottom of this page. If you cannot access the tab, contact your Security Manager or Domain Administrator.

Once you are logged into Waystar, select Account in the left-hand corner under the Waystar logo.

Next, select Security located within the horizontal menu below Account.

It will now place you on the Users section which will allow you to create new users.
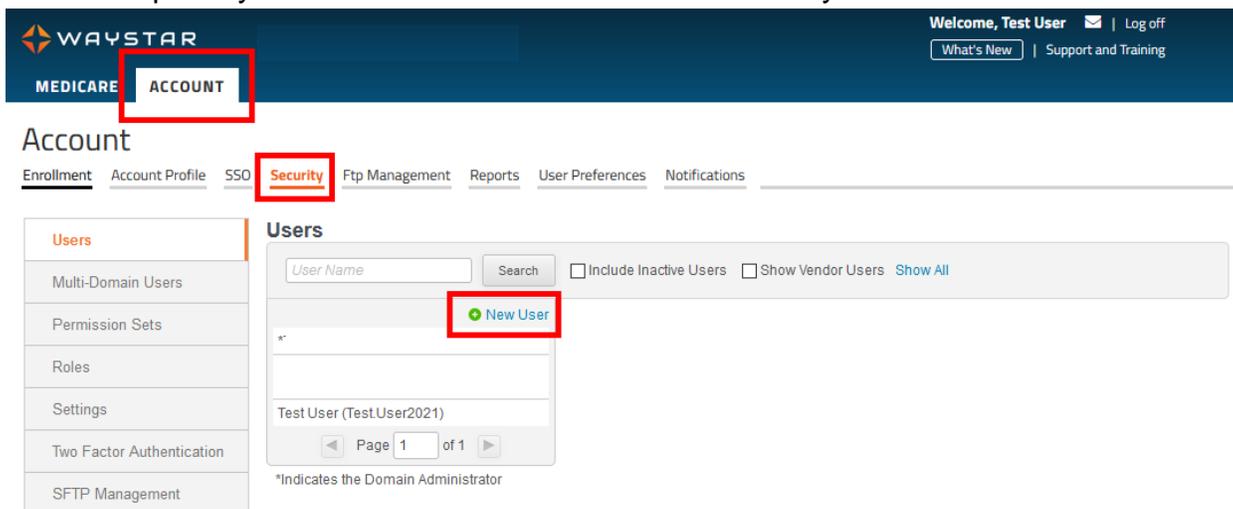
Under the Users section, select New User next to the green plus sign.

General:

It will now prompt you to input the user's information. (Be sure to fill out all fields that have an asterisk.)

The User Name does need to be unique so we recommend using the users email address.

Next, enter the users First and Last Name and Email address.

The Default Account and Pool Id will be filled in for you.

Last, you will have to create a Password.

A new password must adhere to the following parameters:

- Must be at least eight characters long
- Must include at least one numeric character
- Cannot be a repeat of, at minimum, any previous four password
- Cannot contain any user's first or last names
- Cannot contain a Waystar username

Below the Password fields, you will see three boxes that will be automatically selected when a new user is created.

Once you have filled out all the necessary information, select Save General Setting.

***Accounts*:**

You will see your domain accounts listed under this tab.

- If you have only **one** account, insert a checkmark in the box next to the account listed and go to the **Permissions** tab.
- If **more than one** account, choose which accounts you want the user to have access to by placing a check in the box next to each account.
- If this is a **parent/child** account, the accounts you choose will be the only accounts the user will be able to access from the dropdown when they log in.
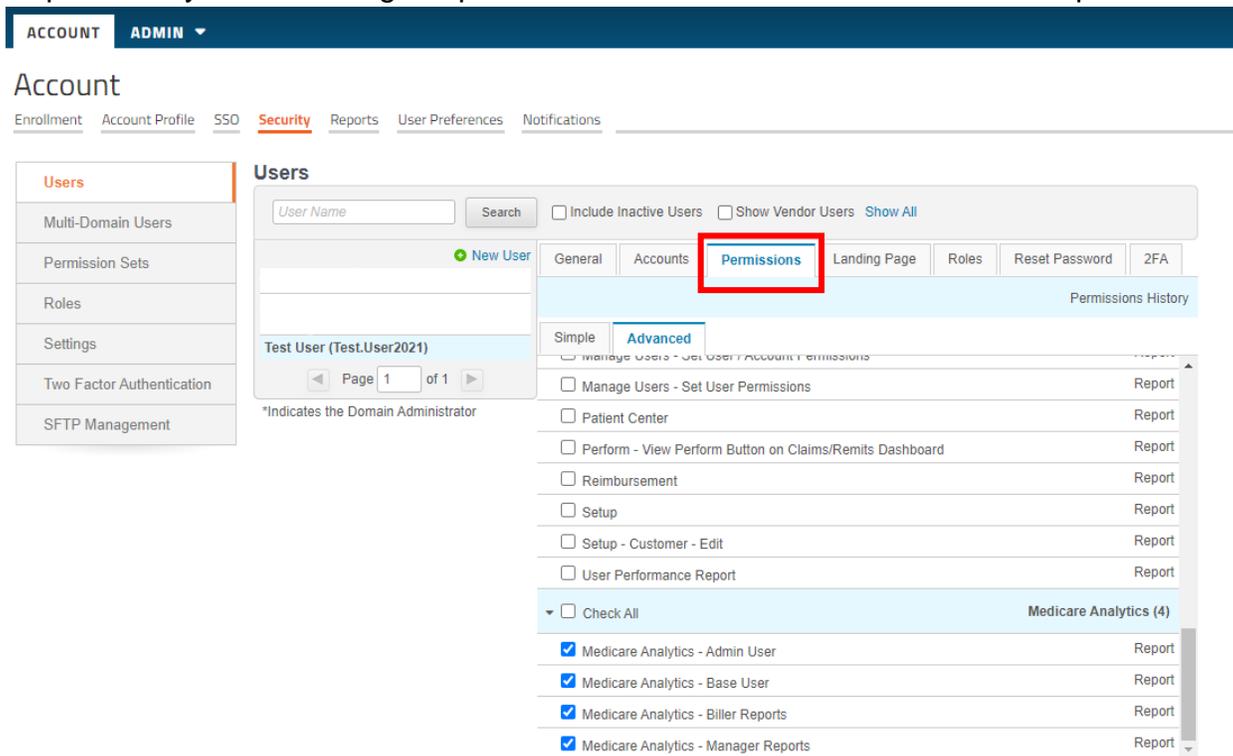
Permissions:

Select which account you want to set the user's permissions for, then click **Advanced**.

Scroll to the bottom to view the Medicare Analytics Permissions.

Please select at least the Base User followed by the type of reports you want to User to have.

If you have more than one account, go back to the account and choose the next account you want to add permissions for.

Repeat until you have assigned permissions for all accounts listed in the dropdown for that user.

Landing Page

When a new user is created, you will have the ability to setup their default landing page.

You will first have to select the **Site Section**, which would be the Product Area, and then the **Page**, which will be the Homepage.

Once the changes have been made, select **Save Landing Page**.

Roles

If you want the user to have all permissions and the ability to add or delete users and reset other users' passwords, except for the Domain Administrator (only a client service representative can unlock or reset a Domain Administrator's password), you can bypass the permissions tab and give the user Security Manager permissions under this tab.
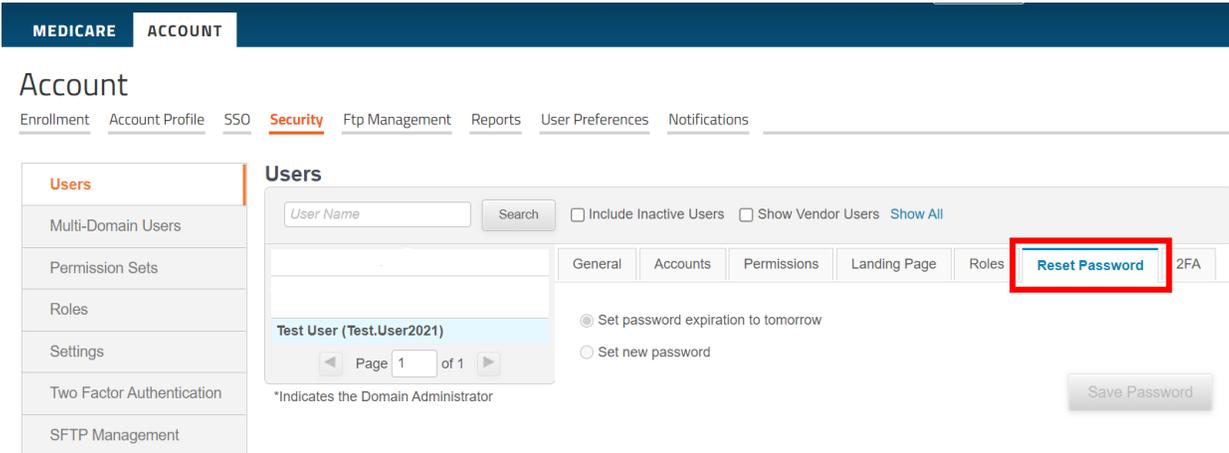

Reset Password

On this screen, a Domain Administrator or Security Manager will have the ability to update passwords for other users.

They will have the option to

- Set password expiration to tomorrow, or
- Set new password

Please refer to the password parameters within the *General* section of this document when setting up new passwords.