eSolutions to Waystar
Welcome Experience Guide

V1.0 – September 2021

WAYSTAR

Contents

Overview

This guide provides information on how to access your licensed eSolutions and Waystar applications using Waystar's centralized login screen. We have worked tirelessly to integrate the eSolutions applications you loved into our Waystar platform. *At Waystar, we strive to simplify and unify your revenue cycle so you can focus on your goals, patients and communities.* Towards that goal, both eSolutions and existing Waystar clients will now use the same Waystar login portal to manage their revenue cycle and Medicare workflows all in a single location.

eSolutions applications include:

- Audit and Denial Management
- Eligibility
- Medicare Analytics
- Medicare Claims Editor
- Medicare DDE

- Medicare esMD
- Medicare File Transfer
- OASIS Analysis
- Quantum

Note: If your organization licenses Waystar applications *without* any eSolutions applications, your login process and homepage will not change and there is no need to read further.

What's changing?

With your upgraded Waystar platform, you will have access to the same eSolutions tools that you love and the opportunity to add Waystar's other industry-leading revenue cycle management technology. However, a couple things will change with this upgrade:

1. Your support process is not changing, but *how* you access support will change. See the **Accessing the Waystar Support Center** section for step-by-step instructions on how to access the rebranded Waystar Support center (previously the eSolutions Support center) from the Waystar portal.

2. With your transition to Waystar, you will be logged out after 60 minutes of inactivity.

Accessing your eSolutions and Waystar applications

To access your eSolutions and Waystar applications, you must **log in to Waystar**, **choose your Waystar homepage** and **learn the Waystar navigation**. See the corresponding sections below for step-by-step instructions on each of these workflows.

Step 1 – Logging in to Waystar

To log in to the integrated Waystar platform:

1. Begin by entering any of the following URLs into your browser and pressing **Enter** on your keyboard:

   a. **https://www.waystar.com**

   b. **https://www.esolutionsinc.com**

   c. **https://www.ecorpnet.com**

   The first URL (**a.** listed above) is the primary Waystar URL. While the latter two URLs (**b.** and **c.**) are eSolutions URLs, they will still direct you to the appropriate Waystar login screen.

2. A number of partner website links will be shown on the LOG IN screen; however, please click **Log in to Waystar** under the **Waystar** logo to access the centralized Waystar platform:
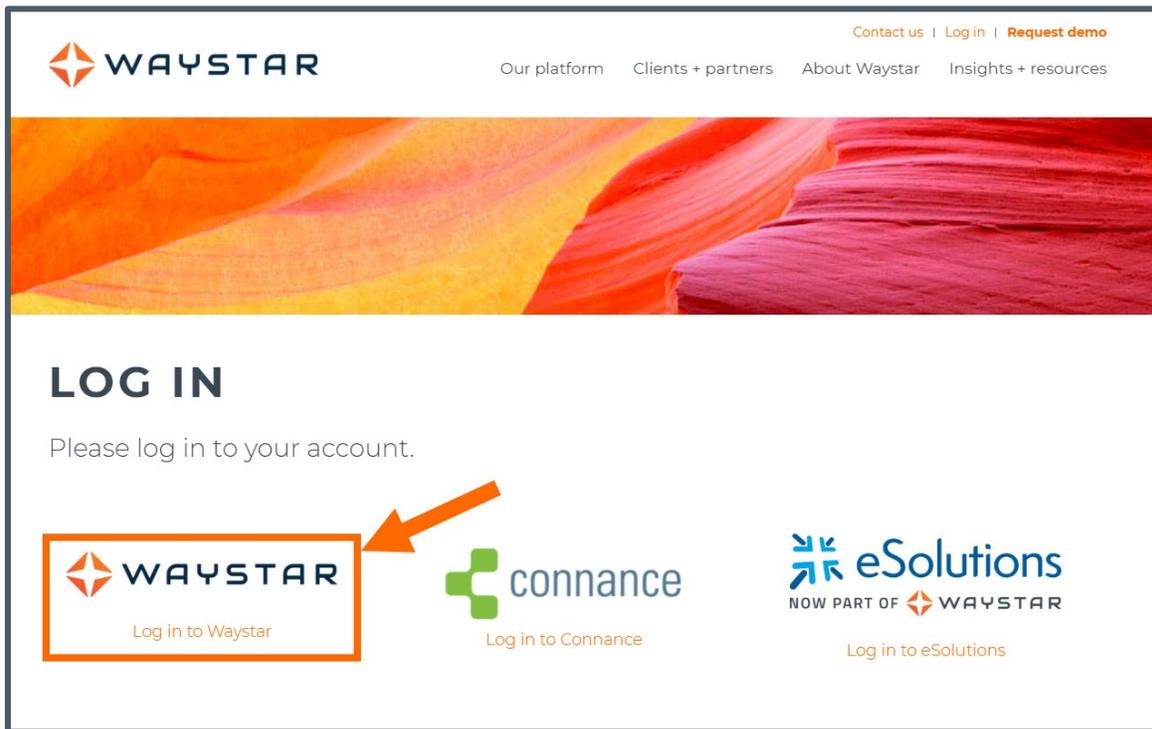
Waystar LOG IN screen

You will be directed to the Waystar Client Login screen.

Note:

3. Enter your eSolutions **Username** and **Password** in the corresponding fields on the Client Login screen.

   Note: Waystar will reach out to you directly if you should *not* be using your legacy eSolutions credentials.

4. Click the **Log in** button.

   - If the login was successful, you will be directed to the Security Information screen.

   - If the login failed, check whether the **Caps Lock** key on your keyboard is set properly; otherwise, from the Client Login screen, click the **Forgot your username or password?** button (displayed in the image to the right) and see the **Resetting your password** section for more information.

   IMPORTANT: After five failed login attempts, you will be locked out and you will need to contact your organization's Domain Administrator (DA) for help.

5. Click the **Get Started** button on the Security Information screen.
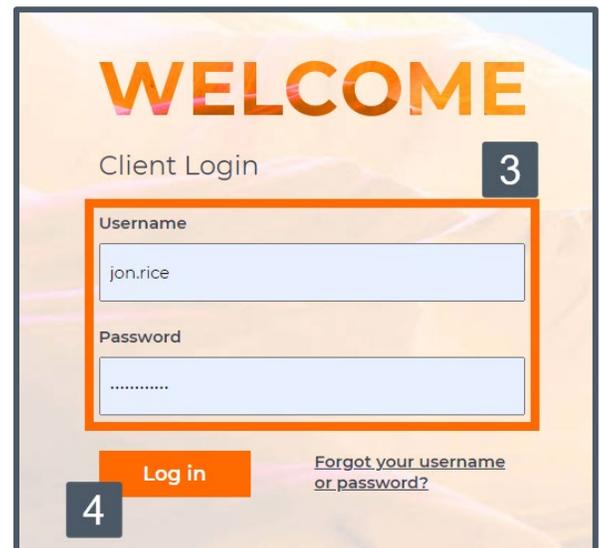
6. At this point, you will be asked to reset your password and set up your login security:

- See the **Resetting your password** section for step-by-step instructions on how to change your password upon your initial login.

- See the **Setting up login security** section for instructions on how to assign security questions.

After logging in, **resetting your password** and **setting up login security**, a Welcome to Waystar screen will appear where you will begin the Waystar Welcome workflow:
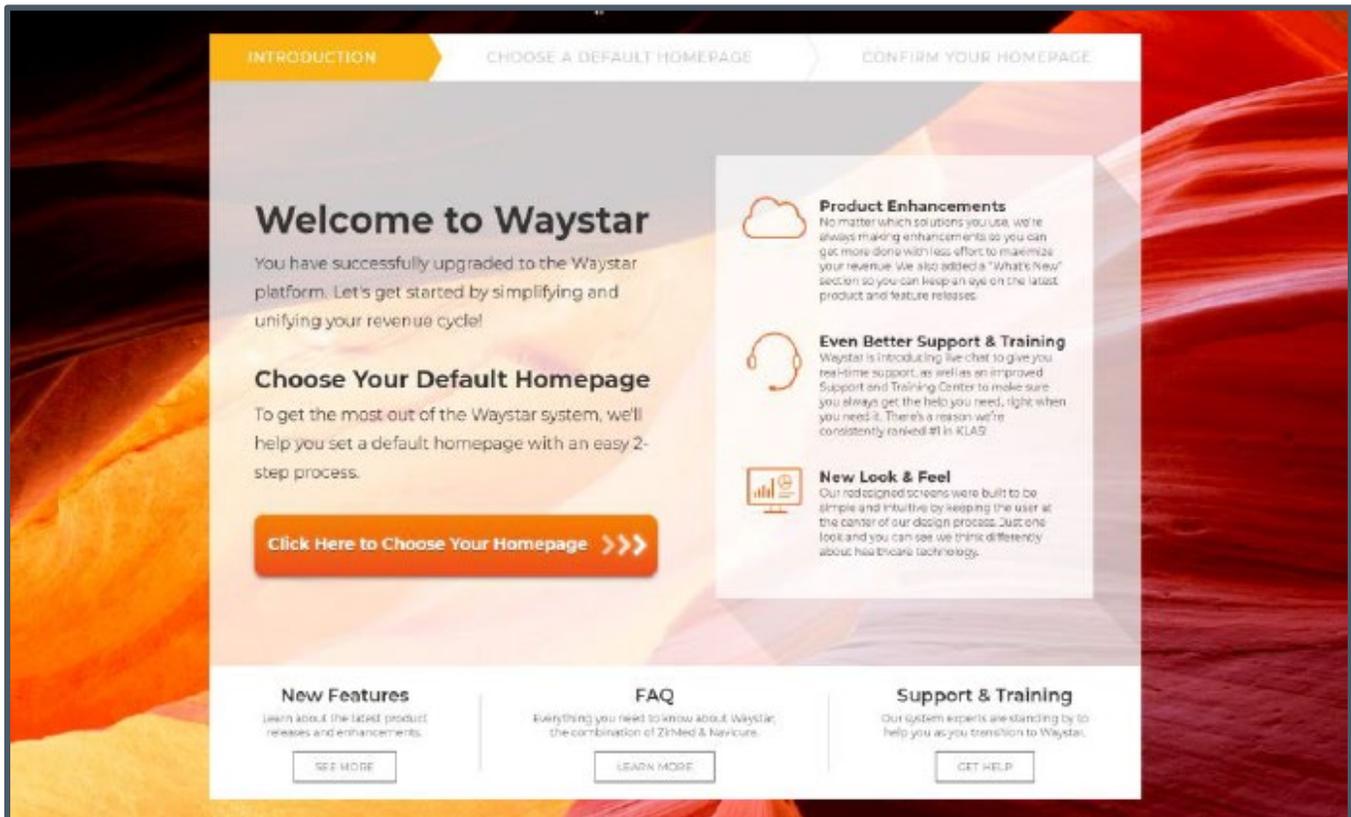
Welcome to Waystar screen

This screen provides the following resources to help you with the Welcome workflow:

- **New Features:** Click the **SEE MORE** button to learn more about your upgraded Waystar platform including information on any new applications/features available to you.

- **FAQ:** Click the **LEARN MORE** button to view frequently asked questions pertaining to your Waystar transition.

- **Support & Training:** Click the **GET HELP** button to access Waystar's support portal which provides easy-to-access customer support and a comprehensive knowledge base on the Waystar platform. See the **Support and Training Center (STC) User Guide** for everything you need to know about the Waystar support portal.

Now that you are logged in, see the **Choosing your homepage** section below for instructions on how to configure you default Waystar homepage.

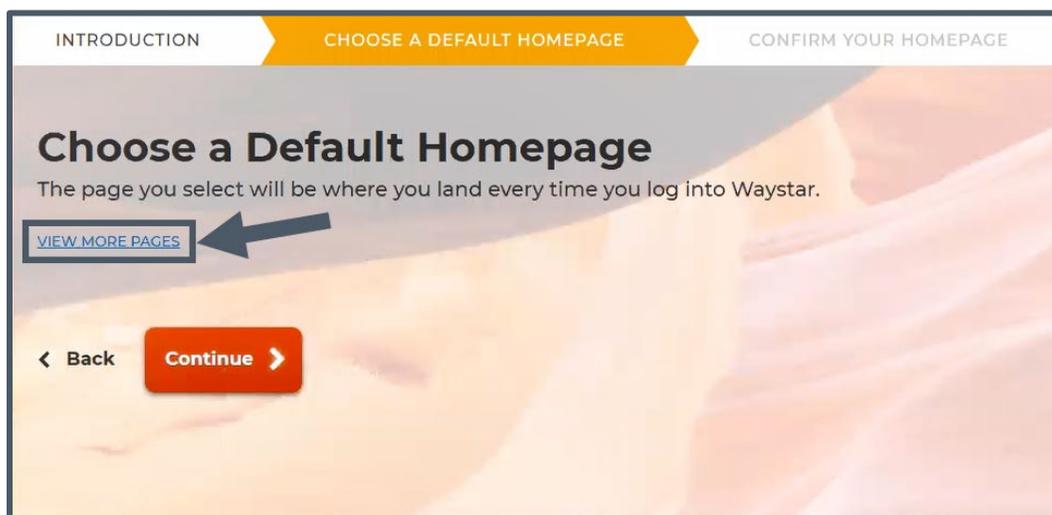# Step 2 – Choosing your homepage

To choose your default Waystar homepage:

1. Click the **Click Here to Choose Your Homepage** button to begin the Waystar Welcome workflow:
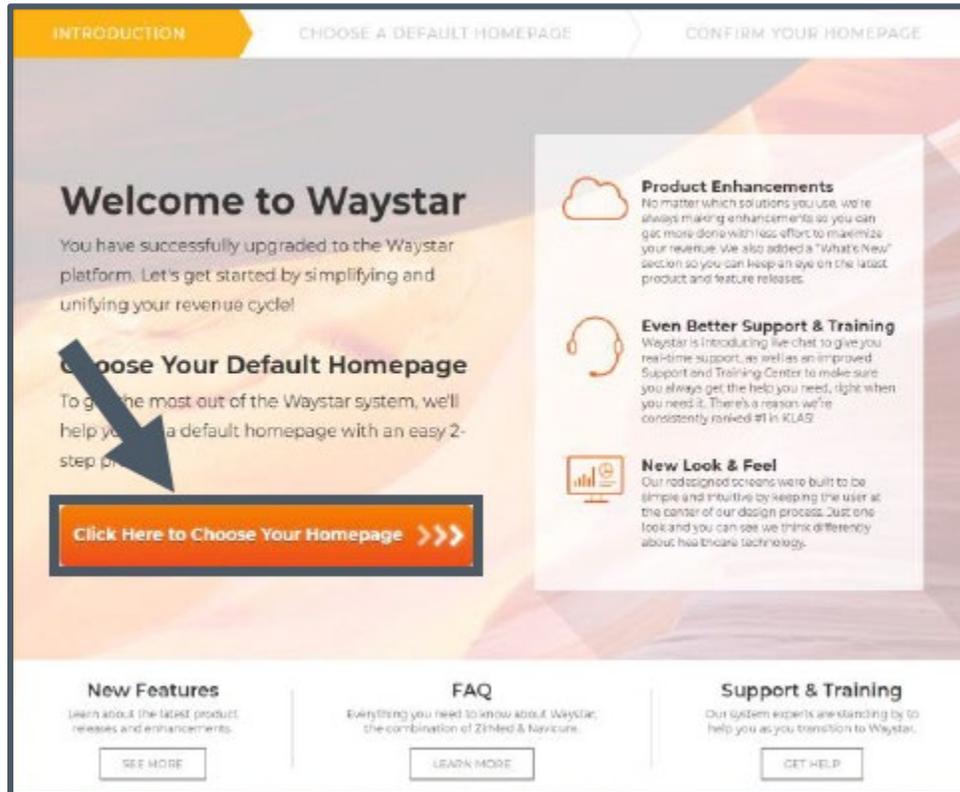
Click Here to Choose Your Homepage button

You will be directed to the Choose a Default Homepage screen.

2. Click the **VIEW MORE PAGES** link:

VIEW MORE PAGES link

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3. Choose a **Product Area** and then a secondary **Homepage**. For this step, you will simply select an upper-tier application (e.g., **Analytics**) and then the secondary application screen (e.g., **Claims**, **Benchmarking**, **Trends**, etc.):

   Note: The options available in the Select a Product Area dropdown (see image below) will depend on the Waystar applications you are licensed for.
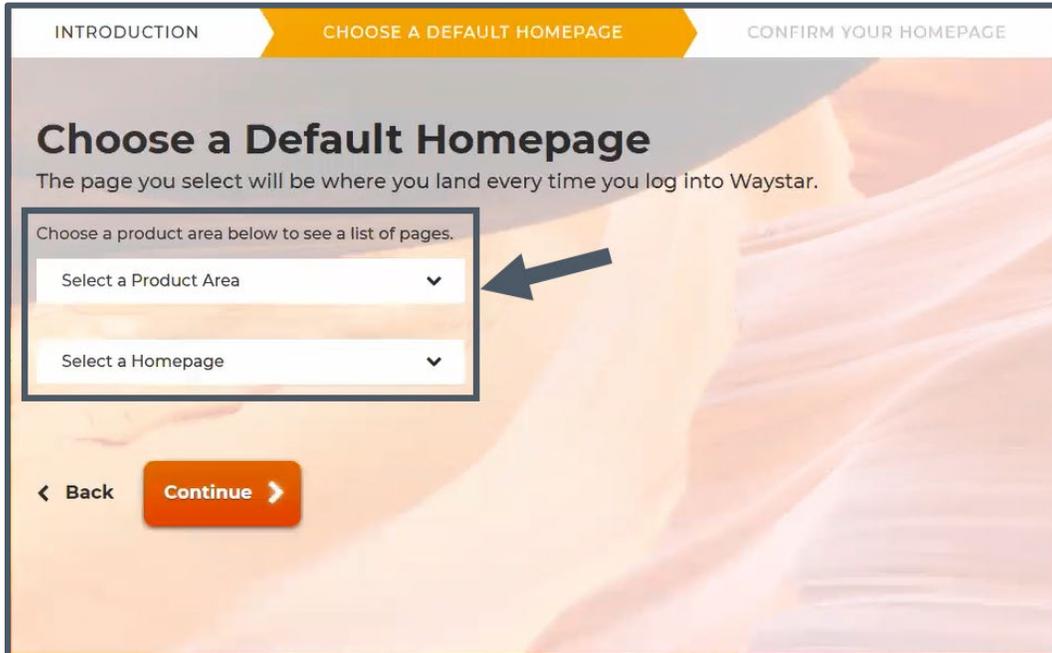
Select a Product Area and Homepage

The selected homepage will load immediately upon logging in to Waystar after this process is complete.

4. Once you have selected your Waystar homepage, click **Continue**. You will be directed to the Confirm Your Default Homepage screen.

5. Review the Waystar homepage you have selected and click **Yes, go to my homepage** to confirm your selection:
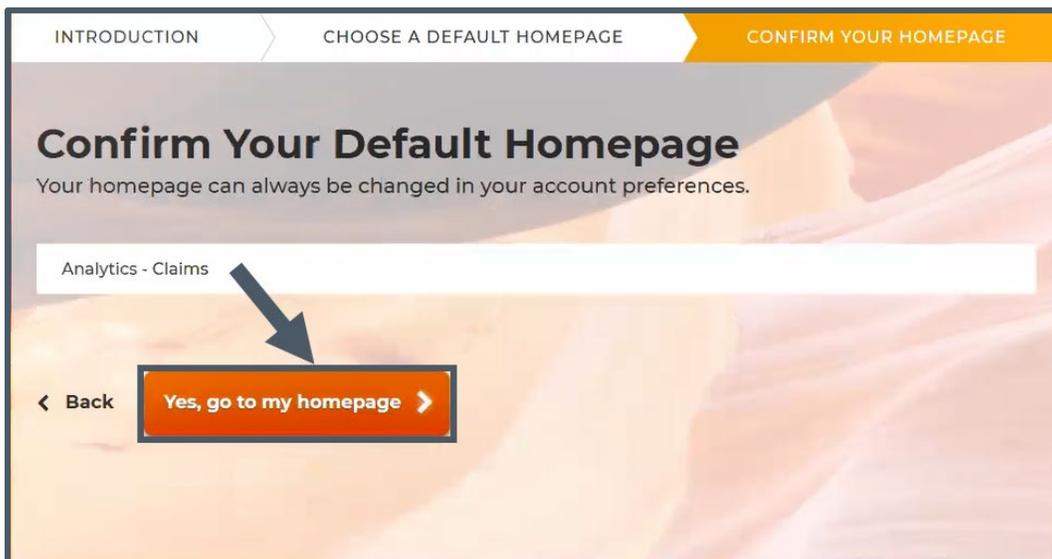
Confirm your homepage

Note: As noted on this screen, you will be able to change your Waystar homepage at any time after completing this process. See the **User Preferences – Default Landing Page** section of the **User Management Guide** for instructions on how to change your Waystar landing page/homepage after this Welcome process is complete.

Once you confirm your homepage, you will be directed to the selected screen in Waystar completing the Waystar Welcome process. Congratulations on accessing Waystar for the first time!

Waystar Alerts

After choosing your homepage, Waystar *alerts* may appear on your screen. Review any displayed alerts and click the **Continue** button after each.

What are alerts?

Alerts are Waystar notifications that are either system-generated or posted manually. These alerts may display as a full-screen notification upon logging in to Waystar. All alerts posted to your account are available at any time via the Waystar notifications menu, accessed via the *mailbox* icon in the top-right corner of the Waystar portal:

Accessing the notifications menu

Alerts provide you with information about payer updates, system maintenance, new features/applications in the Waystar platform, and training opportunities.
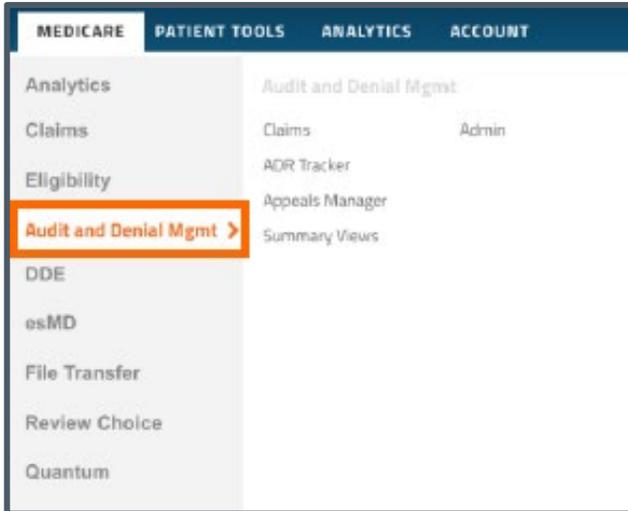
Step 3 – Navigating Waystar

The Waystar platform was designed to provide easy access to a host of applications/tools. More importantly, *we have fully integrated your previous eSolutions applications into the Waystar interface*. All of these applications have been collected under the **MEDICARE** tab in the main navigation menu to ensure you know where to find them:
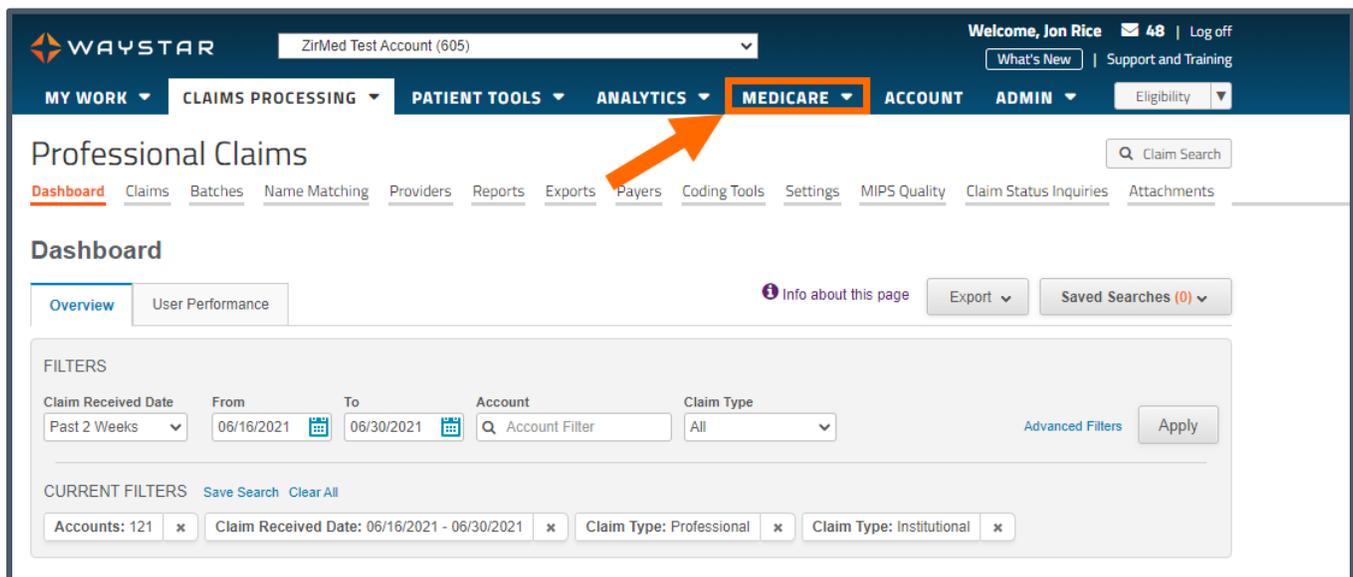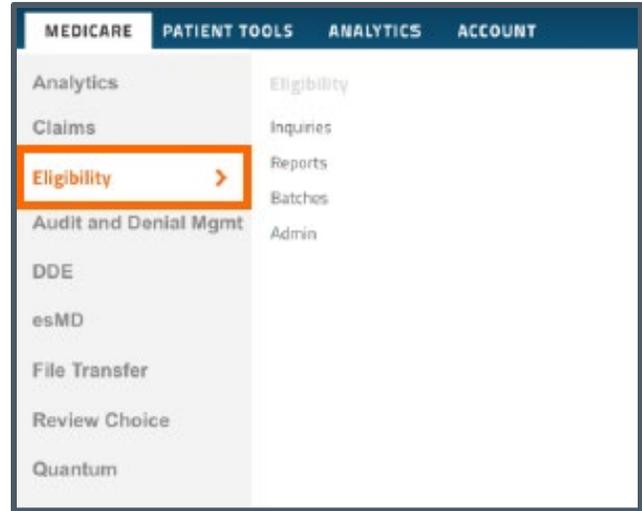
MEDICARE tab in Waystar

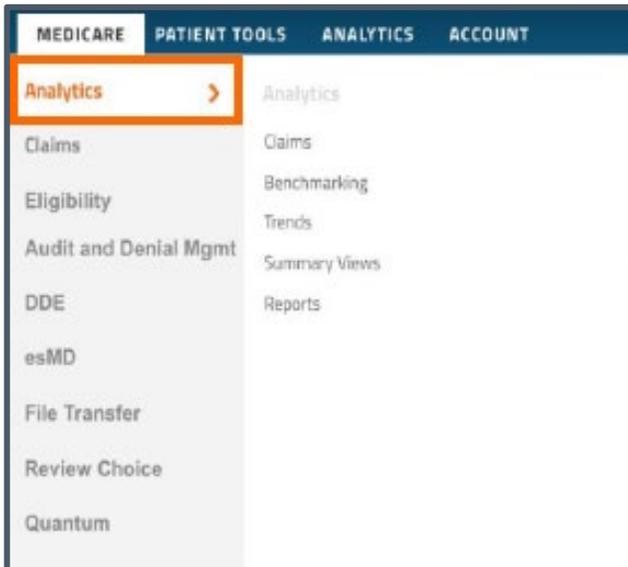Based on the applications you are licensed for, you will see the following Medicare tools under the MEDICARE tab:
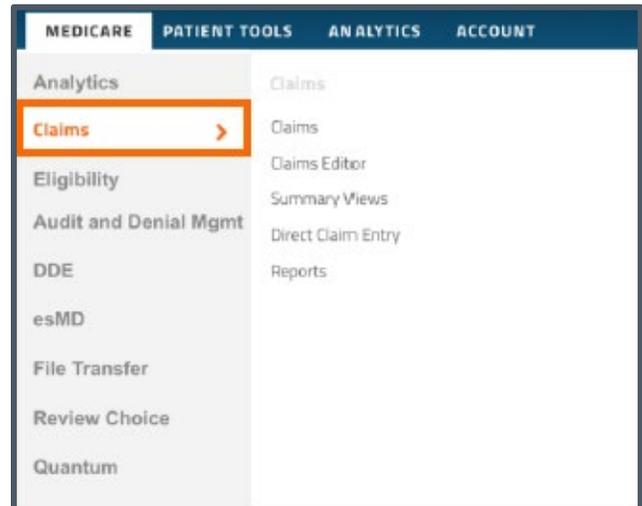
- **Audit and Denial Management**

- **Eligibility**

- **Medicare Analytics**

- **Medicare Claims Editor**

- **Medicare DDE**

- **Medicare esMD**

- **Medicare File Transfer**

- **Quantum**

Resetting your password

The first time you log in to Waystar, you will be asked to change your password (from your previous eSolutions password). Perform the following steps to reset your password:

1. Enter your current eSolutions password in the **Current Password** field.

2. Enter a new Waystar password in the **New Password** field. Please note that Waystar passwords are case-sensitive.

   - Your new password must adhere to the following parameters:

     - It must be at least eight characters long.

     - There must be at least one numeric character.

     - Your first name must not appear anywhere.

     - Your last name must not appear anywhere.

     - Your user name must not appear anywhere.

     - It cannot be a repeat of your previous password.

     - It cannot be on Waystar's (or eSolutions's) list of frequently used passwords.

3. Enter your Waystar password a second time in the **Confirm Password** field.

4. If desired, click the **Trust this device for future logins** checkbox to prevent Waystar from asking for your established password the next time you log in using your current device.

5. Once you satisfied with your entries, click the **Save & Continue** button.

   If your password is successfully changed, a Success pop-up screen will display indicating your password has been changed.

IMPORTANT: The password you set up in this workflow will expire in 12 days. After you have completed the steps for this initial login, advise your Domain Administrator (DA) or Security Manager to follow the instructions in the **Managing Users > Reset Password Tab** section of the **User Management Guide** to reset your password.
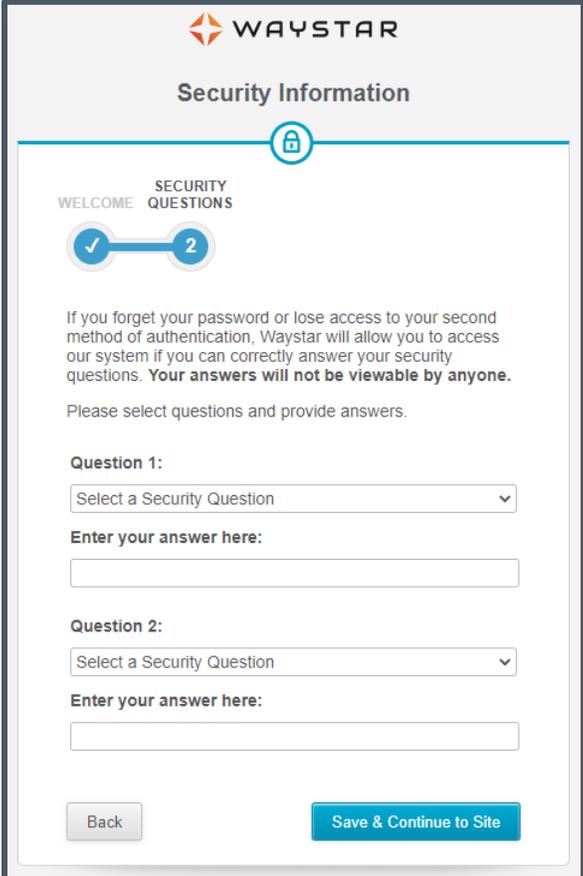
Setting up login security

This section explains the process for setting up log-in security, which is an automatic process for most first-time users, but can also be set by your Domain Administrator (DA) to appear for you at any time. This process is necessary to establish (or re-establish) security questions, which will help you with password resets or retrieving your username.

To set up log-in security:

1. Upon **logging in to Waystar for the first time**, you might encounter one or more Security Information screens. Each screen is clearly marked with instructions and why you need to provide the security information. Complete the required information on each screen and click the appropriate button to continue.

   For example, if you see the Security Information – Security Questions screen, you will complete the following:

   a. For both security questions, select a question from each dropdown.

   b. Type an answer for each question that you'll easily remember.

   c. When finished with both questions and answers, click the **Save & Continue to Site** button.

Accessing the Waystar Support Center

This section explains how to access the rebranded Waystar Support center (previously the eSolutions Support center) from the Waystar portal.

To access the Support center:

1. **Log in to Waystar**

2. From the Waystar portal header, click the **Support and Training** link.

   You will be directed to the rebranded Waystar Support center.

Waystar Welcome Frequently Asked Questions

Here are some frequently asked questions about your upgrade to the Waystar platform:

1. **What do I need to do after the Waystar upgrade?**

   You will now log in to your Waystar account at **https://www.waystar.com**. See the **Accessing your eSolutions and Waystar applications** section for help with getting into the Waystar portal for the first time.

2. **After I have set up my homepage during the Waystar Welcome Experience, can I change this homepage at a later time?**

   Yes. After setup, you have the option of changing your homepage to a different screen. See the **User Preferences – Default Landing Page** section of the **User Management Guide** for instructions on how to change your Waystar landing page/homepage after logging in for the first time.

3. **Can I opt out of the Waystar upgrade?**

   No. To ensure all clients have access to the redesigned screens and product enhancements included in the Waystar platform, all clients will be migrated to the new Waystar platform.

4. **Do I have to change my FTP and browser configurations?**

   The new Waystar platform will continue to use the same FTP credentials and is supported in Internet Explorer and Chrome.

5. **With the website officially changed to Waystar, do we need a new contract or BAA?**

   No. Neither a new contract nor a BAA update is required.

6. **With the website officially changed to Waystar, do we need a new W9 to continue paying our bills?**

   No. The change does not affect the billing process.

7. **Will there be any re-enrollment or submitter number changes?**

   No.

8. **Will there be any changes to the support process?**

    Your support process is not changing, but *how* you access support will change. See the **Accessing the Waystar Support Center** section for step-by-step instructions on how to access the rebranded Waystar Support center (previously the eSolutions Support center) from the Waystar portal.

9. **Why am I not seeing ClaimRemedi as an option?**

    The addition of ClaimRemedi will take place at a later date. In the meantime, you will still access ClaimRemedi through your current login.

Revision Log

Date	Description	Version
September 2021	Welcome Experience Guide created	1.0