

How to Create and Maintain Partner User Accounts in the Emergency Status System (ESS)

Audience: Partners and AHCA Staff

1. Navigate and login to the website: <https://apps.ahca.myflorida.com/ess>
2. Click the “Partner User Management” tab.
3. Click the “Contacts” button next to the appropriate Partner or Association group. If the Partner or Association group does not exist, please contact AHCA’s Systems Management Unit to create it; do not create the group.
4. The “Partner Contacts” screen opens.
 - a. **To add a new contact:**
 - i. Click “Add New Contact”.
 - ii. Enter the contact’s information on the “Partner Contact-Add” screen. Enter the person’s name, email address(es), telephone number(s), type of telephone number, and if the number is able to receive text messages.
 - iii. Click “Save”.
 - b. **To edit/update or remove an existing contact:**
 - i. Click “Details” next to the contact’s name.
 - ii. Click “Edit” or “Delete” at the bottom of the “Partner Contact-Details” screen.
 - iii. If editing, click “Save” once information is entered.
 - c. **To invite a contact to register for ESS:**
 - i. Click the button “Invite Contact to Register” next to the name of the contact.
 - ii. On the “Send Invitation to Contact” screen, select the user role the person will be assigned.
 - iii. Click “Create” to send the invitation.
 - iv. Invitation information will populate in the contacts grid for this person. Once the contact has complete the registration process, this information will be filled in as well.
 - d. **To resend a registration invitation:**
 - i. Click the “Resend Invitation” button next to the contact.
 - e. **To revoke a contact’s registration/access:**
 - i. Click the “Revoke Registration”.
 - ii. The “Invite Contact to Register” will replace the “Revoke Registration” button.