

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

Audience: Providers, Partners, and AHCA Staff

1. Navigate and login to the website: <https://apps.ahca.myflorida.com/ess>
2. Locate and select the provider. Click the “Contacts” tab.
 - a. **To add a new contact person:**
 - i. Click “Add New Contact”.
 - ii. Enter the contact’s information on the “Facility Contact-Add” screen. Select the person’s “Title/Position”. 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. If the person is the designated safety liaison or knowledgeable about the facility’s generator(s), indicate this by checking the appropriate box(es) if applicable.
 - iv. Indicate if the person is unable to communicate in English and requires a translator if called. If a translator is needed, please indicate the language also. Click “Save” once all information is entered.
 - b. **To edit/update an existing contact:**
 - i. Click “Details” next to the contact’s name.
 - ii. Click “Edit” at the bottom of the “Facility Contact-Details” screen.
 - iii. 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 and click “Create” to send the invitation.
 - iii. Invitation information will populate in the contacts grid for this person.
 - iv. 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.