

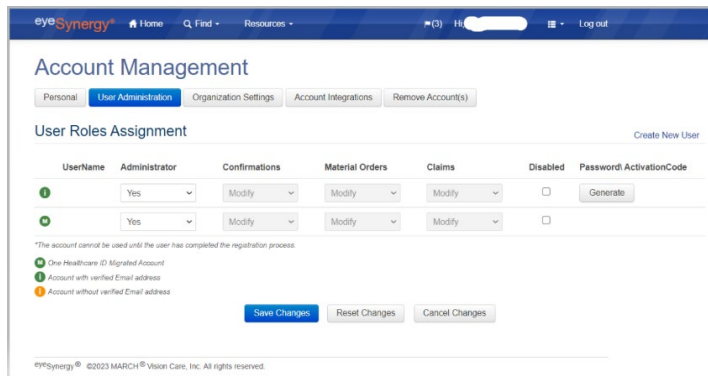
Existing providers.eyesynergy.com users not migrated to One Healthcare ID

For existing providers.eyesynergy.com users who have not yet migrated to One Healthcare ID, you will be able to access your historical data (member eligibility, confirmation, exams, materials, claims, etc.) and existing accounts by following the steps below.

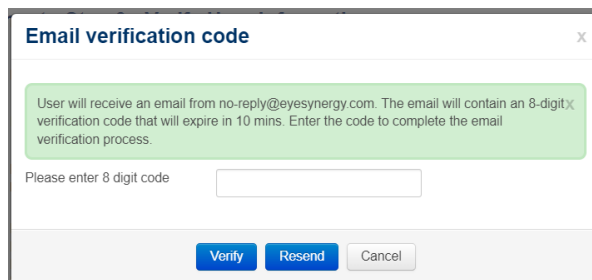
Make sure users have registered for a One Healthcare ID account by using the One Healthcare ID link on the providers.eyesynergy.com login page. For additional One Healthcare ID resources, please refer to the [One Healthcare ID resource page](#).

Linking existing providers.eyesynergy.com accounts

1. While logged into providers.eyesynergy.com, the account administrator will need to go to Settings > User Administration to see the list of users associated to their account. *Note - If you see an orange or green "i" icon next to the user, you can hover over the icon to see the user's email address.*



2. Go to Settings > User Administration > click the "Generate" button to get a verification code sent to that user's email address.
3. The user needs to give the account administrator the verification code to verify the email address.
4. The account administrator will enter the verification code into the field in a pop-up window.



5. After the email address is verified, an activation code will be auto generated.
6. The activation code will be sent to the registered email address saved on providers.eyesynergy.com.
7. The user will then need to go to providers.eyesynergy.com and sign in with their One Healthcare ID.
8. On the Account Integration page, please select Option 2 – “New providers.eyesynergy.com User – Link using Activation Code” to link your accounts.



Users without an email address on file

If there is no email address on file for the user or you do not have access to the email listed, please contact Customer Service at your [state-specific phone number](#) to update or add an email address. Once the email address has been added by Customer Service, follow the steps above to generate activation code.

If the user is no longer with the organization the account administrator can disable the account.

Account administrator

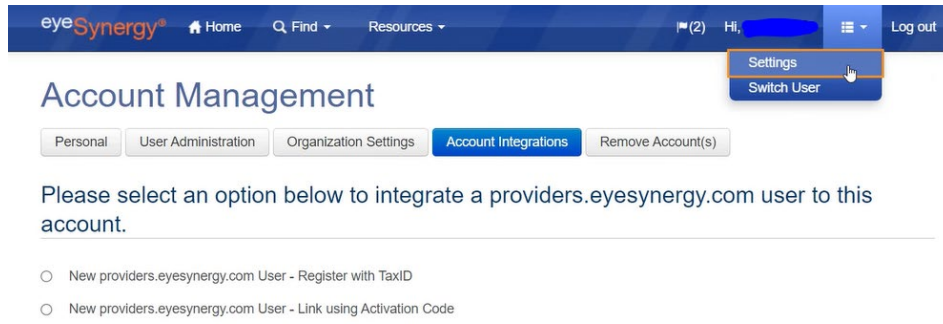
If you are the only account administrator or if you do not have an account administrator and have not migrated, you need to contact Customer Service at your [state-specific phone number](#) to generate an activation code. Prior to calling Customer Service, make sure you have registered for a One Healthcare ID account. You can register for one using the One Healthcare ID link on the providers.eyesynergy.com login page.

1. Customer Service will ask for a Tax ID or username that was previously used to log in to providers.eyesynergy.com.
2. Customer Service will verify your email address and generate a verification code that will be sent to that email address.
3. You will need to provide this verification code to the Customer Service Representative to complete the email verification process.
4. Once your email address has been verified, you will receive an activation code to that email address. The activation code will be used to link your account.
5. Follow steps 7 and 8 above.

Linking additional organizations/accounts on providers.eyesynergy.com

To link an additional organization/account, go to Settings > Account Management > click on the Account Integrations tab. Use one of the following Account Integration options to link additional accounts as needed.

- New providers.eyesynergy.com User – Register with TaxID
- New providers.eyesynergy.com User – Link using Activation Code
 - Activation code is generated by the Account Administrator



Switch User Option

If your account is used for multiple practices, you will have the option to switch between accounts under the same One Healthcare ID. To use this feature, you must have your One Healthcare ID linked to all providers.eyesynergy.com accounts. If you have more than one providers.eyesynergy.com accounts linked to your One Healthcare ID, you will be prompted to select which organization you want to continue with (as shown on the Switch Users page below).

The Switch User page can also be accessed through the drop-down button on the upper right section of the tool bar.

