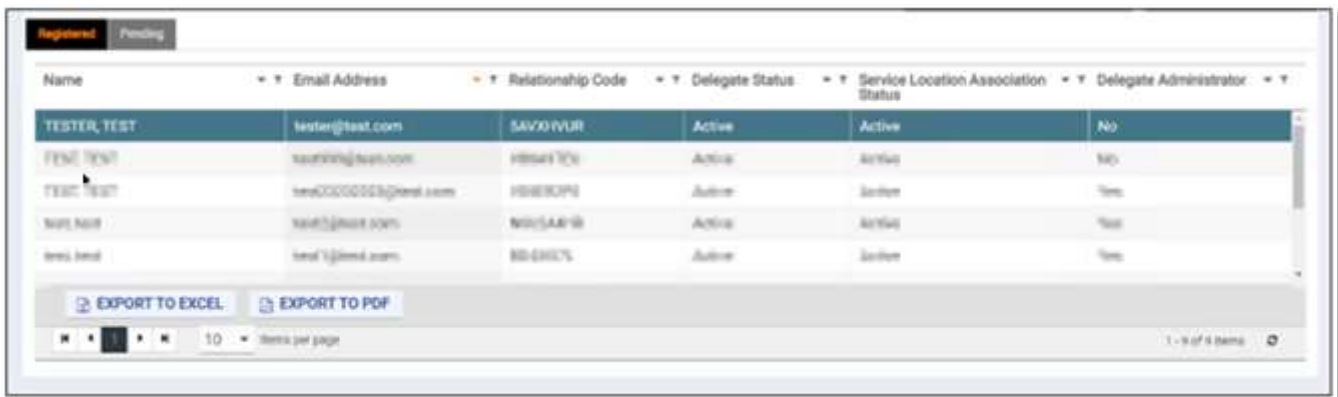These step-by-step instructions are designed to help Primary Account Holders (PAH's) and Delegate Administrators (DA's) update a delegate's profile information in the PRSS Provider portal, so they ultimately end up with the necessary access to all service locations required to perform their job functions. This is accomplished by removing and re-adding user functions in the delegate's profile.

Please note: Because of the high number of security requests being received each day, it might take up to 24 hours to update all the applications which provide access for users.

Provider Portal Procedure:
Removing a Function/Re-adding a Delegate's Function

1. Navigate to the Manage Delegates panel from the Maintenance option on the Navigation Menu

2. Select the user (example highlight below) and double click to display the Manage Delegates panel for that user ID.

Figure 1: Manage Delegates Panel

Continued Next Page…

3. Remove a specific Function by selecting a Function on the right panel ❶ in *Selected Functions*, then click the left pointing single arrow ❷

4. Click Save ❸

   The function has now been removed from the user's profile.   See Figure 2 (below)
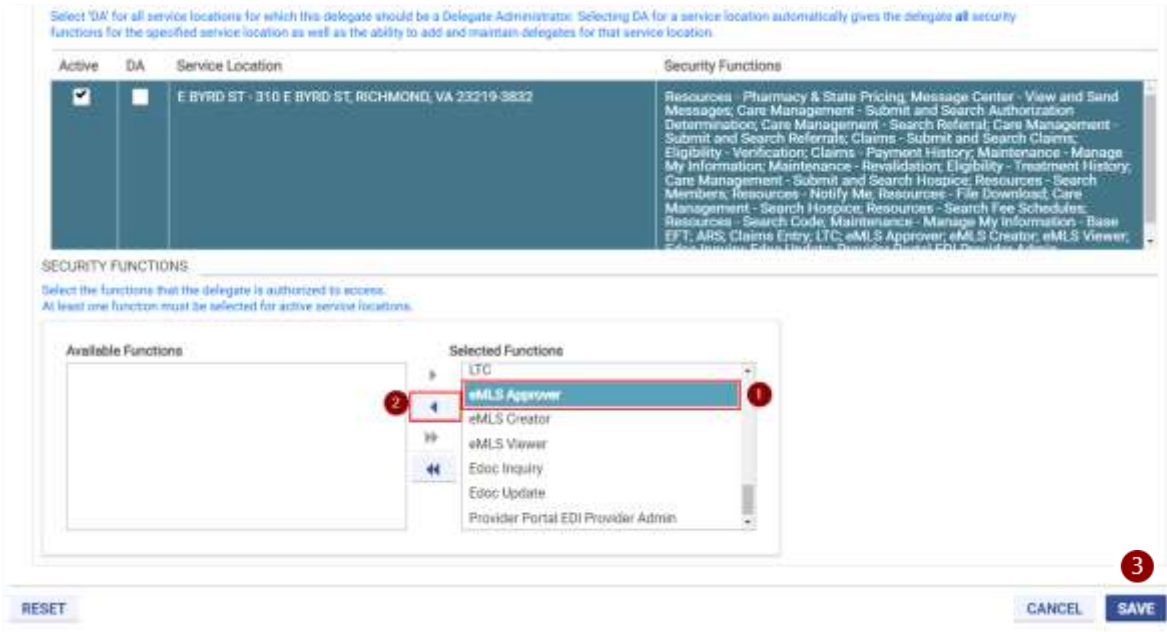

Figure 2: Manage Delegates Panel for a Selected User ID *(Remove Function)*

5. Re-add the function that was removed by selecting the function on the left panel (*Available Functions*), then click the right pointing single arrow ❹

6. Click Save ❺

   The function has now been "Re-Added" to the user's profile.   See Figure 3 (below)
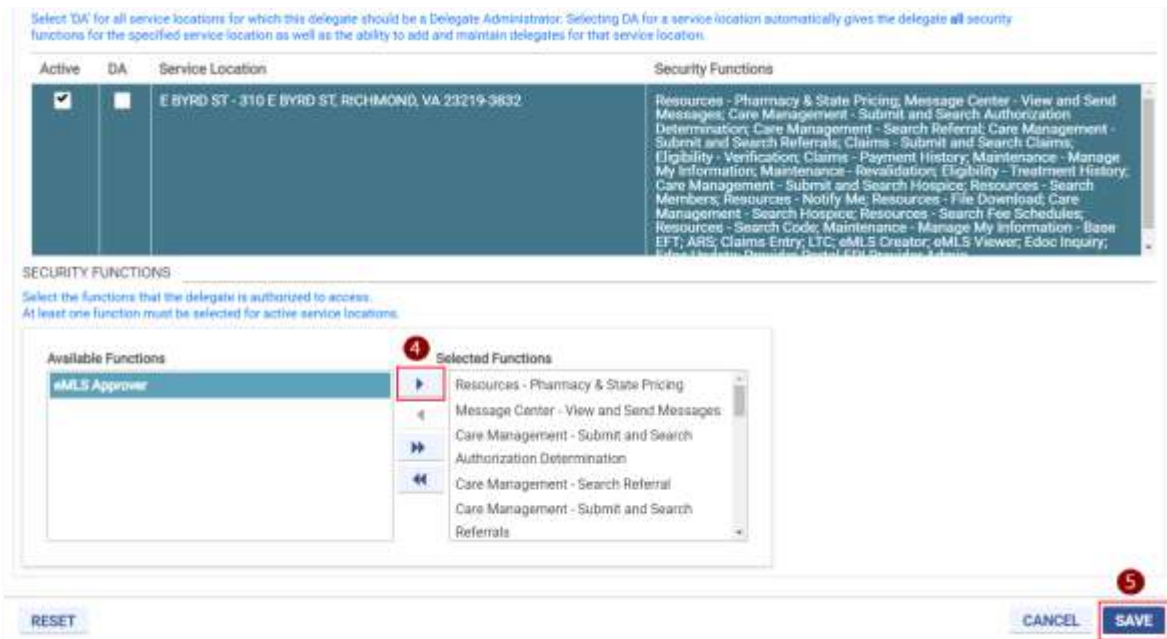

Figure 3: Manage Delegates Panel for a Selected User ID *(Add Function)*