

How to:

Manually create and maintain user access (MRO)

Date: 8 June 2024

Owner: MedCo Registration Solutions

Introduction

In accordance with User Agreements, it is the Primary Users obligation to create and maintain access to a Medical Reporting Organisation MedCo account.

This document provides instructions on how to manually create and maintain users.

The user types that can be created and maintained by a Primary user are.

- Secondary User
- Administration user(s) (Admin)
- Operational User
- Manage Medical Specialist

A **Secondary User** has all the rights of a **Primary User** except that they cannot maintain log in details for a **Primary User**.

An **Administrator (Admin) user** has all the access rights of an Operational user and in addition will have the right to create and maintain access to the account for **Operational users** and **Manage Medical Specialist**.

An **Operational user** is granted access to MedCo with authority to manage MedCo cases, upload case data and to manage the list of medical experts. In addition, they can check the Medco status of a medical expert and view closed/archived cases.

A **Manage Medical Specialist** is granted access to MedCo with authority to manage the list of medical experts. In addition, they can check the Medco status of a medical expert and view closed/archived cases.

Note: Primary and Secondary Users have all the access rights as Administrator and Operational Users and in addition can maintain an organisation's registration address, postcode coverage, companies house number and ICO registration. They also have access to click to accept user agreements and declare financial links on behalf of the organisation.

How to create a user?

1. Log in your account at <https://app.medco.org.uk/>
2. On the Main menu select **Mange Users**



Main Menu

Please choose from the following options

Manage Registration
Manage User Agreements & Financial Links
Manage Users
Manage Branches
Manage MedCo Cases
Medical Expert Enquiry
Case Verification
Change Password

[Log Off](#)

3. On the Manage organisation Users – select **Add New User**



[Log Off](#)
MedCo ID: [REDACTED]

Manage Organisation Users

To Add/Edit or Delete Users, select the appropriate record and click the corresponding action

[Bulk Upload](#) [Add New User](#)

4. On the Add New User screen – First enter details of the **Organisation User** type. You can select from Admin and Operational and Manage Medical Specialist.

An **Administrator (Admin) user** has all the access rights of an Operational user and in addition will have the right to create and maintain access to the account for **Operational users**.

An **Operational user** is granted access to MedCo with authority to manage MedCo cases, upload case data and to manage the list of medical experts. In addition, they can check the Medco status of a medical expert and view closed/archived cases.

A **Manage Medical Specialist** is granted access to MedCo with authority to manage the list of medical experts. In addition, they can check the Medco status of a medical expert and view closed/archived cases



Add New User

Organisation User	<input type="text"/>
Email address	<input type="text"/>
Title	<input type="text"/>
First name	<input type="text"/>
Last name	<input type="text"/>
Direct telephone	<input type="text"/>
Mobile telephone	<input type="text"/>
Branch Name	<input type="text" value="Default"/>
	<input type="button" value="Cancel"/> <input type="button" value="Save"/>

5. Complete the remaining fields for the user and select a **Branch Name**.

Note: if you have not created any branches leave the selection as Default. Please also note, notwithstanding the creation of branches a MedCo case is always visible to all users of a MedCo account.

6. Press **Save**.

The system will automatically send the user an email notification inviting them to create an account. This email may take up to 5 minutes to generate.

Note: The system generated email is sent from notify@medco.org.uk and may get caught in a user's spam/junk folders. If a user has not received the system generated email, please ask them to check before sending a further password reset.

How to maintain user acces?

To delete, update contact details or send a password reset for operational, admin and manage medical specialist users follow the step below.

1. Log in your account at <https://app.medco.org.uk/>
2. On the Main menu select **Mange Users**



Main Menu

Please choose from the following options

Manage Registration
Manage User Agreements & Financial Links
Manage Users
Manage Branches
Manage MedCo Cases
Medical Expert Enquiry
Case Verification
Change Password

[Log Off](#)

- On the **Mange Organisation Users** page, use the search function to locate the user. You can search by first name, last name or email address.

Manage Organisation Users

To Add/Edit or Delete Users, select the appropriate record and click the corresponding action

[Bulk Upload](#) [Add New User](#)

Show entries

Search:

User Type	Title	First Name	Last Name	Email Address	Direct Telephone	Mobile Telephone	Branch			
Admin	Mr	Test	Tester1	meduatus [REDACTED]	[REDACTED]		Default	Amend	Delete	Reset Password

Showing 1 to 1 of 1 entries

[Previous](#) [1](#) [Next](#)

[Return To Main Menu](#)

- From the search results select the option according to the activity required.
- To update a user's details, select the **Amend User** option.

Update the mandatory fields (highlighted Red) and Press Save when complete.

Edit User

Organisation User

Email address

Title

First name

Last name

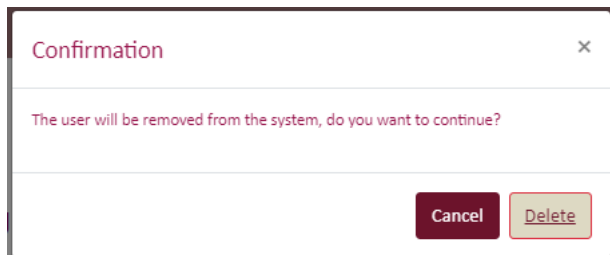
Direct telephone

Mobile telephone

Branch Name

- To remove a user, select the **Delete** option.

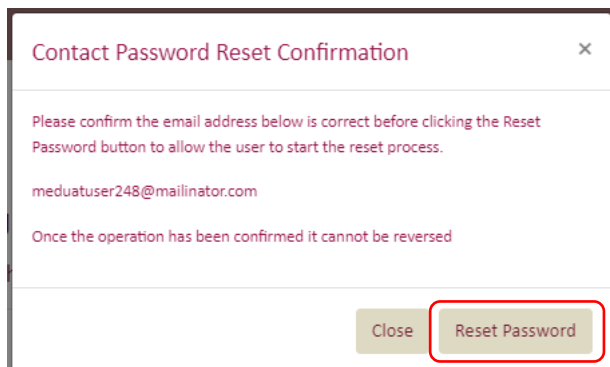
You will receive a confirmation message. Select **Delete** again to confirm the removal of the user.



Note: it is possible to add a previously deleted user to your account.

- To resend a password email, select the **Reset Password** option.

You will receive a confirmation message to reset the password. Select **Reset Password** to send the email.



The system will automatically send the user an email notification inviting them to create an account. This email may take up to 5 minutes to generate.

Note: The system generated email is sent from notify@medco.org.uk and may get caught in a user's spam/junk folders. If a user has not received the system generated email please ask them to check before sending a further password reset.

How to maintain a secondary user?

Each MRO User account requires two key account users. These users are referred to as the **Primary** and **Secondary Users**.

Both these users are initially created by an organisation during the application stage to access MedCo and are maintained separately from other user types.

It is the **Primary Users** responsibility to maintain the details of the **Secondary user**.

To maintain a **Secondary user**, follow the steps below.

1. Log in your account at <https://app.medco.org.uk/>
2. On the Main menu select **Mange Registration**

Main Menu

Please choose from the following options

Manage Registration
Manage User Agreements & Financial Links
Manage Users
Manage Branches
Manage MedCo Cases
Medical Expert Enquiry
Case Verification
Change Password

3. Scroll down the **Edit Authorised User** page to locate the **Secondary Contact** section.

Secondary contact

Email address	<input type="text"/>
Title	<input type="text"/>
First name	<input type="text"/>
Last name	<input type="text"/>
Direct telephone	<input type="text"/>
Mobile telephone	<input type="text"/>

4. Update and complete the mandatory fields (highlighted Red) email address, title, first and last name and Direct telephone fields.
5. Press **Save** at the bottom of the page.

If you have changed the user's email, the system will automatically send the user an email notification inviting them to create an account. This email may take up to 5 minutes to generate.

Note: The system generated email is sent from notify@medco.org.uk and may get caught in a user's spam/junk folders. If a user has not received the system generated email, please ask them to check before requesting a password reset.

Note: if a secondary user requires a password reset, they will need to contact the MedCo helpdesk – enquiries@medco.org.uk

Note: If you wish to make an existing Operational/Admin or Manage Medical Specialist the new secondary user you will need to delete the user before adding them as the secondary user.