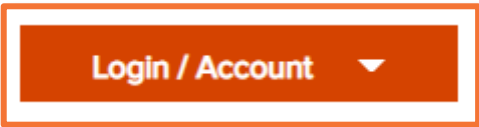


**Step 1:** Log into your Administrative account at [NHANOW.com](https://nhanow.com)

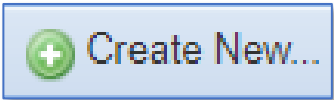


**Step 2:** If you have permission through your NHA account to add a user, select the **Manage Users** link under **Staff** on the left-hand side

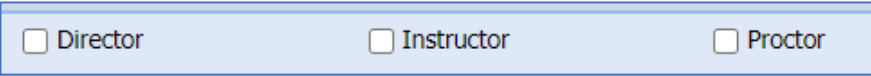


**Step 3:** Select the **Create New** option in the bottom-left hand corner

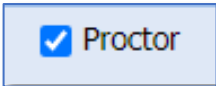
*\*Note: You will only see those who have Instructor-level or lower access on this list. Anyone with Director-status can add/remove users and they will not be visible to you here.*



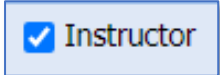
**Step 4:** Choose the level of access required for your new user. You can choose multiple access levels



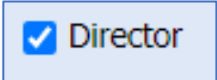
- **Proctor** status will only provide access to the Exams portion of the NHA account



- **Instructor** status will activate all of the content and resources except the Manage Users Features. It will also send emails to those individuals related to exam roster approvals



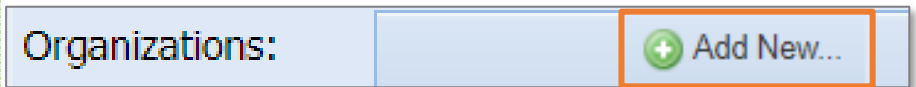
- **Director** status will activate all of the NHA resources and will send emails associated to program updates and system upgrades



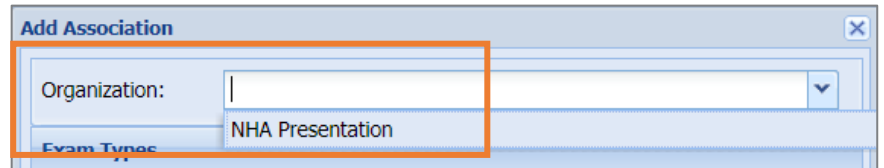
**Step 5:** Fill in the name and email address for your staff member

First Name:  
 Last Name:  
 Username (email):  
 Confirm email:

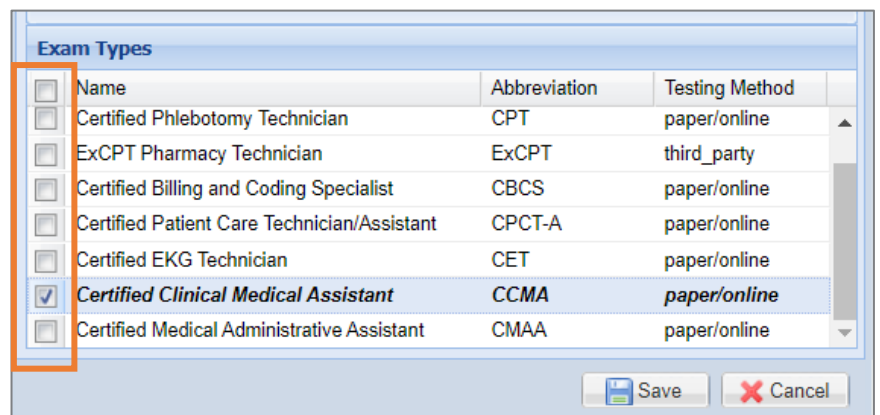
**Step 6:** Select **Add New** on the right-hand side in alignment with the Organizations header



**Step 7:** Locate your Organization in the drop-down list



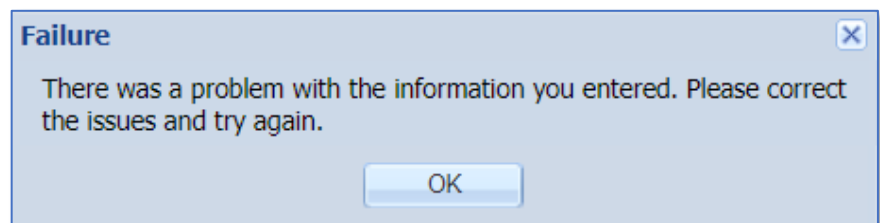
**Step 8:** Activate the certification(s) that your staff member needs to have access to for resources and reporting and press **Save**




**Step 9:** When all is set, select Add User to add to the account



**Step 10:** If an error is received, check the email address with your end user. If this email address is being used in another account or as a candidate login that will need to be updated before this email can be tied to an administrative login for your account



**Step 11:** Once sent, an email will be launched to your administrator to set up his/her account

Instructor Name	Pharmacy	<a href="mailto:instructor@nhanow.com">instructor@nhanow.com</a>	Instructor	CMAA, CPT, CBCS, CET, CEHRS, ExCPT, CPCT-A, CCMA	
Jane	Doe	<a href="mailto:janedoe@nhanow.com">janedoe@nhanow.com</a>	Proctor	CMAA, CPT, CBCS, CET, CEHRS, ExCPT, CPCT-A, CCMA	