PAN Foundation

PAN Pharmacy Portal: How to Validate Accounts

As part of PAN's annual portal validation requirement, portal administrators must validate their organization's information to maintain portal access for their entire organization.

Portal administrators must follow the steps below to complete the validation process:

1. Log in to the PAN Pharmacy Portal.

   Once logged in, you will see a message about the portal validation requirement and have the option to select **Validate** to begin the process or **Skip** to postpone validation for a later time.
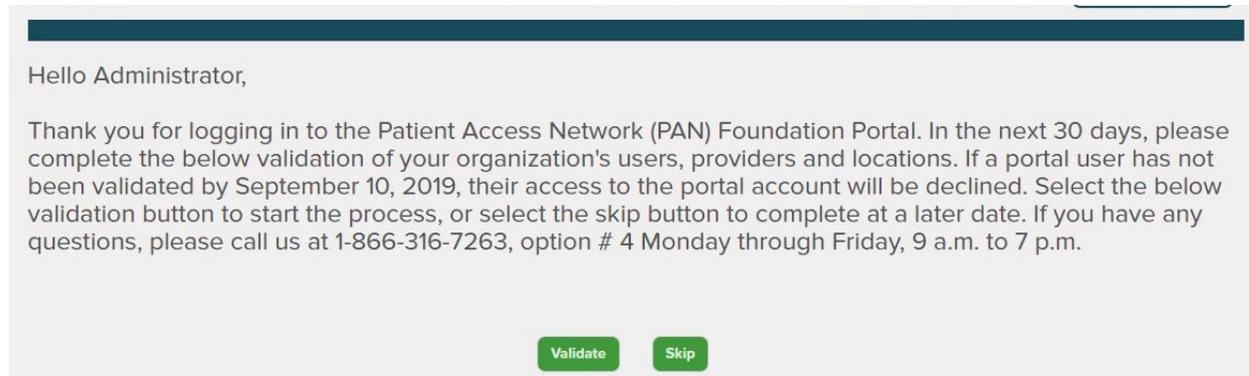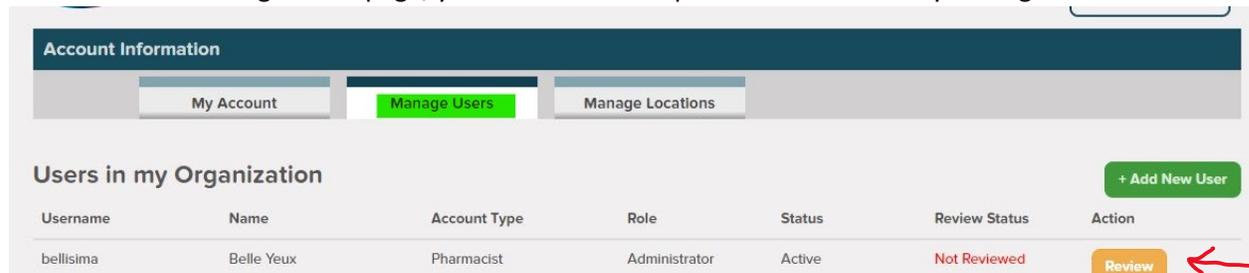
   Hello Administrator,

   Thank you for logging in to the Patient Access Network (PAN) Foundation Portal. In the next 30 days, please complete the below validation of your organization's users, providers and locations. If a portal user has not been validated by September 10, 2019, their access to the portal account will be declined. Select the below validation button to start the process, or select the skip button to complete at a later date. If you have any questions, please call us at 1-866-316-7263, option # 4 Monday through Friday, 9 a.m. to 7 p.m.

   Validate   Skip

2. Select **Validate** to begin the process. You will be directed to the Manage Users page.

3. Within the Manage Users page, you will see a list of portal users linked to your organization.

   Account Information
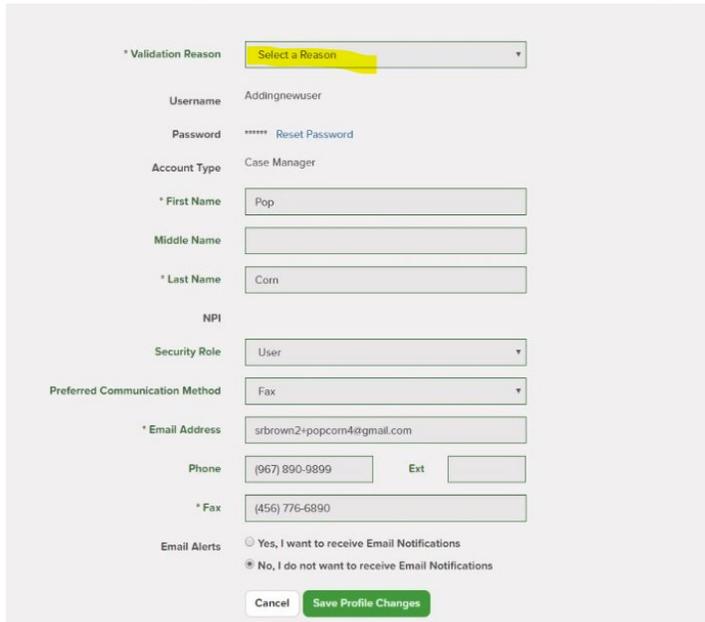
   | My Account | Manage Users | Manage Locations |

   Users in my Organization   + Add New User

Username	Name	Account Type	Role	Status	Review Status	Action
bellisima	Belle Yeux	Pharmacist	Administrator	Active	Not Reviewed	Review

4. Select **Review** to verify the user's information.

5. Within the **Validation Reason** drop down menu, select the appropriate category. For an explanation of each validation reason, please review our Portal Validation FAQs.

   Once a category is selected, click **Save Profile Changes**.

* Validation Reason	Select a Reason ▼
Username	Addingnewuser
Password	****** Reset Password
Account Type	Case Manager
* First Name	Pop
Middle Name	
* Last Name	Corn
NPI	
Security Role	User ▼
Preferred Communication Method	Fax ▼
* Email Address	srbrown2+popcorn4@gmail.com
Phone	(967) 890-9899 Ext
* Fax	(456) 776-6890
Email Alerts	○ Yes, I want to receive Email Notifications
	◉ No, I do not want to receive Email Notifications
	Cancel Save Profile Changes

a. If the portal user is still with your organization, you will be directed back to the Manage Users page where the user will be marked as **Reviewed**.

Users in my Organization   + Add New User

Username	Name	Account Type	Role	Status	Review Status	Action
Addingnewuser	Pop Corn	Case Manager	User	Active	Reviewed	Edit

b. If the portal user is no longer with your organization or no longer needs portal access, you will be asked to confirm user deletion by selecting **OK** when prompted.

Are you sure you want to delete this User?

OK   Cancel

6. Once you have saved the profile changes, you will be directed back to the Manage Users page where you must repeat steps 3-5 for each remaining user.

7. After reviewing all users, please click the **Manage Locations** tab to review the locations linked to your organization.
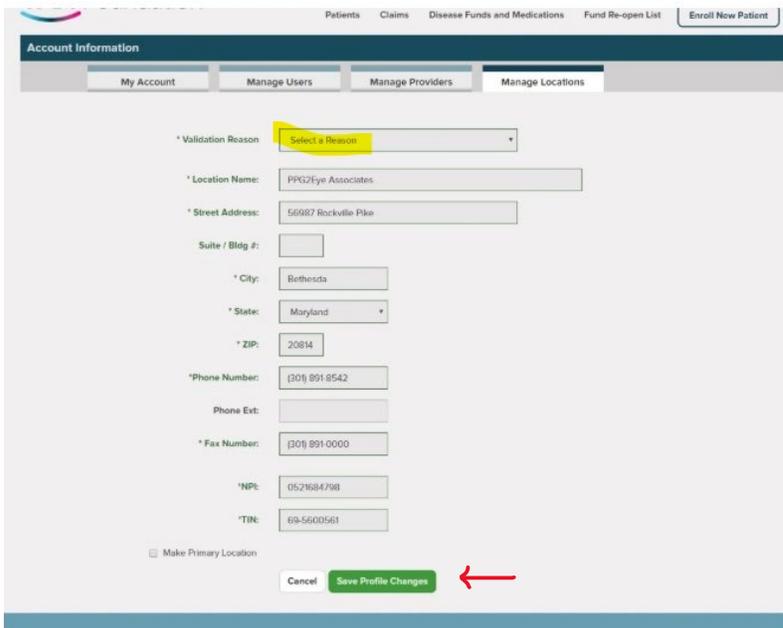

8. Select **Review** to verify the location's information.
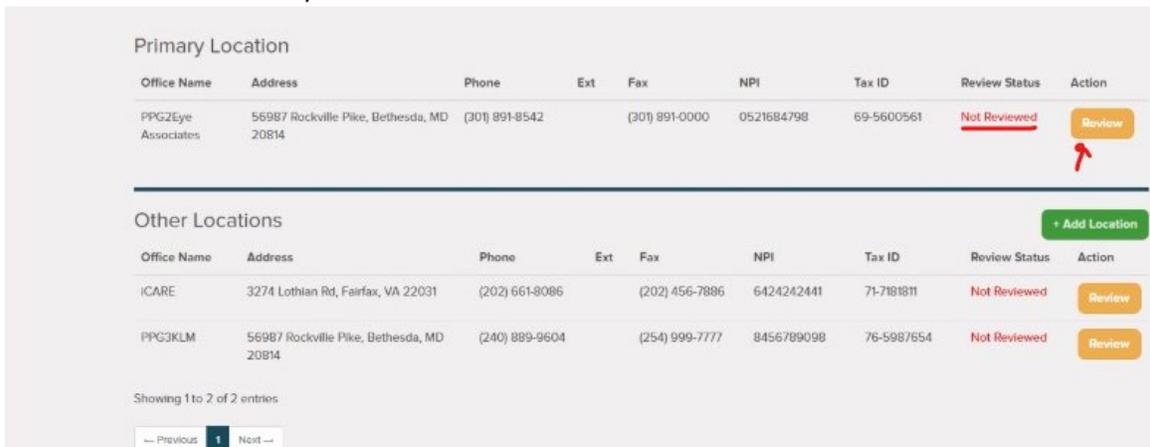
9. Within the **Validation Reason** drop down menu, select the appropriate category. For an explanation of each validation reason, please review our Portal Validation FAQs.

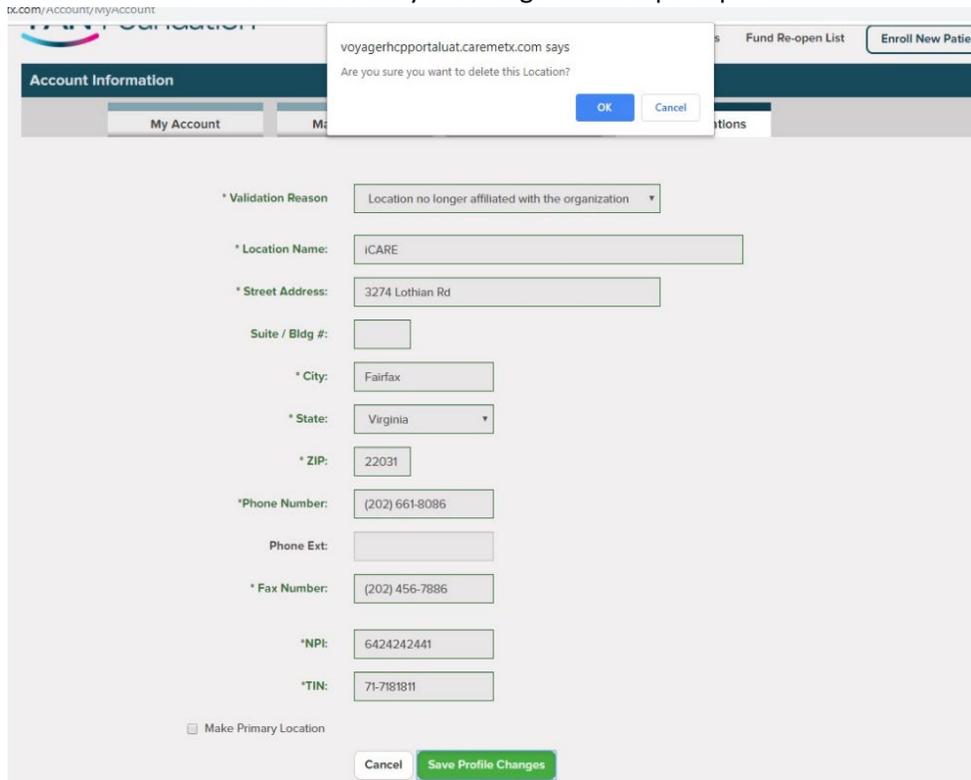   Once a category is selected, click **Save Profile Changes**.

a. If the location is still affiliated with your organization, you will be directed back to the Manage Locations page where the location will be marked as **Reviewed**.

b. If the location is no longer affiliated with your organization or never was, you will be asked to confirm location deletion by selecting **OK** when prompted.

10. Once you have saved the profile changes, you will be directed back to the Manage Locations tab where you must repeat steps 12-13 for each remaining location.

11. When all locations have been reviewed, your completion of the portal validation process will be confirmed. Select **OK** to be directed to the Patient Dashboard.