



# WellSky<sup>®</sup> PAC Advance provider portal

## New user registration guide



## Overview

WellSky allows provider staff to access the WellSky PAC Advance utilization management portal to submit authorizations. The signup process allows new users to manually register for a new account independently. This request is reviewed and approved by the WellSky PAC Advance support team.

## New provider portal user signup

1. Navigate to the [WellSky PAC Advance Provider Portal](#)
2. Click the option for **Need an Account? Sign Me Up**.

3. The new PAC Advance provider portal (WellSky SmartUM) signup screen will appear.

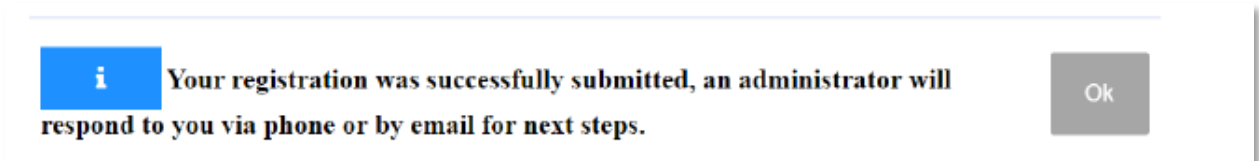
4. Fill out the following information and ensure all required fields are entered. Description of each field can be found in the table below:

Field	Description
Group TIN or Group Identification	This is the user group Tax ID, ID or name (required). Allows only numbers and a-z or A-Z, up to 30 characters
First Name	This is the first name of the user requesting access (required). Allows numbers, a-z or A-Z and space for multiple first names. Name cannot begin with a space or a number up to 70 characters
Last Name	This is the last name of the user requesting access (required). . Allows numbers, a-z or A-Z and space for multiple last names, Name cannot begin with a space or a number up to 100 characters
Work Phone	This is the work phone number of the user requesting access, phone number must be in the format of 555-555-5555 (required)
Work Phone Ext	This is the work phone ext. of the user requesting access. Allows numbers 0 thru 9 only and up to 5 characters
Email Address	This is the email of the user requesting access (required). Must be a valid formatted email address. Up to 100 characters
Manager Name	This is the manager's name of the user requesting access (required). Allows numbers, a-z or A-Z and space for multiple first & last names. Name cannot begin with a space or a number up to 170 characters
Manager Phone	This is the manager's phone number of the user requesting access, phone number must be in the format of 555-555-5555 (required)
Additional Notes	Any notes that need to be added to the request. Up to 200 characters.

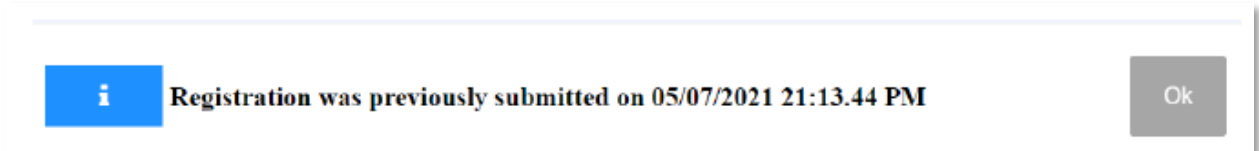
5. After adding all required user information, select **Sign Up** to complete the registration.



6. The following message will appear:



Note: if a user attempts to request a login more than once, the below message appears:





## Guidance for large organizations

A manager can reach out to the WellSky PAC Advance support team by sending an email to [PACAdvanceSupport@wellsky.com](mailto:PACAdvanceSupport@wellsky.com) to begin the process of submitting a team user list that can be added into the system.

Use the **New Team Submission Excel template** to document the required information for each of your organization's users.