

PatientCare 360® Requesting Accounts

New Users

Obtaining the User Request Form

1. New Organizations
 - a. Work with your assigned Engagement Solutions Manager to add new users
2. Existing Organizations
 - a. Utilize the Excel Spreadsheet provided during implementation
 - b. Navigate to the Help Desk Portal and click on the appropriate Microsoft Form link

Completing the Microsoft Form

1. Accessed in the Help Desk Portal
2. Two different forms
 - a. Portal Access Request Form 2026 PC360
 - i. For less than 10 users
 - b. Contexture User Request 2026 Multi Users Additional Features PC360
 - i. For more than 10 users and any Additional Features (i.e. Quick Results and SSO)
3. Complete all required fields and click **Submit** on the final page

Completing the User Request Form in Excel

1. User Request Form is provided to the organization's Point of Contact and the Portal Contact in implementation or by contacting the Contexture Help Desk
2. Choose the appropriate form
 - a. User Request form
 - b. Additional Features / Multi-User Request Form
 - i. Use this form if you have additional solutions such as Quick Results and SSO
3. List all users on the "PC360 User Request" tab
4. Note the following information for each user:
 - a. Part 2 - Data Access

- b. EHR Integration Account
 - i. This column is specifically for the Results Delivery Solution and is used to map your providers to your practice within the HIE
 - c. User Role:
 - i. Use **PC-Staff** for most users
 - ii. Use **PC-Provider** only for providers
 - iii. If you have billing staff or users who do not need full access to encounters or clinical information, you may choose an alternative role.
 - iv. *The PC360 User Role Definition tab provides descriptions for each role to help guide you.*
5. Email the completed form directly to helpdesk@contexture.org
- a. Example verbiage: “See attached user request form for [organization’s name]”

Removing Users

1. User Request Forms *are to not* be used for requesting the removal of users
2. To request the removal of users:
 - a. Email the Contexture Help Desk with the username and email address and request their access be removed

Need Help?

Contact your Engagement Manager/Engagement Solutions Manager or Contexture’s Help Desk at helpdesk@contexture.org or **844-279-7120**