



# How do I **merge** two of my accounts?

**This document applies to you if** you have multiple accounts for the provider portal that you wish to combine. For example, if you registered for the provider once with your birth name and later with your married name and wish to merge these accounts, or if you registered your clinic twice under different names. Once merged, key information from both accounts e.g. your roles, and service locations (independent providers) and provider list (organizations) will be combined and available under the merged account. Both sets of credentials will continue to work and both sets of IDs and associated billing history are retained.



## Step 1: Gather your information.

You will need the username, password and TELUS Provider IDs for both accounts you want to merge. In addition you will need to have the Merge Administrator role for both accounts (see How do I add users to my account?). Your TELUS Provider ID was included in your welcome package. It is also displayed in the top right corner of the provider portal homepage.

## My Profile

Manage your profile details by using the following links.

Email and Banking Information >

Change Password >

Other Profile Updates >

Merge Accounts >

## Step 2: Access the Merge Accounts link.

Log into the provider portal with one of the accounts to be merged. Click the **Merge Accounts** link located under **My Profile** on the left hand side of the provider portal homepage.

## Step 3: Enter the info of the account to be merged.

Enter the username, password and TELUS Provider ID of the other account to be merged.

### Account information

Enter the information for *the account you would like to merge with.*

\* Indicates a mandatory field

\*Username ?

\*Password ?

\*TELUS Provider ID ?

Next

	Account 1	Account 2
Organization name	123 Audiology Clinic	Audiology 123
GST / HST number	45678RT34542	45678RT34542
Contact information	<i>Administrator</i> Joan Anderson	<i>Administrator</i> Lisa Mitchell
Address	17 Iona Crescent Kanata ON J8A 5k9 Canada	135 Scott Street, unit 22 Ottawa ON K1A 4J8 Canada
Associated head office	ABC Head Offices 123 Garrett Blvd North York ON M3K 1Y5 Canada	Audiology 123
	<input type="button" value="Use this account"/>	<input type="button" value="Use this account"/>

## Step 4: Select which information to keep.

Although the two accounts will be merged, certain fields can only retain one set of values. For example, organizations can only maintain one name, GST number, address etc. All other information, for example, lists for associated providers, will be merged. In this step, you need to select which set of information should be kept during the merge.

## Step 5: Review and submit.

Review the information contained in the merge account and click Submit merge account to proceed or Back to change your selection.

### Review and submit

Confirm the merged account information before submitting the request. Changes to information can be made by request in Change Management after merging.

#### Business information

Organization name	Legal business name	GST/HST number
ABC Audiology Clinic	ABC Audiology Clinic	-

#### Contact information

Contact's first name	Contact's last name	Contact role
Molly	Manager	Manager/Office Admin

#### Organization email address

Preferred	Email address
<input checked="" type="checkbox"/>	clinic.abc.info@gmail.com

#### Associated provider(s)

Provider name	Role	Address
Annie Audiologist	Audiologist	800 BATHURST STREET TORONTO ON M5R 3M8 CANADA
Anastasia Audiologist	Audiologist	800 BATHURST STREET TORONTO ON M5R 3M8 CANADA

#### User access & permissions

User name	Role	Email address
Molly Manager	Roster Administrator eClaims Submission EFT Payment Administrator	clinic.abc.info@gmail.com
Mark Manager	WSIB HC Bill Submission Roster Administrator WSIB Payment Administrator	

## Step 6: Record your confirmation details.

You will receive a confirmation reference number as well as an estimated time for your request to be processed. If you click the **Back to Merge account** button you will see a list and the status of all of your merge requests.

### Merge requested

Your merge request has been received and will take approximately 10 business days to be processed.

Your confirmation reference number is: **20180307 - 0000070832**

Please email [provider.mgmt@telus.com](mailto:provider.mgmt@telus.com) with your reference number for a status update if it has been longer than 10 business days since you submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days.

### Merge accounts

If you would like to merge an existing account with your current account, fill out the form below. You will have an opportunity to validate which information will be included in the new merged record.

[Merge accounts user guide](#)

## Learn more

To access the Merge user guide, browse to the application as described in Step 2. The user guide is located under the application header.