New User Registration Quick Start

September 24, 2025

Each dispensary must complete the User Administration Console (UAC) registration process to gain access to the secure applications of the portal. This access is required to complete the enrollment process and maintain dispensary information on an ongoing basis.

Access to the Finance Portal must also be set up if you choose to retrieve remittance advices via that method.

Each dispensary must establish a Delegated Administrator. Once that role is set up, the Delegated Administrator can set up other standard users, if needed.

It is strongly recommended that each dispensary establish a second, backup Delegated Administrator in case of turnover or some unforeseen circumstance. To establish a backup, complete this process for a second individual in your organization.

1.0 Request a PIN

1. Click the **UAC** hyperlink at the top right of the portal home page. The User Administration Console (UAC) page displays.
2. Click **Request a PIN**. Complete the required fields in the **New User Information** section. Required fields are indicated by a red asterisk (*).

   Required fields:

   - First Name
   - Last Name
3. Complete the required and optional fields in the **Organization Validation** section:

   - Client Application Area – select **Commonwealth of Pennsylvania** from the drop-down list
   - Organization ID type – this field defaults to NPI based on the **User Type** selection and cannot be modified
   - Organization ID (OrgID) – enter your **NPI**; your NPI is included in the Welcome letter you received
4. Click **VALIDATE ORG**.

   Continue entering and validating as many Organization IDs as necessary, then click **Submit**. A letter with a PIN number will be sent to each of the Organizations you submitted.



- **Please note which User Type is used for the PIN request.** You will need to use the same User Type and Organization ID when you complete the process by registering with your PIN.

2.0 Create Your Account

Complete the following steps once you have received your PIN letter.

1. Return to the UAC application and click **Register for Account**.
2. Complete the required fields in the **New User Information Section.** Required fields are indicated by a red asterisk (*).

   Required fields:

   - First Name
   - Last Name
   - User ID (email) – this is your business email address; you must enter this, then re-enter it for confirmation.

     Note: This email becomes your user ID for logging into the portal.
   - Password – must be at least 12 characters, contain upper- and lower-case letters, a number and a special character. You cannot use any part of your user ID; first name or last name and it cannot contain three consecutive characters. You must re-enter your password for confirmation.
3. Complete the required and optional fields in **Organization Validation** Section.

   Required fields:

   - Client Application Area – this must match the User Type you selected when you requested a PIN.
   - Organization ID Type – NPI is preselected based on the User Type selected and cannot be changed.
   - Organization ID (OrgID) – enter your NPI.
   - Pin – enter the PIN from the letter you received.
4. Continue entering and validating as many Organization IDs and PIN numbers as necessary, then click **Submit**.
5. An email containing an activation link will be sent to the e-mail address entered in *Step 2*. After you click the activation link, a confirmation screen appears in your browser window, letting you know that you have been successfully added to our directory.

   The confirmation screen also contains a link that directs you to the full-featured User Administration Console (UAC) application. Here you will be able to set up Local Administrators and/or users, as well as assign roles and providers to them. You will also need to assign your own access privileges to the Prime business application(s) available to you as a result of your registration.

3.0 Provision Your Account

Once you have successfully registered, you must assign the correct access to yourself. If you have set up any standard users, you must assign roles to them as well.

Complete the following steps to assign your own access privileges:

1. Click the **UAC** link at the top of the portal home page and select **Log In**.
2. Enter the credentials you established above (email and password).
3. After logging in, click your User ID in the upper-right corner of the screen.
4. Select **Orgs and Roles** on the left side of the screen.
5. Select an organization from the **Organizations** list.

6. Select the appropriate application from the **Applications** drop-down list.
7. Select the check box next to the appropriate **Role**.
8. Click **Save** to save your changes.
9. Repeat these steps for each application and provider.



- You will need to assign Provider Management. If you need to access the Finance Portal, you must assign yourself that role also.

10. You should now be able to access the appropriate application from the appropriate link(s) on the portal.