

User Administration Console (UAC) Upgrade Instructions for Existing Users or Local Administrators

To upgrade an existing user account or Local Administrator account to the Delegated Administrator role:

1. From the **“Who are you?”** screen, select the second option — *“I have a User ID and need to be upgraded to a Delegated Administrator. (For general users and/or Local Administrators.)”*.
2. After logging in with your existing user or Local Administrator account, click on the **Request PIN** tab.
3. On the **Request PIN** page, select an **Organization Type (Org Type)**, a **State**, and an **Organization ID Type (Org ID Type)**, enter the **Organization ID (Org ID)** and click **Validate Org ID**. Continue entering and validating as many Organization IDs as necessary, then click the **Submit** button. A letter with a PIN number will be sent to each of the Organizations you submitted. **Please note which Org ID Type is used for the PIN request.** You will need to use the same Org ID Type and Org ID when you complete the process by registering with your PIN.
4. When the PIN letter is received, return to this application, and from the **“Who Are You?”** screen, select the second option again — *“I have a User ID and need to be upgraded to a Delegated Administrator. (For general users and/or Local Administrators.)”*— and click **Continue**.
5. After successfully logging in, click on the **Organizations** tab, then click on the **Register w/PIN** button.
6. Select an **Organization Type (Org Type)**, a **State**, and an **Organization ID Type (Org ID Type)**, enter the **Organization ID (Org ID)** and **PIN number**, then click **Validate Org ID**. Continue entering and validating as many Organization IDs and PIN numbers as necessary, then click the **Submit** button.
7. Upon successful registration, you will be redirected to the full version of the User Administration Console application where you can manage all facets of the Users, Roles, and Organizations associated with the Organization ID(s) you registered.

[Click here for the complete Reference Collection](#) for the User Administration Console or [click here for a tutorial specific to the upgrade procedure](#).

Contact the Magellan Medicaid Administration Web Support Call Center at (800) 241-8726 if you have any questions or problems.