



Global Health Holdings

Quality Portal – External User Registration – User Guide

Version ID: 2.1

Version Date: 26-Aug-2025

OBJECTIVE

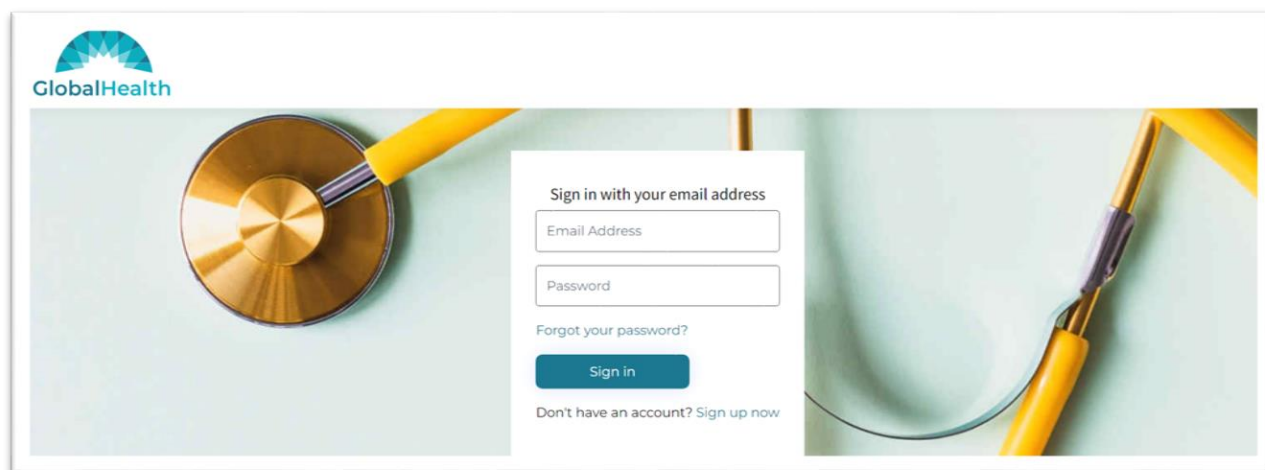
The goal of this user guide is to provide step-by-step instructions for Quality Portal External User Registration.

All references to the Quality Portal will be referred to as 'The Portal' for the entirety of this document.

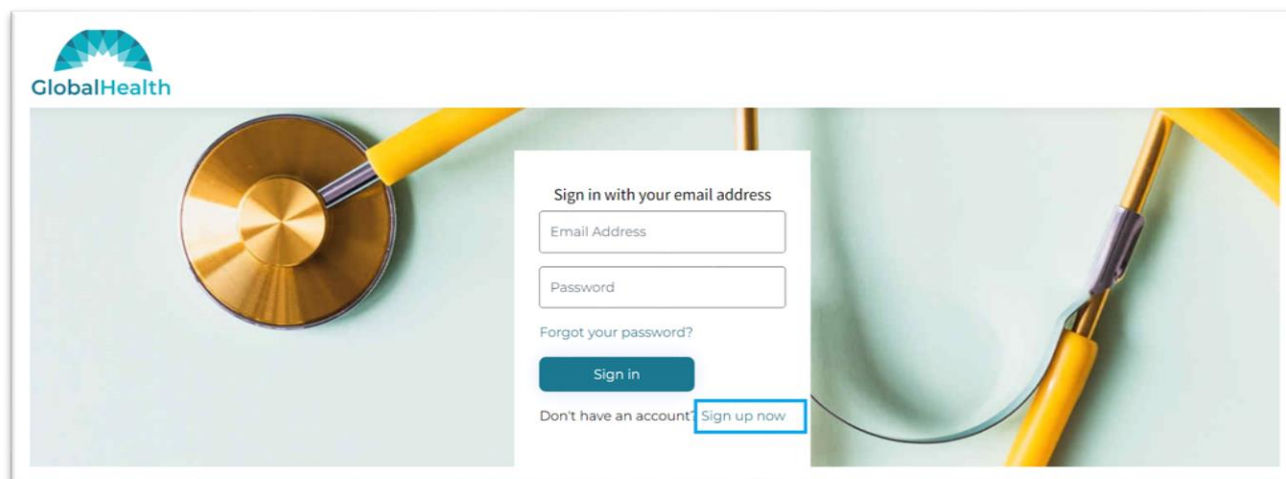
How to access registration page?

Navigation

1. Access quality portal application with URL <https://qualityportal.globalhealthportals.com/>




2. Click on the "Sign up now" link from login screen.



You will be navigated to the User Registration page.

3. Fill in all known information in the "Demographic Information" section.
4. Click on "Submit" button.

A successful application submission message is displayed, and a verification email will be sent to the email address provided after successfully completing the form.



User Registration

Demographic Information | Contact Details | Access Details

First Name * Last Name * Date of Birth *

Name of company you work for? * Company Type * Your role in company you work for? *

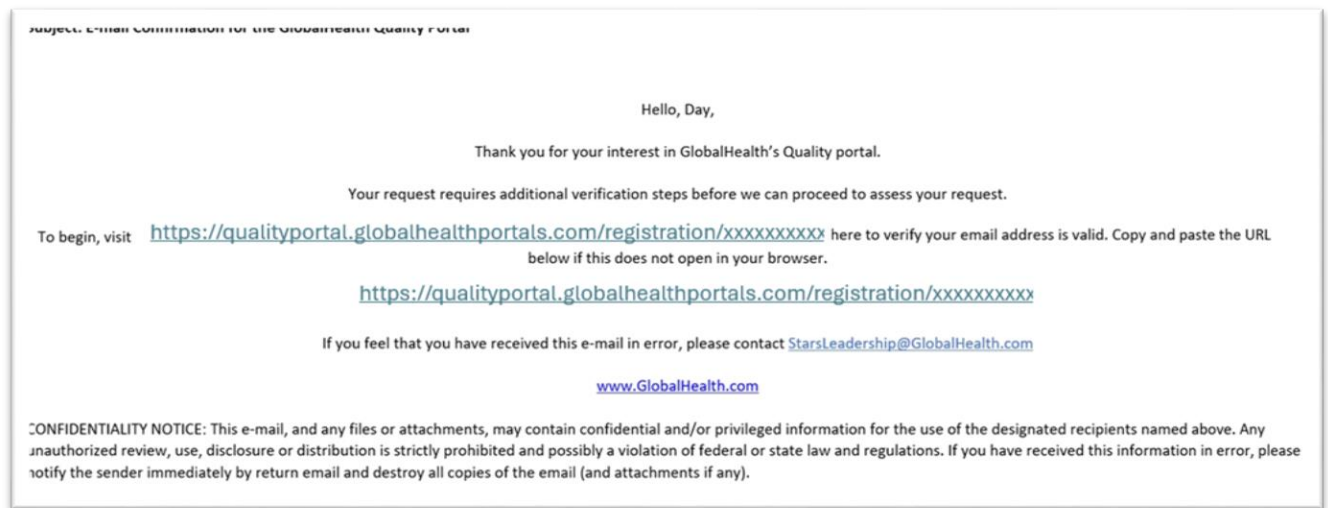
Email * Confirmation Email *

Password * Confirmation Password *

- Password must be at least eight (8) characters in length.
- Password must contain at least one (1) upper case letter (A-Z).
- Password must contain at least one (1) lower case letter (a-z).
- Password must contain at least one (1) number (0-9).
- Password must contain at least one (1) unique character.
- Password must contain at least one (1) special symbol.


5. To complete the verification process, click the link in the verification email.

Sample of the Verification e-mail notification:



The verification link will redirect you to the Contact Details screen.

6. Fill in all known information in the "Contact Details" section. All items identified with the * are mandatory.
7. Click on Save and Next button. - This will direct you to the Access Details screen.



User Registration

Demographic Information → **Contact Details** → Access Details → Security Questions


Address 1 * Address 2

City * State * ZIP Code *

Phone #1 * Phone #2 Fax #

8. Select the Role and Access Rights you require.
9. Enter data into applicable fields per selected role.
10. Click on the Submit button.

When IPA User Role is selected:




User Registration

Demographic Information → Contact Details → **Access Details**

Access required for which Role * Access Rights *

IPA Name/Group Name * IPA/Group Contact Number *

When Group User Role is selected:



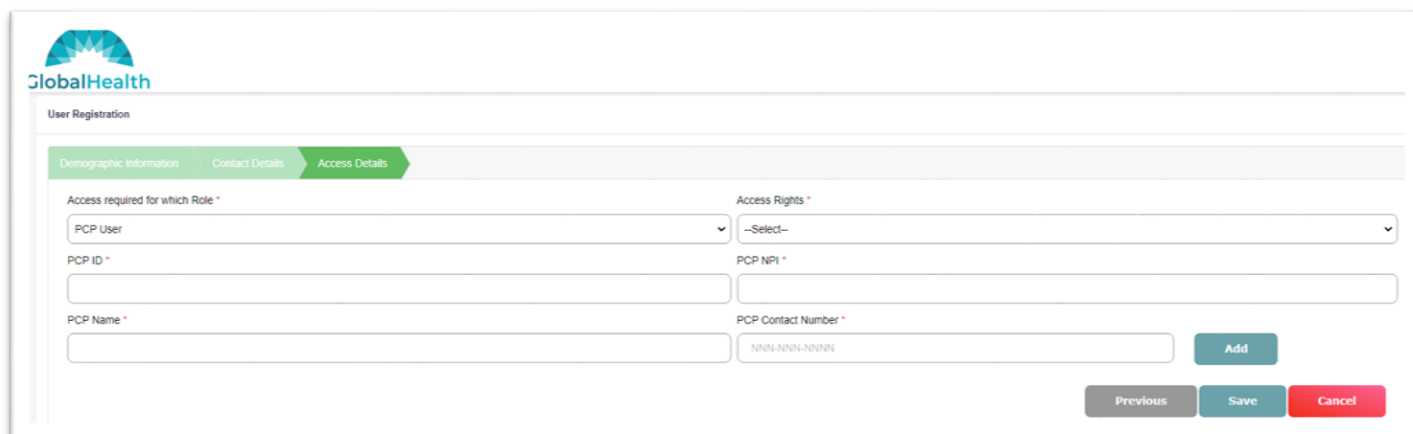
User Registration

Demographic Information → Contact Details → **Access Details**

Access required for which Role * Access Rights *

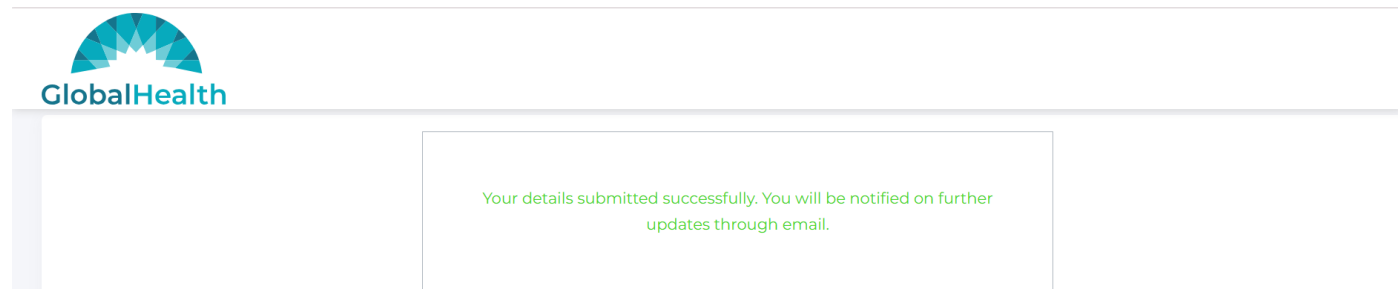
IPA Name/Group Name * IPA/Group Contact Number *

When PCP User Role is selected:



The screenshot shows the 'GlobalHealth' logo at the top left. Below it is the 'User Registration' header. A progress bar indicates three steps: 'Demographic Information', 'Contact Details', and 'Access Details' (which is the active step). The form contains two columns of fields. The left column has 'Access required for which Role *' (a dropdown menu with 'PCP User' selected), 'PCP ID *' (a text input field), and 'PCP Name *' (a text input field). The right column has 'Access Rights *' (a dropdown menu with '--Select--' selected), 'PCP NPI *' (a text input field), and 'PCP Contact Number *' (a text input field with a placeholder 'NNN-NNN-NNNN'). At the bottom right of the form are three buttons: 'Add' (teal), 'Previous' (grey), 'Save' (teal), and 'Cancel' (red).

After fully completing the registration details, you will receive the below message.



Your access request will now be reviewed by GlobalHealth.

If your request is approved, then you will receive an email containing:

- A notification of your approval.
- A link that will allow you to access the Quality Portal.
- If your request is denied, please contact StarsLeadership@globalhealth.com

Sample of the Approval e-mail notification:

Subject: Access Status for the GlobalHealth Quality Portal

Hello, Day,

Your access request to the GlobalHealth Quality Portal has been approved.

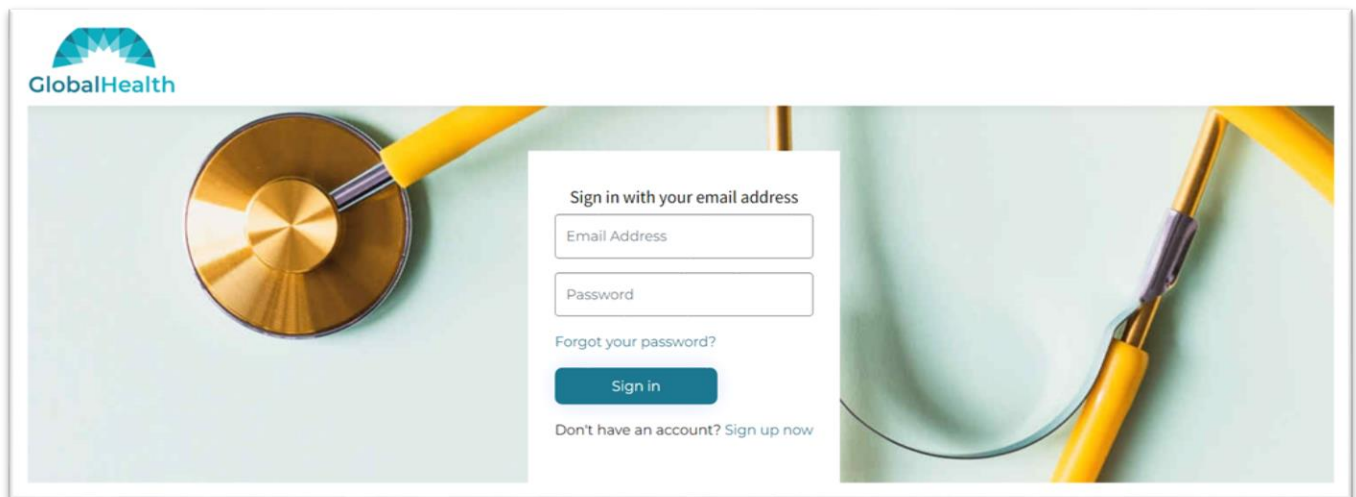
You can access the GlobalHealth Quality Portal by using this link: <https://qualityportal.globalhealthportals.com/dashboard>

If you feel that you have received this e-mail in error, please contact StarsLeadership@GlobalHealth.com

www.GlobalHealth.com

CONFIDENTIALITY NOTICE: This e-mail, and any files or attachments, may contain confidential and/or privileged information for the use of the designated recipients named above. Any unauthorized review, use, disclosure or distribution is strictly prohibited and possibly a violation of federal or state law and regulations. If you have received this information in error, please notify the sender immediately by return email and destroy all copies of the email (and attachments if any).

11. Click on Quality Portal application link that is received in email or open the browser and enter the Quality Portal application URL.

The image shows the GlobalHealth login interface. At the top left is the GlobalHealth logo. The background features a close-up of a yellow stethoscope on a light green surface. A white login box is centered, containing the text "Sign in with your email address". Below this are two input fields: "Email Address" and "Password". A link "Forgot your password?" is positioned below the password field. A blue "Sign in" button is at the bottom of the box, with a link "Don't have an account? Sign up now" underneath it.

12. In the Email Address box: Enter the e-mail address that you used to register your account.
13. In the Password box: Enter the password that you created for your account.
14. Click on "Sign In" button
 - GlobalHealth uses Two Factor Authentication to protect all member and provider information.
 - The Quality Portal will send a confirmation code to the registered e-mail.

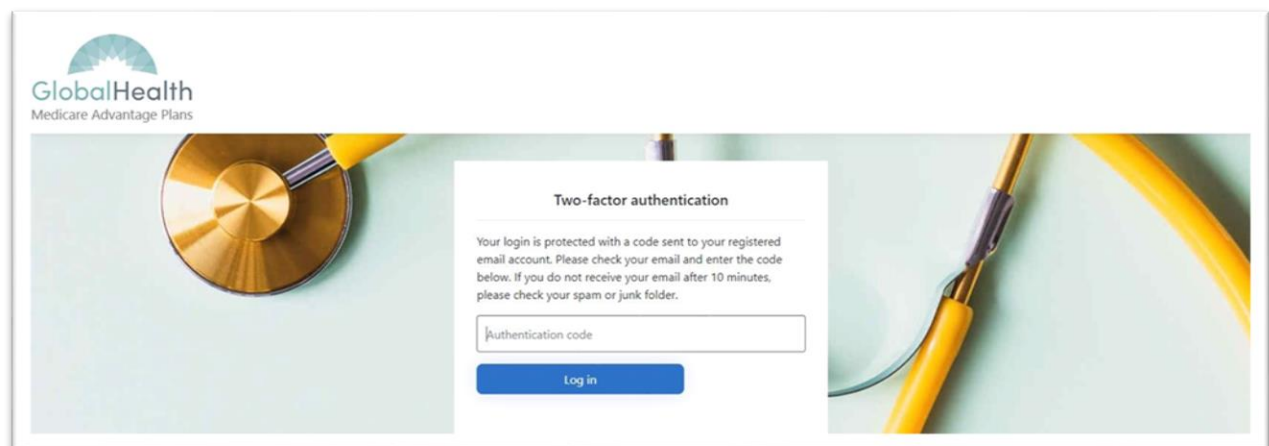
User receives email with below shown content:

Hello, <Username>

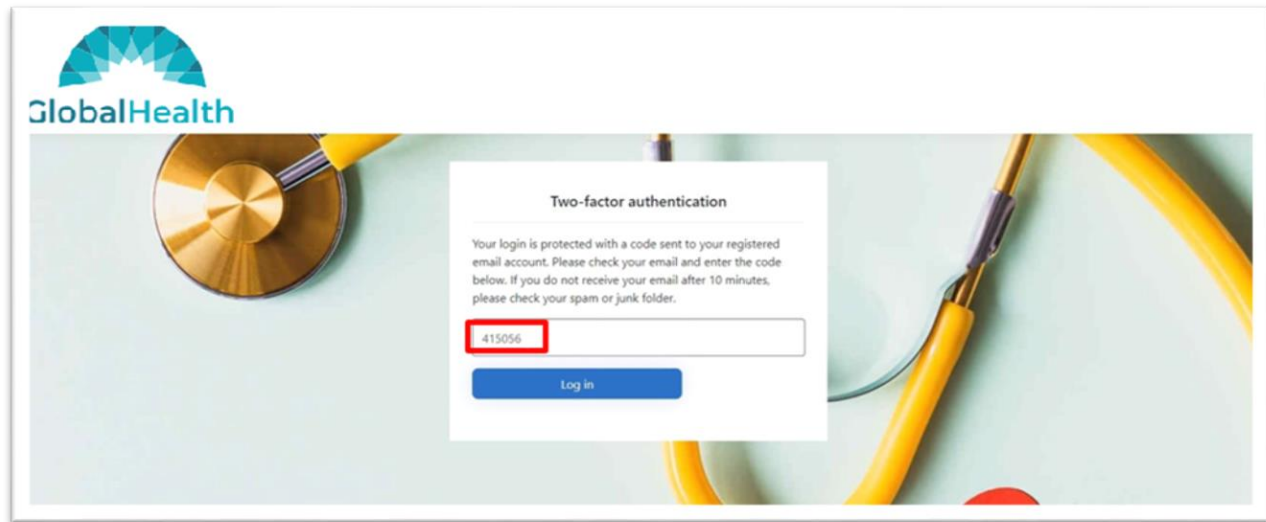
Please enter this code **<Code>** when prompted to authenticate your login.
This code expires in 30 minutes.

**Please do not enter confidential information
about your health while sending an e-mail.**

A screen will display the required Two-factor authentication step:

The image shows the GlobalHealth Two-factor authentication screen. At the top left is the GlobalHealth Medicare Advantage Plans logo. The background features a close-up of a yellow stethoscope on a light green surface. A white authentication box is centered, containing the text "Two-factor authentication". Below this is a paragraph: "Your login is protected with a code sent to your registered email account. Please check your email and enter the code below. If you do not receive your email after 10 minutes, please check your spam or junk folder." Below the paragraph is an input field labeled "Authentication code". A blue "Log in" button is at the bottom of the box.

15. Enter the six-digit two factor authentication code into the box provided:



16. Click on Login button.

Once user is authenticated and logged into the system, user can see the application data such as star scores at measure level, entity level, descendants' stars scores, entity associated member details, part C measure gaps, upcoming and missed refills at entity level, etc..

NOTE: Data is produced in the application based on the logged in user role.