

Research Report: Provider's Portal

User Interviews

From what I had gathered, I had noticed a significant amount of users are having issues with the login process. Users feel that it is a lot of steps to take in order for them to log into the provider portal. They had to type in their email address provided by their employer and then go to their gmail account to retrieve their link. Not many users, the staff members, are already logged into their email account. Therefore, they would have to login twice at different platforms in order to go in. It is a struggling and yet time consuming process for the users. It could be for security reasons that they have those steps. However, users don't have the time and have other tasks and responsibilities to take care of. For this issue, having a less time consuming process would make the user experience for users a lot better.

The other common issue that users are encountering is that they are being logged out of the portal too frequently that it disrupts their workflow. The option here would allow users to stay on for more than six hours rather than the frequency of every hour (reported by the users).

Numerous users reported that additional features would be great to have, such as, a separated dashboard / portal for Dispatchers, having the ability to add users as Dispatchers, more control as an administrator role within the Provider's Portal for flexibility to manage their team without the hassle of waiting for approval from another department (IT Tech Support), Sales team with the ability to pull out the numbers and reports for their own agenda in sales and business goals.

Overall, users are satisfied with the current provider's portal but would like to have more admin access and features that allow them a bit more flexibility and control, rather than limited.