Agency Update Notification Form Instructions

Complete this electronic form to notify Vesta of agency changes.

Step 1: Open this form using *Adobe Acrobat Reader©*.

Note: If you do not have Adobe Acrobat Reader©, you can download a free version at https://get.adobe.com/reader/.

Step 2: Enter Agency Name, Agency ID, and Date.

Step 3: Complete section(s) below as needed.

Agency Information
Select Add if new information is added or Update if existing information needs to be updated and complete the following applicable fields:

- Address
- Phone
- Fax
- Agency Email (General Mailbox)

Agency Contact Information
For each section completed, select Add if a new contact needs to be added, Update if existing contact information needs to be updated, or Remove if an existing contact needs to be removed and complete the following applicable fields:

- Name
- Title
- Email
- Phone #

Administrative Personnel
For each section completed, select Add if a new Admin user needs to be added or Update if existing Admin user information needs to be updated, or Remove if an existing Admin user needs to be removed and complete the following applicable fields:

- Name
- Email
- Vesta Username
- Security PIN #

Signature
An appropriate Administrator, Alternate Administrator, Signature Authority or Agency Authorized Personnel electronic signature is required depending on what information is being provided.

Submit
Use the Submit button to electronically send the Agency Update Notification Form to Vesta. *Note: Use Reset Form to delete all data and start again*.

Vesta®

Agency Update Notification Form

Complete this form to notify Vesta of agency changes, such as change of address, phone number, etc. and of changes to agency's key personnel. The information provided on this form will be used to update our records and will ensure that we have the most up-to-date information about your agency. Contact and Admin information will be used to provide critical news, updates, notifications and provide support to Administrator environment users.

Agency Name: _____ Agency ID:_____ Date: _____

AGENCY INFORMATION:

Add ☐ Update ☐ Address:_____

Add ☐ Update ☐ Phone: _____

Add ☐ Update ☐ Fax: _____

Add ☐ Update ☐ Agency Email (*General mailbox*):_____

AGENCY CONTACT INFORMATION:

Contact Person: Add ☐ Update ☐ Remove ☐

Name:	Title:
Email:	Phone #:

Contact Person: Add ☐ Update ☐ Remove ☐

Name:	Title:
Email:	Phone #:

Contact Person: Add ☐ Update ☐ Remove ☐

Name:	Title:
Email:	Phone #:

Contact Person: Add ☐ Update ☐ Remove ☐

Name:	Title:
Email:	Phone #:

Contact Person: Add ☐ Update ☐ Remove ☐

Name:	Title:
Email:	Phone #:

ADMINSTRATIVE PERSONNEL

User access to Vesta is managed by the Program Provider or FMSA Administrative Staff. Administrative staff manages user profiles by assigning permissions/roles, and must assist users in resetting passwords, unlocking user accounts and inactivating users once they are no longer in the agency's employment.

The Vesta Administrator's User Management environment is solely used to create and manage users with Administrator, Manager and Branch roles and is **not** the environment that is used to manage all other Vesta functions, such as EVV, members, billing, payroll, etc. Vesta Administrator User management environment users are easily identified because their login username has a capital "**A**" before the Agency ID. Example: username@**A**6000.

ADMIN USER Support:

Vesta Customer Support can only provide assistance when an Administrator's User management environment user account issue occurs. To provide assistance to an Admin user, the specific Admin user must contact Customer Support and provide their Security PIN Number to confirm their identity.

Note: Vesta Customer Support staff will require the Security PIN Number to assist the Admin user. If you are not an Admin User with a Security PIN number on file with Vesta, a new Agency Update Notification Form will be required to be submitted with the Admin user information.

Use the fields below to add or update Admin User(s) for your agency. Remember that an Administrator User Management environment user will have an "A" before the Agency ID in their username.

*Security PIN Number must be unique per individual and must be four digits.

Admin User Information: Add ☐ Update ☐ Remove

Name:	Vesta Username:
Email:	Security PIN #:

Admin User Information: Add ☐ Update ☐ Remove

Name:	Vesta Username:
Email:	Security PIN #:

Admin User Information: Add ☐ Update ☐ Remove

Name:	Vesta Username:
Email:	Security PIN #:

Admin User Information: Add ☐ Update ☐ Remove

Name:	Vesta Username:
Email:	Security PIN #:

If this form contains **Admin User Information being added or updated**, the Agency Administrator, Alternate Administrator or the Signature Authority for your agency must sign below. If only agency or contact information is being added or updated, then any agency authorized personnel may sign.

Name:	Title:
Signature:	Security PIN # (if applicable):

Note: *Vesta's data security and privacy policies prohibits access and the use of Vesta from locations outside of the United States of America.*