

Web Administrator User Guide

Each hospital designates their eQHealth Solutions Web Administrator. This may be the same as or different from the hospital eQHealth Liaison. The Web Administrator has the authority to:

- Add new users, build their user profile and allow access to
 - Run reports with hospital-specific review information
 - Submit review requests online
 - View and Print letters
- Change passwords (write down password; they are not visible after you hit Save)
- Inactivate users who should no longer have access to the system

Accessing the User Administration Module

The User Administration module can be accessed from the eQHealth Website (only for those designated as their eQHealth Web Administrator).

- From the homepage <http://il.eghs.com>, click on the first link, eQSuite, located under *eQHealth Web Systems* section (bottom right side).
- At the logon screen, enter the assigned username and password.
- From the eQSuite homepage, the eQHealth Web Administrator will have an additional menu button at the top right side of their screen - **User Administration**

Adding/Modifying User Logon Information

Once in the User Administration module, the authorized users screen will be displayed. As your Web users are linked to the review requests they submit, *this screen displays a list of all users past and present for your facility*. The Web Administrator can add a new user or edit login access or information for an existing user.

- To enter information for a **new** user, click on the **Add New User** link.
- To edit **existing** users, click on the **Edit** link in the first column.

Create New Review Respond to Add'l Info Retro Chart Requests Online Helpline Utilities Reports Search								
User Administration								
	Add New User							
Errors	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	123ab	sample		8881112222		2/18/2004 11:45:21 AM	4/16/2013 9:08:06 AM	

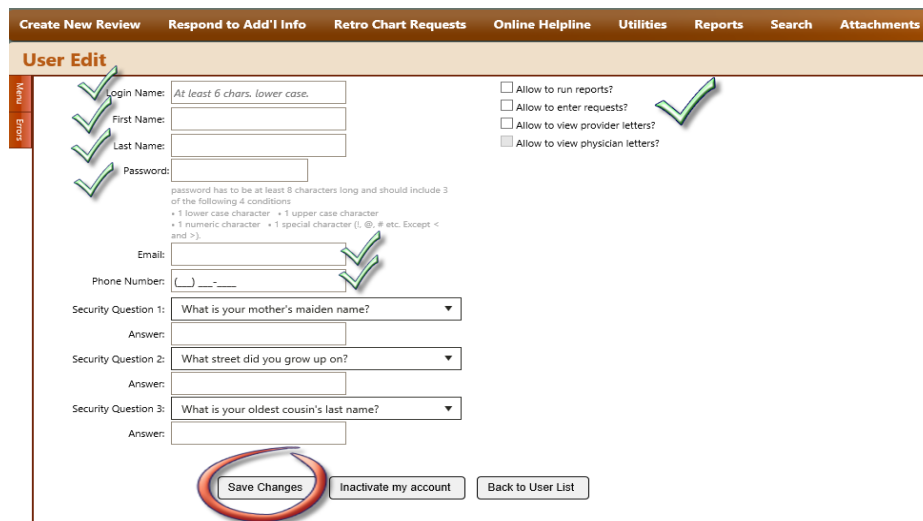
NOTE: Every Web User ID and password is tied to a “unique” hospital provider number. Hence, users at multiple facilities can NOT be added using the same login. **Example: a user at facility A cannot perform reviews for facility B using the same user name and password. They will have to be set up with individual user IDs and passwords for each facility.**

Creating a New User

The hospital-assigned Web Administrator must designate a User Name (Login Name) and password for every user. The User ID must be at least 6 characters, lower case.

NOTE: User Names are not specific to each hospital; therefore, they may already exist in our system. If an error message occurs stating the profile already exists, simply change the User Name by adding a alpha-numerical sequence after the user name.

Example: mjonesMEJ55.



The screenshot shows the 'User Edit' interface. At the top, there is a navigation bar with links: 'Create New Review', 'Respond to Add'l Info', 'Retro Chart Requests', 'Online Helpline', 'Utilities', 'Reports', 'Search', and 'Attachments'. Below this is the 'User Edit' title. The form contains several input fields: 'Login Name' (with a placeholder 'At least 6 chars. lower case.'), 'First Name', 'Last Name', and 'Password'. To the right of these fields are four checkboxes for permissions: 'Allow to run reports?', 'Allow to enter requests?', 'Allow to view provider letters?', and 'Allow to view physician letters?'. Below the password field, there is a note: 'password has to be at least 8 characters long and should include 3 of the following 4 conditions: • 1 lower case character • 1 upper case character • 1 numeric character • 1 special character (. @, # etc. Except < and >)'. There are also fields for 'Email' and 'Phone Number'. Three security questions are listed with dropdown menus and answer fields: 'What is your mother's maiden name?', 'What street did you grow up on?', and 'What is your oldest cousin's last name?'. At the bottom, there are three buttons: 'Save Changes' (circled in red), 'Inactivate my account', and 'Back to User List'.

Do not fill out any of the security questions. When they login the first time, they will be asked to set up security questions.

Add New User:

- Create a unique, login name
- Enter the first and last name of the user
 - This name will automatically be copied to every review request that is submitted to eQHealth Solutions online
- Add the user's email address and phone number
- Indicate the User's access rights by selecting any or all of the following:
 - **Allow to Submit Review Requests**
 - **Allow to view letters**
 - **Allow to Run Reports**
- Click **Save Changes**. If the system does not detect any errors, you will be given a message verifying that the user login information was successfully saved

INACTIVATE USERS:

Use the Inactivate my account button for specific users when you no longer want them to have access to eQSuite. It will inactivate immediately.

If for any reason the Web Administrator will no longer serve in this position, submit a Hospital Contact Form to assign a **new** Web Administrator ASAP. The master files will be updated to give Web Administrator rights to the new person.