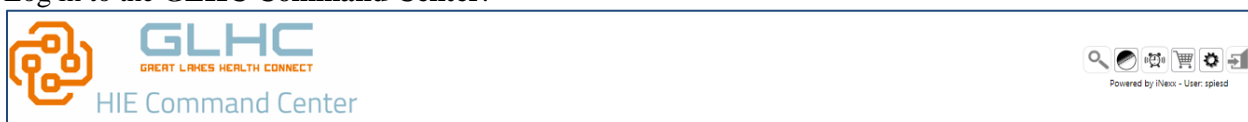


Great Lakes Health Connect (GLHC) provides each office the ability to create and manage users within the Command Center. This provision is only available to Command Center Administrators. This role is limited to a maximum of two people within each Command Center: Typically the administrators are the Practice Manager and one other designated person. This Quick Reference Guide will walk the user through creating and managing user IDs.

**Note:** It is the on-site Administrator’s responsibility to manage the list of users and deactivate accounts when a user should no longer have access to the Command Center.

## Accessing the Administration section in the Command Center

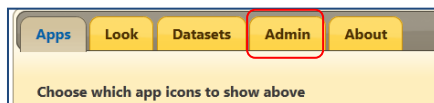
1. Log in to the **GLHC Command Center**.



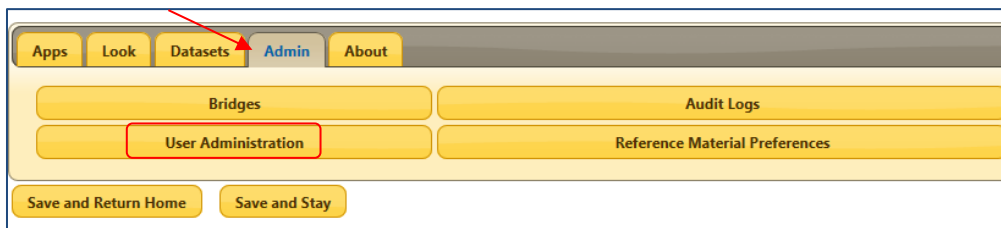
2. In the top right corner, click on the “**Preferences**” icon.



3. Select the **Admin** tab



4. Select the **Admin** tab and then **User Administration**



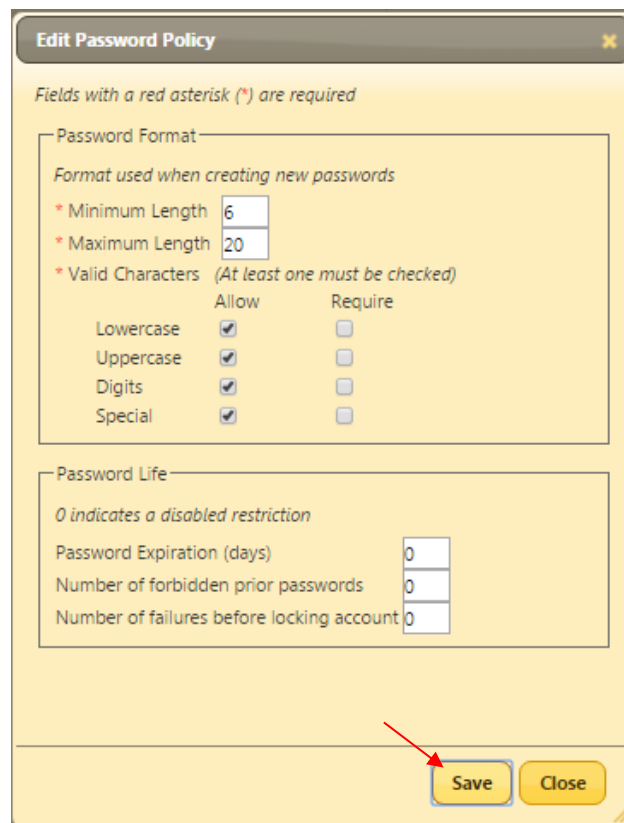
5. The **User Administration** section provides the ability to
  - a. Modify the Password Policy
  - b. Add a new user
  - c. Modify a user’s level of access by opening the user’s account
  - d. Modify a user’s level of access within the Worklist

User Maintenance - 20 total users found				
		Add New User	Password Policy	Return
	User	User Id	User type	Actions
3	bweber	bweber	Clinical Staff	[User Icon] [Edit Icon] [Delete Icon]
4	bwebber	bobbi test	Non-Clinical Staff	[User Icon] [Edit Icon] [Delete Icon] [Star Icon]
5	Test Number	123123	Non-Clinical Staff	[User Icon] [Edit Icon] [Delete Icon] [Star Icon]

### a. Modifying the Password Policy

It is strongly recommended that you modify the existing Password Policy found in the Command Center. GLHC recommends that you follow the guidelines set below or as set by your own internal privacy and security guidelines within your organization:

- Minimum Length: 8
- Maximum Length: 20
- Valid Characters:
  - Uppercase
  - Digits
- Password Expiration (days): 90
- Number of forbidden prior passwords: 10
- Number of failures before locking account: 5

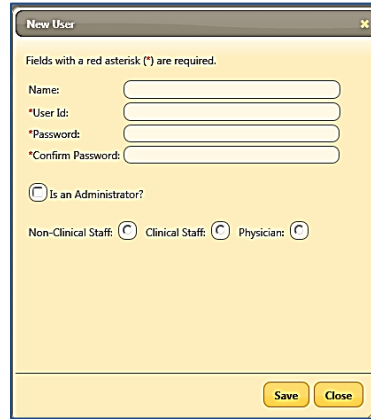


Make sure to **Save** changes

## b. Adding a New User

**Note:** Once you create a User ID, you cannot delete or change the ID. You may change the person's name (i.e. change of last name, etc.) but if you need to change their ID, you must de-activate the current ID and then create a new ID for the person.

To add a new user, select the **Add New User** tab (see above) and the following will display:
















1. Enter the following:
  - a. Name: Staff's First and Last Name
  - b. User Id: Does not need special characters. (User ID's are NOT case sensitive)
  - c. Password: Must be at least **6 characters** in length. (Passwords **ARE** case sensitive)
  - d. Confirm Password: by retyping the desired password.
  - e. Only select **Is an Administrator?** for Users with Administrative rights (1 – 2 per site)
  - f. Select level of Command Center access. \*\* The majority of Command Center users are **Clinical Staff** (See next section for descriptions of Access Levels)

2. Select **Save**

### Command Center Access Levels

There are 4 levels of access:

8	<a href="#">Steve Spieker</a>	spiesd	Administrator - Clinical Staff	  
9	<a href="#">Sam Dietzman</a>	sam09126	Clinical Staff	  
10	<a href="#">Mitch Kelly</a>	kellmc	Physician	  
11	<a href="#">Julie Klausung</a>	klauij	Non-Clinical Staff	   

#### 1. Administrator

- a. Has access to the Admin tab
- b. Create new user accounts
- c. Inactivate expired user accounts
- d. Reset locked accounts
- e. Make changes to practice-wide Command Center settings
- f. Grant emergency PHI information access to non-clinical users
- g. Access to manage the Referrals Homepage
- h. Access to Folders and Rules within the Advanced View of the iNBox
- i. Has the ability to create new patients
- j. Has access to all patient drawers within the Patient Record

2. **Clinical Staff (\*\*Recommended)**
  - a. Has the ability to create new patients
  - b. Has access to all patient drawers within the Patient Record
3. **Physicians (\*\*Not Recommended)**
  - a. Has the ability to create new patients
  - b. Has access to all patient drawers within the Patient Record
4. **Non-Clinical Staff (\*\*Not Recommended)**
  - a. **Is unable to create new patients**
  - b. Has limited access to the Patient Record (Patient Demographics, Supporting Parties, Insurance and Patient Reminders)

## c. Modifying an Existing User

You are also able to modify an existing user account within the User's record:

1. Select the underlined name of the user to be modified.

User Maintenance - 20 total users found				
<a href="#">Add New User</a> <a href="#">Password Policy</a> <a href="#">Return</a>				
	User ↕	User Id	User type	Actions
3	<u>bweber</u>	bweber	Clinical Staff	ⓘ ⚙ ⌂
4	<u>bwebber</u>	bobbi test	Non-Clinical Staff	ⓘ ⚙ ⌂ ⭐
5	Test Number	123123	Non-Clinical Staff	ⓘ ⚙ ⌂ ⭐

2. Available Actions.
  - a. Change the User's Name (changing the User ID is not permissible)
  - b. Changing the Password (you must also confirm the password – *see next page for further info*)
  - c. Make or remove Administrator rights for User
  - d. Change the User's rights (Non-Clinical, Clinical, Physician)
  - e. Allow Emergency Access for Non-Clinical Staff
  - f. Activate or Inactivate a User's account (*see next page for further info*)
  - g. Lock or Unlock a User's account (*see next page for further info*)

**Modify User**

Fields with a red asterisk (\*) are required.

Name:

\*User Id:

\*Password:

\*Confirm Password:

Is an Administrator?

Non-Clinical Staff:  Clinical Staff:  Physician:

Allowed Emergency Access for Non-Clinical Staff?

Inactive user?

Lock user?

3. Make sure to **Save** changes

## Inactivating a User Account

User accounts cannot be deleted; however, accounts may be inactivated.

- a. Select the **Inactivate user?** checkbox
- b. Click the **Save** button

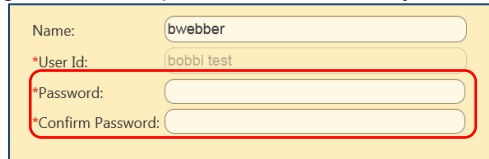
## Unlocking a User Account

A Command Center account may become locked if a user attempts to log in with an incorrect password more times than is permitted. To unlock a user account:

- a. Remove the check from the **Lock user?** checkbox
- b. Click the **Save** button

## Resetting a Password

Note: You may also reset/change the user's password here if they can't remember it:



## **d. Available Actions directly within the User Maintenance screen:**

The User Maintenance screen allows the administrator to change several frequently-used settings for multiple users from a single screen **without having to open the User's record**.

To make changes simply click on the desired icon. To reset the option, simply re-click the icon.

User Maintenance - 20 total users found				
<span>Add New User</span> <span>Password Policy</span> <span>Return</span>				
	User	User Id	User type	Actions
3	bweber	bweber	Clinical Staff	
4	bwebber	bobbi test	Non-Clinical Staff	
5	Test Number	123123	Non-Clinical Staff	

1. Make the user as Administrator (**only 2 active Administrators per office**)
2. Inactivate the user account. To be selected when the User is no longer using the Command Center or is no longer employed at the practice/facility.
3. Unlocking (or locking) the user account. To be selected when a User locks out their account.
4. Emergency access (for Non-Clinical Staff Only to be explained in page 5 of the Guide)

Action Buttons (Active / Inactive)	Description
	Administrator Access
	Inactive/Active User Account
	Emergency Access* (for non-clinical staff only)
	Locked/Unlocked User Account