

## ONEHEALTHPORT ADMINISTRATORS' MOST IMPORTANT THINGS TO KNOW

### TECHNICAL SUPPORT

Contact the OneHealthPort help desk.

***Call:***

1-800-973-4797 (toll free)

***Email:***

[support@onehealthport.com](mailto:support@onehealthport.com)

The OHP Support Desk is open 8 AM - 5 PM Monday to Friday to assist with password and registration problems.

The Support Desk will log problems and investigate concerns about system outages 24 hours a day.

1. Make sure your organization has more than one OneHealthPort administrator to manage your account and assist your users.
2. Print a copy of the Administrator's Guide after logging in to the "Manage my administrator's account" page. The guide gives screen examples and directions on how to assist your users and maintain your account.
3. Subscribers have 3 tries at a password before they receive a temporary account lock and a message to seek assistance. If a subscriber has 10 successive password attempts that fail, the account is suspended and can only be reset by the OHP Support Desk based on Secret Questions. If no Secret Questions are on file, the user will need to be re-nominated by their administrator for a new credential. To avoid this process, encourage subscribers to seek help before they suspend their account and consider having Secret Questions on file for use when needed.
4. The quickest steps to take if a subscriber can't remember their password:
  - a. Click on the "Forgot Password?" link to see if the subscriber has secret questions in the system so the subscriber can reset his/her own password.
  - b. Ask the OHP Administrator to assist the subscriber with a password reset by logging into their Manage my administrator account link from the OHP website.
  - c. Contact the OneHealthPort help desk by calling **1-800-973-4797** (toll free), by emailing [support@onehealthport.com](mailto:support@onehealthport.com), or by filling out our online form at [www.onehealthport.com](http://www.onehealthport.com).
5. Decide if you would like your users to set secret questions so they can reset their own passwords as needed. They can change these questions and their user information by logging in to the "Manage my subscriber account" on the OneHealthPort website.
6. When should I suspend an account? When you suspect a subscriber account has been compromised and the subscriber is unable to reset their password to deny further access by someone else. If the subscriber is able to reset their password, they can avoid having their account suspended.
7. When should I revoke an account? When a user is leaving the system and will not be moving to another work site where they might use the OneHealthPort services or when a subscriber account has been clearly compromised you should revoke the account to disable it fully.
8. When should I change affiliations or roles for a user? Affiliations determine whose data is seen by the subscriber when they visit various sites. You should remove affiliations for anyone no longer with your organization as soon as possible. You should add or change roles when the job functions change for an employee or if an additional role is required by a participating site in order to share certain types of data. You can add TaxID information whenever there are additional TaxIDs that your company represents or has a contractual relationship to access data for another entity.
9. Keep your subscriber information current so you can receive emails and notices from OneHealthPort about system changes, newsletters, webcasts and new services.