



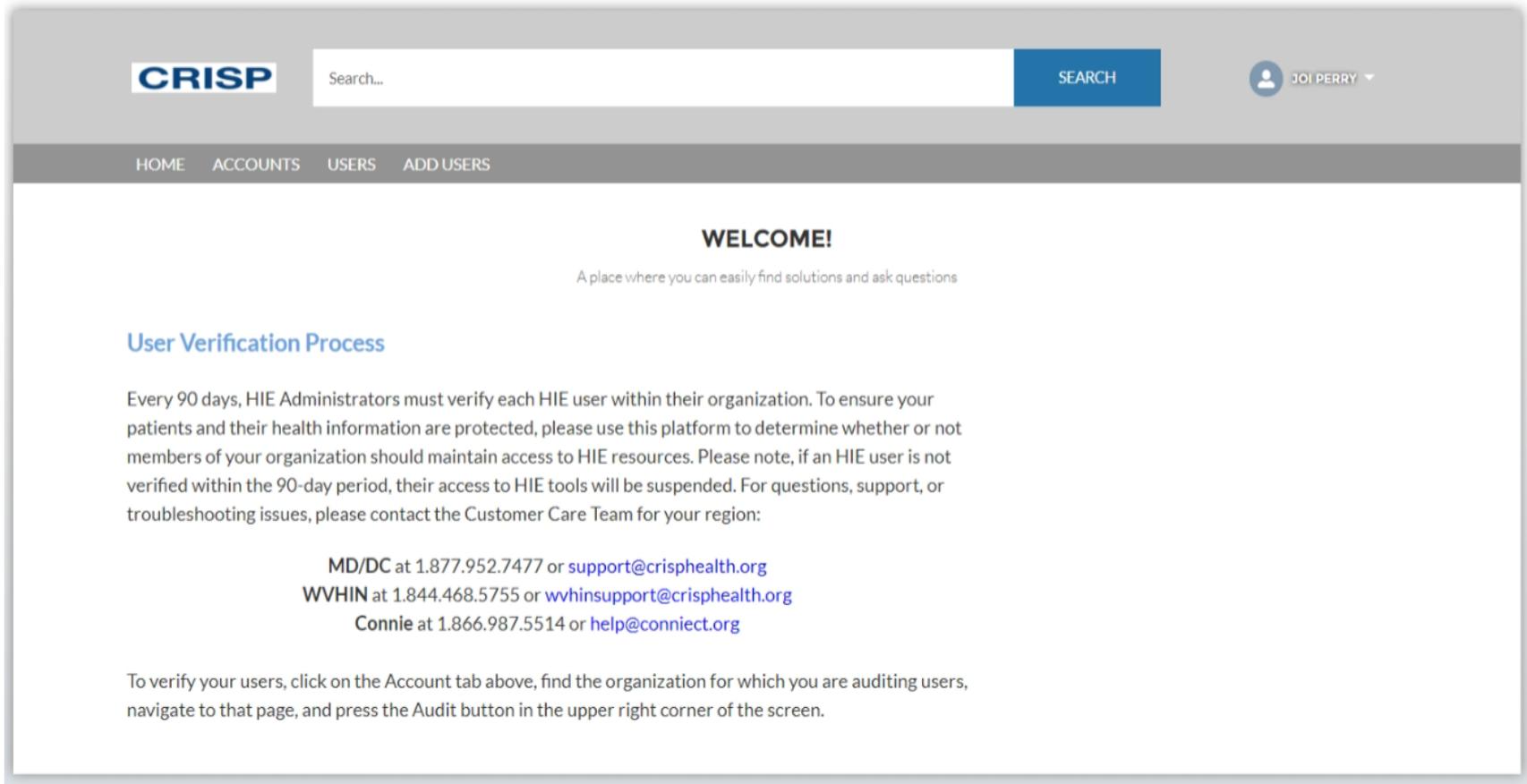
DC PORTAL - HIE ADMIN TOOL

User Guide

HIE Admin Tool

The Health Information Exchange (HIE) Admin Tool allows HIE Administrators to manage their colleagues' HIE accounts. User account creation, access to specific HIE Services, and employee turnover can all be handled via the tool.

*****Please note, the HIE Admin Tool application will only be visible to users with HIE admin access. *****



The screenshot displays the HIE Admin Tool interface. At the top left is the CRISP logo. To its right is a search bar with the placeholder text "Search..." and a blue "SEARCH" button. Further right is a user profile icon for "JOI PERRY" with a dropdown arrow. Below the search bar is a navigation menu with links for "HOME", "ACCOUNTS", "USERS", and "ADD USERS". The main content area features a "WELCOME!" heading followed by the text "A place where you can easily find solutions and ask questions". Below this is a section titled "User Verification Process" which explains that HIE Administrators must verify each HIE user every 90 days. It provides contact information for MD/DC, WVHIN, and Connie, and concludes with instructions on how to verify users.

CRISP Search... SEARCH JOI PERRY

HOME ACCOUNTS USERS ADD USERS

WELCOME!

A place where you can easily find solutions and ask questions

User Verification Process

Every 90 days, HIE Administrators must verify each HIE user within their organization. To ensure your patients and their health information are protected, please use this platform to determine whether or not members of your organization should maintain access to HIE resources. Please note, if an HIE user is not verified within the 90-day period, their access to HIE tools will be suspended. For questions, support, or troubleshooting issues, please contact the Customer Care Team for your region:

MD/DC at 1.877.952.7477 or support@crisphealth.org
WVHIN at 1.844.468.5755 or wvhinsupport@crisphealth.org
Connie at 1.866.987.5514 or help@connect.org

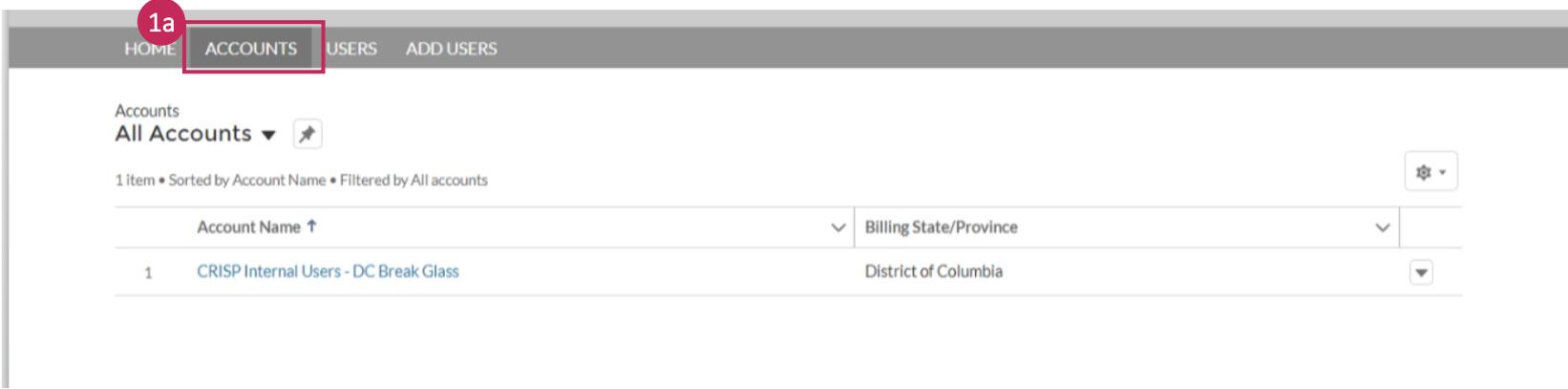
To verify your users, click on the Account tab above, find the organization for which you are auditing users, navigate to that page, and press the Audit button in the upper right corner of the screen.

The background features a series of concentric circles in shades of light blue and white, creating a tunnel-like effect. A white, wavy line curves across the bottom right portion of the image.

Managing Existing Users

1 Managing Existing Users - Audit

- a) Select the **Accounts** tab. The accounts affiliated with your account will be displayed below. Select the organization.
- b) Click on the **User Audit** button.



1 Managing Existing Users - Audit

- c) Click the **Approve All** button if there is no change to your user list. Users can be manually audited by clicking on the **Approve/Deny** button next to the user’s name.
- d) Click the Complete Audit button. You will be directed to a confirmation page. Review the confirmation and select **Finish**.

Active Users							
Status	First Name ↑	Last Name	Email	Member Title	Department	Audit Date	Audit By
<input type="button" value="Approve"/> <input type="button" value="Deny"/>	Aida	Semere	aida.semere@crisphealth.org	Nurse Practitioner		2021-12-16	Anitra Shird MD-DC
<input type="button" value="Approve"/> <input type="button" value="Deny"/>	Bracha	Orlansky	bracha.orlansky@crisphealth.org	Physician, Resident		2021-12-16	Anitra Shird MD-DC

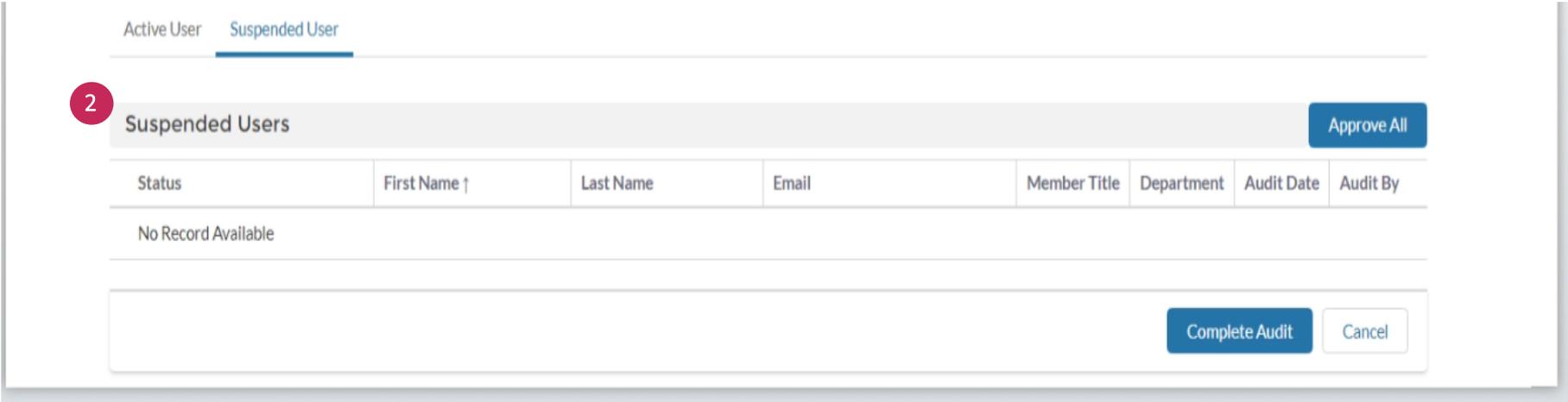
HIE Admin - User Confirmation Page

Deactivated Users	
Name	Owner Name
No Record Available	

Active Users	
Name	Owner Name
Joi Perry	Rex Echevarria

2 **Suspended Users**

Users not audited after 90 days (91-120 days), will be moved to the “Suspended Users” tab. The user will not be able to access CRISP DC Portal until they are audited and moved to active user status.



3 **Deactivated Users**

Users not audited in 120 consecutive days will be deactivated. Deactivated users must contact CRISP-DC Support, support@crisphealth.org, to reactivate their account.

Adding New Users

4 Adding New Users - Individual

- a) Select the **Single User** subtab.
- b) Complete the required fields and select the **Submit** button. **Please note: Portal (AK, CT, WV) should be selected for all new users.** For licensed users, State license, professional license number, license type, NPI and DEA (for users requesting PDMP access) are required.

The screenshot shows the 'ADD USERS' interface with the following details:

- Navigation:** HOME, ACCOUNTS, USERS, ADD USERS
- Subtabs:** Single User (selected), Bulk User
- Form Fields:**
 - Title: Physician
 - Organization: --None--
 - User Type: Portal (AK, CT, WV)
 - First Name: Mickey
 - Last Name: Mouse
 - Email: mmousemd@crisphealth.org
 - Department: Community Health
 - State License: DC
 - Professional License: DC21655
 - License Type: Physician
 - NPI: 1800000000
 - CDS: (empty)
 - DEA: (empty)
- Buttons:** Submit (highlighted with red box and label '4b'), Cancel

5 Adding New Users - Multiple

- a) To create accounts for multiple users at once; click the **Bulk User** subtab, then **download the Bulk User Template** by clicking on the hyperlink. Add the users to the spreadsheet and save using the instructions on the page.
- b) To upload the file, **Check the Portal box** (Bulk User Template). When you have successfully uploaded your spreadsheet, click **Create Users**. The user list will be displayed in the field below.

