

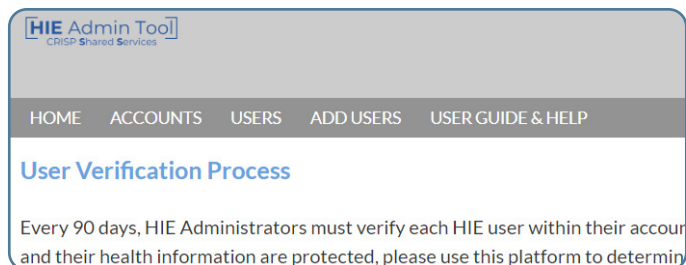


HIE Admin Tool



Here are quick tips for the RI HIE Admin Tool.

Learn more at:



Add Single User

- 1. Add User:** Add Users > Single User
- 2. Add Services:** Service Management [\[top right\]](#) > Assign Services

Add Multiple Users

- 1. Add User:** Add Users > Bulk User
- 2. Add Services:** See 'Manage Services' below

Audit User Access

Accounts > [Your Account](#) > User Audit [\[top right\]](#)
Tip: complete audits monthly to avoid user suspension at 90 days

Delete User Account

Accounts > [Your Account](#) > User Audit [\[top right\]](#) > Deny

Export User List

Accounts > [Your Account](#) > User Export [\[top right\]](#)

Manage Services

(Add or Remove services in bulk)

Accounts > [Your Account](#) > Services > [Your Service](#) > Service Management [\[top right\]](#)

- Assign Services
- Deactivate Services (Also, [how to view all users with a service](#))

Reactivate Suspended Users

Accounts > [Your Account](#) > User Audit [\[top right\]](#) > Suspended Users > Approve (or Approve Current Page)

Resend Invitation (Initial user setup: activation expired)

Users > [Your User](#) > User Services > View All > [Portal Service](#) > HIE Portal User Management [\[top right\]](#) > Resend Activation

Reset Password

Users > [Your User](#) > User Services > View All > [Portal Service](#) > HIE Portal User Management [\[top right\]](#) > Reset Password

- **First** add user(s) to RI HIE Portal **then** assign service(s) to them
- User invitations expire in 72 hours (avoid sending on Fridays)
- Add RI HIE to your HR onboarding & termination processes
- To avoid suspension, audit each user account every 90 days (we suggest monthly)



Terminology

Legacy CurrentCare	Post Transition	Definition
-----	HIE Portal	Web portal to access all the tools and services
CurrentCare Viewer	Clinical Information	Web based access to clinical data for patients such as labs, radiology, etc.
Care Management	CEND	Encounter Notification Service on your patient panel
Dashboard	Population Explorer	Web based access to encounter information for your patient population
Extract Files	Bulk Notifications**	CSV extract files with encounter information for your patient population
DUA	HIE Admin	Authorized person to add, remove or audit users for your organization
-----	InContext app in EHRs**	FHIR-based app to access clinical data in some EHRs

** HIE Admins don't manage access to these services

User Best Practices



HIE Admins might find this User Best Practices guide useful to provide to their users:
RIHIE.org/best-practices