

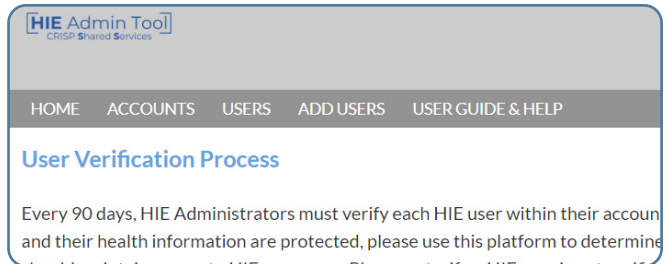
# HIE Admin Responsibilities & FAQs



HIE Admins (Health Information Exchange Administrators) are the key people at your organization who are responsible for maintaining RI HIE user accounts and access.

## HIE Admin Tool

HIE Admins are empowered to manage user access in the CurrentCare Portal **HIE Admin Tool**.



Each organization (or sub-organization) should delegate 2 HIE Admins who are required to:

| Responsibility                                                    | Description                                                                                                                                                                 |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Understand</u> HIE Admin Responsibilities                      | Review training materials or speak with our team.                                                                                                                           |
| <u>Provide</u> users with RI HIE policies & educational materials | Provide users with RI HIE policies and materials <b>before</b> their accounts are created                                                                                   |
| Add user <u>accounts</u>                                          | Create user accounts in RI HIE for your staff                                                                                                                               |
| Assign services to <u>user accounts</u>                           | Add services/tools to users                                                                                                                                                 |
| Perform user audits every <u>90 days</u>                          | Auditing <b>each account</b> is required every 90 days, or accounts will be <b>suspended</b> .<br>If each account is not audited, it will be <b>deactivated</b> at day 180. |
| Manage Existing Users                                             | Update changes to user accounts & services, remove user accounts, reset user passwords (if self-serve reset fails)                                                          |

The above items are explained in more detail in the [HIE Admin Training Video](#) and the [HIE Admin User Guide](#).



## Important HIE Admin Workflows

- **Watch the HIE Admin training video or read the PDF at:** [rihie.org/for-organizations](https://rihie.org/for-organizations)
- **Educate your staff:** Create a process to educate your staff about the responsibilities and policies to which they must adhere when they are using RI HIE services.
- **Make CurrentCare a part of your HR Workflows:** Add new accounts for new staff. Terminate RI HIE user accounts as soon as staff leave.
- **Stay up-to-date:** Contact RI HIE's Client Services Team with any changes to your organization's name or contact information, or with any questions.
- **Report any potential issues:** If you experience any issues with your RI HIE user account or services, please contact RI HIE Support as soon as possible: **866-957-4254** or [support@rihie.org](mailto:support@rihie.org).



## FAQs for HIE Admins

- **Can a Portal user reset their own password, if they forgot it?**  
Yes, they can click "Reset your password?" on the login page: [portal.RIHIE.org](https://portal.RIHIE.org) or call **866-957-4254**. HIE Admins also have access to reset passwords and/or resend Portal invitations.
- **Will I be notified about pending user account suspensions?**  
Every 30 days, you will receive an "HIE Admin Monthly Audit Reminder" email that "You are required to verify each unique user within your organization at least once every 90 days (4 times per year)."  
***TIP: RI HIE recommends that you audit each user every 30 days to avoid disruption.***
- **Can I view or export a list of user accounts?**  
Yes, the HIE Admin Training video and PDF explain how to bulk export a User List. The list includes each user's name, title/role, email address, last login date and last audit date.
- **What is CRISP Shared Services?**  
[CRISP Shared Services \(CSS\)](#) is the vendor who manages the RI HIE technology platform, which hosts all the CurrentCare tools and services.
- **What happens if a user gets deactivated (at 180 days)?**  
Contact RI HIE Support to reactivate the account.
- **How can I edit an existing user's email address?**  
Either contact RI HIE Support to make the change on your behalf or delete the entire account and create a new one with the new email address.