

Hospital Exemption Notification System (HENS) Administrator User Guide

The Ohio Department of Aging is responsible for the administration of the HENS system. Working with its partners, the department will identify a HENS administrator at each PASSPORT Administrative Agency. The HENS administrator at the PASSPORT Administrative Agency will work with participating hospitals and nursing facilities to identify and set up a HENS administrator at each location.

The department will also work with the participating state agencies- the Ohio Department of Mental Health (ODMH) and the Ohio Department of Developmental Disabilities (DODD)- to identify and set up an administrator for HENS at each state agency.

Role of the HENS administrator

- The HENS administrator is responsible for creating user IDs for the identified users at their organization. The HENS administrator can add, change or delete any user they've created.
- Each staff member who will use HENS will need a user name and password for the system.

User Names and Passwords

User names and passwords are automatically generated by HENS. User names will generally consist of the first initial of the user's first name and the user's last name. Initial passwords are randomly generated by HENS. Both the User Name and Password will be sent to the e-mail address identified when the user was added to the HENS system. Users should use their assigned user name and the randomly generated password to log in to the system, then should follow the directions below to change their password to something they'll remember. (The **Change Password** instructions are available below and in the user guide.)

Forgotten Password

If you forget your password, you can re-set it. From the login screen, click on "forgot password?" and enter your user name on the next screen. A new password will be sent to the e-mail address that is on record with the system for the user. You can then use this new password with your user name to log in to the system. The re-set password is randomly generated, so your first act when you've logged into the system successfully should be to change your password to something that will be easier to remember.

How to Login

- Type the URL: <http://HENS.age.ohio.gov> into the browser. The system will take you to the login screen.
- Enter your assigned user name and password and click "login."

Set Up Users- PAA Administrators

Once you've logged in with an administrator account created for you by ODA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. First "Select User Type" from the drop down box above the list of registered users. The choices are Hospital User, NF User or PAA User. Once a user type has been selected, the list will change to show those users of that user type.

To add a user in a user type, click on "Add New" at the bottom of the list of users. Blank boxes will appear that you will fill in with the appropriate information about the user.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system. If the user needs to re-set their password, the new password will be sent to the e-mail address in the user record.
- If you are creating a hospital or nursing facility administrator, select the appropriate facility from the drop down box in the *Institution* column.
- Do not choose an institution for your PAA staff users.
- Most PAA users should have "general" access, which allows them to view notifications received at your PAA.
- The ODA Agency column will be auto-populated with your PAA.
- Click the box to set the user to an active status.
- Click "save" at the bottom.

Set Up Users- Hospital Administrators

Once you've logged in with an administrator account created for you by the PAA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. The "Select User Type" box defaults to Hospital User, and that is the only type of user the hospital HENS administrator can create. To add a user, click on "Add New" at the bottom of the list of users. Blank boxes will appear that you will fill in with the appropriate information about the user.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system. If the user needs to re-set their password, the new password will be sent to the e-mail address in the user record.
- The "institution" selection will be limited to your institution, however, you do still need to select it.
- Most hospital users should have "general" access, which allows them to create notifications.
- The ODA Agency column will be auto-populated with your PAA.
- Click the box to set the user to an active status.
- Click "save" at the bottom.

Set Up Users- Nursing Facility Administrators

Once you've logged in with an administrator account created for you by the PAA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. The "Select User Type" box defaults to NF User, and that is the only type of user the nursing facility HENS administrator can create. To add a user, click on "Add New" at the bottom of the list of users. Blank boxes will appear that you will fill in with the appropriate information about the user.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system. If the user needs to re-set their password, the new password will be sent to the e-mail address in the user record.
- The "institution" selection will be limited to your institution, however, you do still need to select it.
- Most nursing facility users should have "general" access, which allows them to create notifications.
- The ODA Agency column will be auto-populated with your PAA.
- Click the box to set the user to an active status.
- Click "save" at the bottom.

Set Up Users- State Agency Administrators

Once you've logged in with an administrator account created for you by ODA, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. The "Select User Type" box defaults to Agency User, and that is the only type of user the state agency HENS administrator can create. To add a user, click on "Add New" at the bottom of the list of users. Blank boxes will appear that you will fill in with the appropriate information about the user.

- Be sure to complete an e-mail address for the user. The system generates a user ID (usually the first initial of the first name and the last name) and a password and will send an e-mail to the user with each. This is the user name and password the user will need to access the system. If the user needs to re-set their password, the new password will be sent to the e-mail address in the user record.
- Do not choose an institution for your state agency staff users.
- Most state agency users should have "general" access, which allows them to view notifications received at your state agency.
- Click the box to set the user to an active status.
- Click "save" at the bottom.



Hospital Exemption Notification System

Home | Notifications | My Profile | Manage Users | Help | Log Out

Manage Users

Select User Type: PAA USER

EDIT	FIRST NAME	LAST NAME	USERNAME	EMAIL	PHONE	INSTITUTION
Edit Delete	BARBARA	KISH	BKISH	BKISH@PSA10A.ORG	216/621-0303	
Edit Delete	BRAD	MAJORS	PAA10A3	BMAJORS@AGE.STATE.OH.US	6147285053	
Edit Delete	CINDY	GILL	PAA10A1	CGILL@AGE.STATE.OH.US	6147285053	
Edit Delete	CLAYTON	CARVER	PAA10A	CCARVER@AGE.STATE.OH.US	6147285053	
Edit Delete	HENRY	TESTMAN	HTESTMAN	HTESTMAN@TEST.COM	123456789	
	HENRY11	TESTMAN	HTESTMAN2	HTESTMAN11@TEST.COM	614-987-5632	
	JON	BUNNER	PAA10A2	JBUNNER@AGE.STATE.OH.US	6147285053	
	SHARON	LAWSON	PAA10AADMIN	SLAWSON@AGE.STATE.OH.US	6147285053	

Save | Cancel - Records: 1 - 8 of 8 - Pages: << < 1 > >>

B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Copyright © 2010 . All Rights Reserved.

Edit Users

Once you've logged in with an administrator account, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. To edit a user, click on the word "edit" in the *Edit* column on the left. You can edit any of the information fields that were originally populated in the system.

For the PAA Administrator, you must first select the User Type from the drop down box above the list of users. Once you select a user type, the list will populate with users that have been created in that type. Other administrators only have access to the user type appropriate to their setting.

Once the information has been changed, click on "Update" in the *Edit* column to save the changes.

Note: Users can edit their own name, e-mail address and phone number using the *My Profile* function- these activities do not require the intervention of a HENS Administrator.

Delete Users

Once you've logged in with an administrator account, you can add, change or delete any user. All management of the user accounts starts by clicking on *Manage Users* in the black bar. To delete a user, click on "delete" in the *Edit* column (the first column on the left). You will be prompted to confirm your delete. Click "yes" to delete or "cancel" to not delete.

For the PAA Administrator, you must first select the User Type from the drop down box above the list of users. Once you select a user type, the list will populate with users that have been created in that type. Other administrators only have access to the user type appropriate to their setting.

My Profile

Each user in the system has a profile. A user can change their e-mail address, phone number and actual name from the "My Profile" tab. All other fields on this tab are controlled by the system or the HENS administrator at the site and cannot be changed by the user.

Change Password

You can change your password from the *My Profile* page. To do this, first log in to the system using your user name and password. Next, click on *My Profile* from the home page. At the bottom of the profile information, next to "To change password," click on "click here". At the next screen, enter your old password, then enter a new password and verify the new password by entering it a second time. Finally, click "change password." Once you have changed your password, an e-mail confirming that your password has been changed will be sent to the e-mail address recorded in your profile.

Log Out

When you are done working in the system, click *Log Out* to leave the system, or *Notifications* to work on a notification.