

Technical Bulletin

Hub Admin Tool

Issued: January 20, 2007

Summary: MedPlus is pleased to announce the successful deployed of Hub 6.0. One major enhancement is the implementation of role based security in the Hub Admin console. Incorporation of this capability into the overall product suite is key to enhancing operational efficiency that will accrue from delegated administration (within the pre-production environments) of specific portions of the Hub interface development process.

Resolution/Action: The Quest Regional Helpdesk will be trained on this functionality at the end of January. Once Hub Admin has been fully deployed to the RHD, it will be made available to Field IT in March. A SOP & Hub Admin request form have been posted to the MedPlus Resource Center under the Physician Portal document index.

SOP [Submitting a Request for an Admin User SOP](#)
Form [Hub Admin User Request Form](#)

Requests for access will need to be made using the form and submitted via a Peregrine ticket outlined in the SOP.

RHD's will have full access to Hub / AutoReceive credentials which means escalations will not need to be done to the MedPlus Helpdesk, resulting in higher first call resolution.

***AutoReceive credential requests** – When requesting AutoReceive credentials, one change in Hub 6.0 is that each time credentials are requested, the Helpdesk Analyst will need to do a password reset. This means that when Field IT is requesting credentials for an active AutoReceive installation, they need to make the request when they are on-site. If they request the AutoReceive credentials be reset in advance, the AutoReceive installation will stop downloading results until the new credentials are updated.

***AutoReceive HL7 subscriptions** - Installations will require a phone call to MedPlus Support Center to enable the HL7 queuing.

If this is not activated by MedPlus at the time of installation the only way a client could receive their HL7 results would be via a user initiated re-download now.