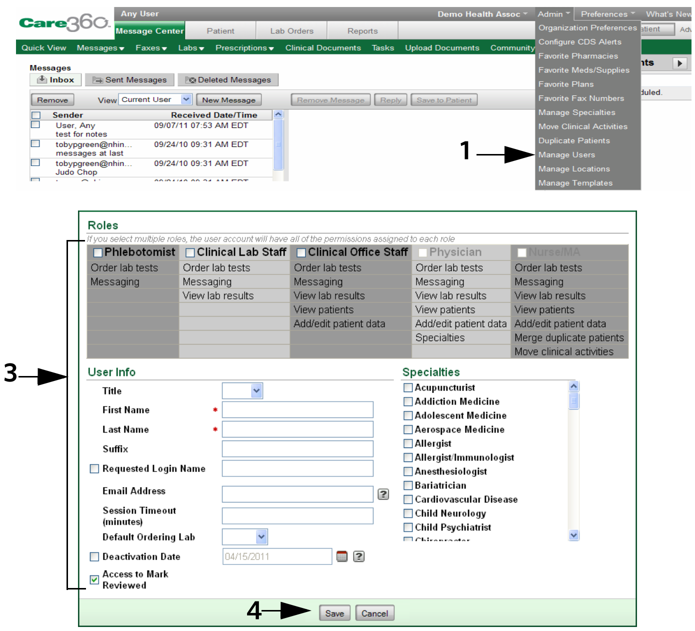
Care360® Labs & Meds 2012.1 Managing Users

If you would like your user account to be granted administrator permissions in order to add and edit users in your organization, access the administrator contract by clicking the *Administrative Access* link that is available in the *Additional Resources* section of the Support Center.

Adding a New User



To Add a New User

1. In the information bar, click *Admin* > *Manage Users*.

   If your organization has 25 or fewer users, the *User Search Results* table automatically appears on the *Manage Users* page where you can review information for all of the users (both active and inactive users) in the organization.

2. On the *Manage Users* page, click *Add User*.
3. At *Add User*, complete the following information:

   Required fields are marked with an asterisk (*).

   - Select the appropriate role for the user that you are adding.

     If you select multiple roles for a user, then the user receives the permissions from all of the assigned roles.

     Note: If your organization utilizes premium services, such as ePrescribing, then you can only assign the *Phlebotomist*, *Clinical Office Staff*, or *Clinical Lab Staff* role to the new user.
   - Click the *Title* list and select the appropriate option, if applicable, or type the title using ten or less characters.
   - Type the *First Name*.
   - Type the *Last Name*.
   - Type the *Suffix* using ten or less characters.
   - To assign a login value, other than the system default, select the *Requested Login Name* check box, and type the *Login* name.

     Note: The *Login* name that you type must be unique (cannot be used by any other Labs & Meds user, not just another user in your organization). If it is already in use, you are prompted to type a new *Login* name that is not already in the system.
   - In the *Session Timeout (minutes)* box, type the number of minutes in which the user will be automatically logged out after leaving the application unattended.

     Note: If you do not enter a value in this box, the default system session timeout value is used.
   - Type the *Email Address*, if applicable.
   - If the organization has multiple ordering labs, click the *Default Ordering Lab* list and select a default ordering lab for this user.

     As part of the *Lab Orders* feature of Labs & Meds, users can change from the *Default Ordering Lab* to another lab using the *Ordering Lab* drop-down list while placing a lab order, if needed.
   - To make the user account a temporary user account, select the *Deactivation Date* check box and type the date (in *mm/dd/yyyy* format) or select the date using the calendar control.
   - To restrict access to the feature that allows users to mark lab results as reviewed, clear the *Access to Mark as Reviewed* check box.

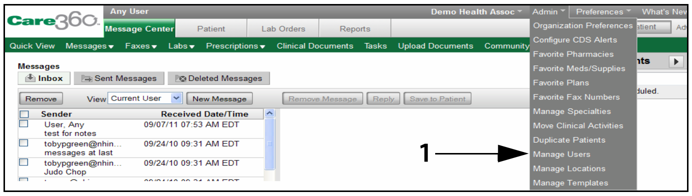
     Note: Users that are only assigned the Phlebotomist role cannot mark results as reviewed.
   - Select one or more specialties, if applicable.

     Specialty can be a useful designation for *Provider* user accounts (for example, it can be used as search criteria for the Messaging features).
4. Click *Save*.

   Note: The new user's *Login Name* and system-generated *Password* appear at the top of the *Add User* dialog box. You will need to write down the password in order to give it to the user for the first time they log in to Labs & Meds. The *User Details* also appear (for viewing purposes only).

   The user is now set up to access Labs & Meds and to order labs for this organization. If the user needs access to other organizations, please call Care360 Support for assistance.

Editing an Existing User

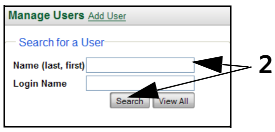


To Make Changes to Basic User Information

1. In the information bar, click *Admin* > *Manage Users*.

   If your organization has 25 or fewer users, the *User Search Results* table automatically appears on the *Manage Users* page where you can review information for all of the users (both active and inactive users) in the organization.

2. To search for users in an organization that has more than 25 users, do one or more of the following:
   - Search for a user by the user's name or *Login* name, and then click *Search*.
   - Click *View All*.

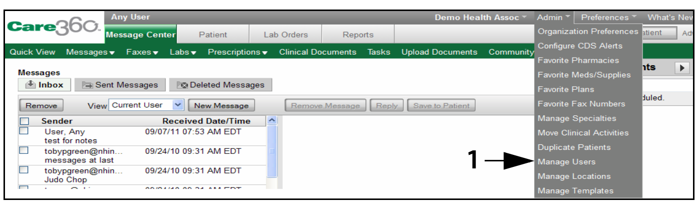


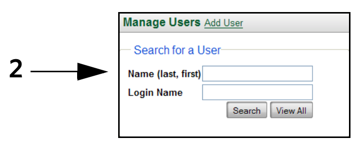
3. Select the *User Name* for the appropriate user from the *User Search Results* table.

   Note: You can view your own account information, but you cannot make changes to it.

4. In the View *User* dialog box, click *Edit*.
5. Make changes, as needed, to the editable fields, and then click *Save*.

   Note: You cannot make changes to user accounts that are designated as *Provider* or *Nurse/MA* in organizations that utilize premium services such as ePrescribing. To make changes to these accounts, contact your support representative.





To Reset a User Password

1. In the information bar, click *Admin* > *Manage Users*.
2. On the *Manage Users* page, search for the user for whom you want to reset the password.
3. Select the *User Name* for the appropriate user from the *User Search Results* table.

   Note: You can view your own account information, but you cannot reset your own password.

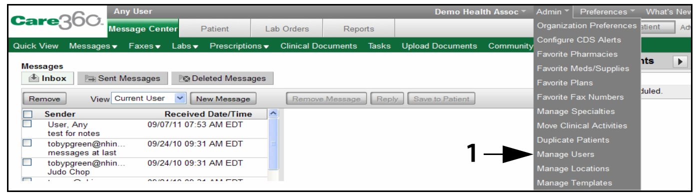
   You cannot reset passwords for user accounts that are designated as *Provider* or *Nurse/MA* in organizations that utilize premium services such as ePrescribing. To make changes to these accounts, contact your support representative.

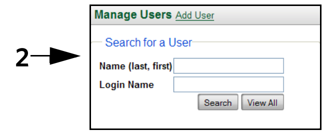
4. Click *Reset Password* (to the right of the *Password* field).

The user's password is reset to a system-generated password which appears at the top of the *View User* dialog box. You will need to write down the password in order to give it to the user for the next time they log in to Labs & Meds.

Note: When the user logs in using the system-generated password, the user is prompted to change their password.

The user's password is reset for all of the organizations to which the user belongs.





To Remove a User

1. In the information bar, click *Admin* > *Manage Users*.
2. On the *Manage Users* page, search for the user for whom you want to remove.
3. Select the *User Name* for the appropriate user from the *User Search Results* table.

   Note: You can view your own account information, but you cannot remove your own account information.

   You cannot remove user accounts that are designated as *Provider* or *Nurse/MA* in organizations that utilize premium services such as ePrescribing. To remove these accounts, contact your support representative.

4. Click *Remove User* at the top right, and when prompted, confirm that you want to remove this user account.

   Note: The user's access is removed from this organization. If this user has access to other organizations, the user will remain active in those organizations. Call your support representative if you need to add this user back to the organization at a later time.

For help, contact the Help Desk at 1-800-697-9302.

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