
HealthInfoNet

HELP DESK REFERENCE GUIDE

HealthInfoNet

Help Desk Reference Guide

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CONTACTING HEALTHINFONET **(HIN)**

- *Determining Priority*
- *How to Reach HIN*

Contacting HealthInfoNet

Determining Priority for Problems

Priority 1: Represents emergency problems in a production environment that have no hardware or software workarounds and that directly impact critical daily operation of your facility. The following are examples of *Priority 1* requests:

- The system is down.
- All user workstations are down.
- Critical data is not transferring via the interface.
- You cannot run a critical program from all workstations.

Priority 2: Represents non-emergency problems, have a hardware or software workaround, or are related to system application or implementation. *Priority 2* requests are handled only during regular business hours by HealthInfoNet staff. HealthInfoNet personnel will respond to *Priority 2* problems during regular business hours of **8:00 a.m. to 4:30 pm (EST/EDT), Monday through Friday.**

How to Reach HealthInfoNet

CustomerCare: Our CustomerCare Team is happy to work with you to resolve any issues you are experiencing. Information essential to resolving problems may include:

- Your Name, Phone Number, Organization, Location within the Organization
- The User's ID and Name
- How does your facility connect to the portal
- A detailed description and/or screen shot of the issue at hand.

During regular business hours of 8:00 a.m. to 4:30 p.m., please contact the CustomerCare Team via email at CustomerCare@hinfonet.org or phone at 207-541-9250.

Support: After regular business hours, please call the On-Call Technical Support at 207-541-9250 and choose option three.

Clinical Coordinator: If anyone at your facility would like training on how to use the clinical portal or has questions regarding how to use any part of the clinical portal, please contact our Clinical Coordinator, Sharon Bearor, RN, BSN, either via email at sbearor@hinfonet.org or phone at 207-541-9520.

Account Management

- *Requesting Access to HIN*
- *Types of Accounts*
- *Authorization of New Accounts*
- *Disabled Accounts*
- *Changes to Accounts*
- *Validation of Credentials*

ACCOUNT MANAGEMENT

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Account Management

Requesting Access to HealthInfoNet

Each site will establish a list of authorized individual(s) to request new user accounts. Sites will update list of authorized individual(s) annually. These individual(s) will also serve as the liaison between HealthInfoNet and the end user.

HealthInfoNet will be responsible for *authorizing* new and maintaining existing Concerto user accounts. Each site will submit new user accounts for *authorization* by HealthInfoNet via the Request New User link within Concerto. The authorized individual(s) at each site will be responsible for completing the Request New User form for each account to be created (see New USER Account Request section).

Types of Accounts

HealthInfoNet has defined 5 roles in concerto.

HIN Role	Description	Associated User Categories By Title/Job
Clinician	Access to all patient information	Medical Doctor (M.D.) Doctor of Osteopathy (D.O.) Nurse Practitioner (N.P.) Physician Assistant (P.A.)
Clinician Administrative	Access to all patient information	Registered Nurse (R.N.) Licensed Practical Nurse (L.P.N.) Medical Assistant (M.A.) Nurse Assistant (C.N.A.) Respiratory Therapist (R.T.) Registered Pharmacist (R.Ph.) Case Manager (L.S.W., etc.)
Clerical	Access limited to demographics	Ambulance Unit Secretary Selected Medical Records Staff
Auditor	Access limited to audit reports	Security Officers Security Support Staff
Help Desk	Access limited to user maintenance	Key Help Desk Personnel
IS Support	Access to all patient information	Selected IT Support Staff

Using the NEW USER ACCOUNT REQUEST Application

Connect to Concerto using your HealthInfoNet **HelpDesk** account either via your EMR or <https://maine.prod.hinfonet.org/concerto/Login.htm>.



Screen A

Please enter your user ID and password

User ID

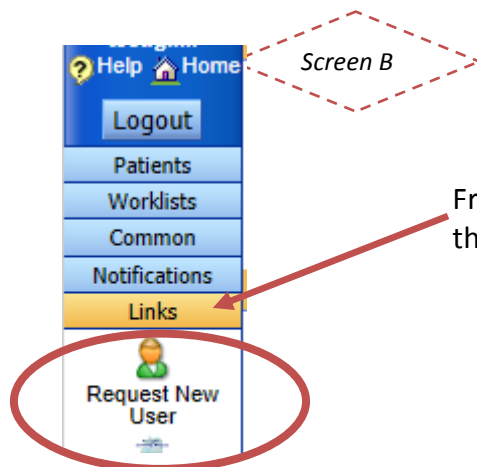
Password

Login

PLEASE NOTE:

The CONCERTO program will timeout after 1 hour and return to the log in screen.

The New User Request application will close at that time.



Screen B

From the blue tree on the left side of the screen, click **LINKS**, then click the **Request New User** option.

The **New User Request Form** will open - enter the new account information in the form.

Screen C

New User Request Form

Fields marked with "*" are required

User ID:
Please avoid using the following special characters
'!@#\$\$%^&*() -_+""[]{}|

PLEASE NOTE:
It is recommended that the HealthInfoNet User ID be the same as the user's EMR User ID.

*First Name:	<input type="text"/>	
*Last Name:	<input type="text"/>	
*User ID:	<input type="text"/>	Enter the email address for
*User Email:	<input type="text"/>	
*HIN Role:	<div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="radio"/> Clinical (Access to all patient information) <input type="radio"/> Clinician - Admin (Access to all patient information) <input type="radio"/> Clerical (Access limited to demographics) <input type="radio"/> Auditor (Access limited to audit reports) <input type="radio"/> Help Desk (Access limited to user maintenance) <input type="radio"/> IS Support (IS Support) </div> <div> <input type="checkbox"/> ER Encounters <input type="checkbox"/> 30-day Hospital Readmission Report <input type="checkbox"/> Repetitive Testing </div> </div>	
*Title/Job:	<input type="text"/>	
*Medical Credentials:	Medical Doctor ▼	Choose Hospital or Practice
*Hospital or Practice Affiliation:	Select One ▼	
*Environments:	<input checked="" type="checkbox"/> Live System <input type="checkbox"/> Test	
Authorized by:	admin.gilchrist	
<div style="border: 2px solid red; border-radius: 50%; padding: 5px; display: inline-block;">Continue..</div>		

Choose the Facility

Screen

Please enter the email address where we should send the temporary password.

Email*:	<input type="text"/>	Please enter the address of the person the temporary password should be sent to – if it's the same as the NEW USER email address, please re-enter it here.
Verify Email*:	<input type="text"/>	
The following fields are OPTIONAL. Complete ONLY if you would like us to send a cc email.		
CC Email Address (optional):	<input type="text"/>	
Verify CC Email Address:	<input type="text"/>	
<input checked="" type="radio"/> Check Email format <input type="radio"/> Do not check email format		
<div style="border: 2px solid red; border-radius: 50%; padding: 5px; display: inline-block;">Submit</div>		

Your request was successful.
Please await email confirmation about approval.

Screen E

First Name:	John
Last Name:	Doe
User Id :	Jdoe
Email:	jdoe@smithville.org
Role:	Clinician—Administrative
Title/Job:	Care Manager
Location:	SmithVille General
Connected Facility:	SmithVille Pediatrics
*Environments :	Production
Authorized by:	janesmith125
Email for Temporary Password:	janesmith@smithville.org

[Edit this user](#)

[Request Another User Account](#)

[Save Requested Users to Excel](#)

DONE

To request another account click the **[Request Another User Account](#)** link. This will take you back to the user request form.

Click the **DONE** link once you've entered all the accounts. Someone one on the Customer Care team will approve and process the new user request and the email* will be sent out.

*Once you have completed the requests for New User accounts, the Customer Care Team at HealthInfoNet will need to approve the accounts. Once the accounts have been approved, an email will be sent to the email address(es) entered on *Screen D* according to your facility's request (i.e. directly to the New User or back to your site to distribute to the New Users, etc.).

Authorization of New Accounts

HealthInfoNet will authorize an account for each user with the appropriate role and a temporary, one-time password. This temporary, one-time password will be transmitted to the email address provided in the Request New User form. When the user first logs in, they will be required to change their password. HealthInfoNet will have no knowledge of this password, nor have the ability to retrieve it.

Disabled Accounts

Concerto automatically disables a user account after 180 consecutive days of no use by the user. In order to reactivate a disabled account, login to Concerto as a Help Desk user via <https://maine.prod.hinfo.net.org/concerto/Login.htm>



Please enter your user ID and password

User ID

Password

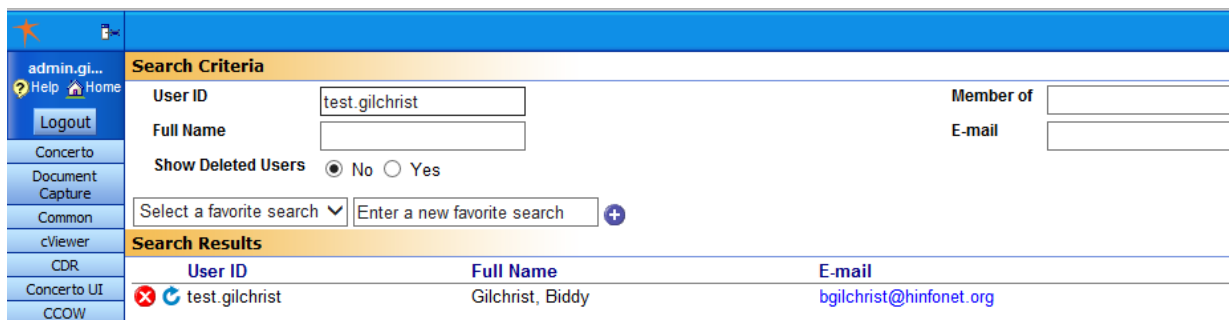
[Forgot your password?](#)

[Login](#)

Please Note: When logging in to a Help Desk user account, annually you will need to read and accept the Help Desk User Agreement (see Help Desk User Agreement at the end of this document).

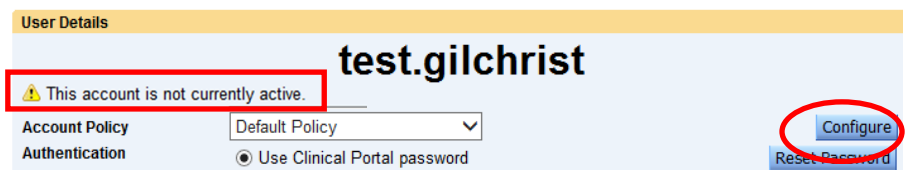
Enabling Disabled Accounts

1. Go to the Users tab (this should be your default page).
2. Search for the user based on one of the search fields. If you have the User ID, this is the suggested method of search.



The screenshot shows the 'Users' tab in the HealthInfoNet interface. On the left is a sidebar with navigation links: admin.gi..., Help, Home, Logout, Concerto, Document Capture, Common, cViewer, CDR, Concerto UI, and CCOW. The main area is titled 'Search Criteria' and contains fields for 'User ID' (filled with 'test.gilchrist'), 'Full Name', 'Member of', and 'E-mail'. Below these is a 'Show Deleted Users' section with radio buttons for 'No' (selected) and 'Yes'. There is also a search bar with a dropdown menu and a '+' button. Below the search criteria is a 'Search Results' table with columns for 'User ID', 'Full Name', and 'E-mail'. The table contains one entry: 'test.gilchrist', 'Gilchrist, Biddy', and 'bgilchrist@hinfo.net.org'.

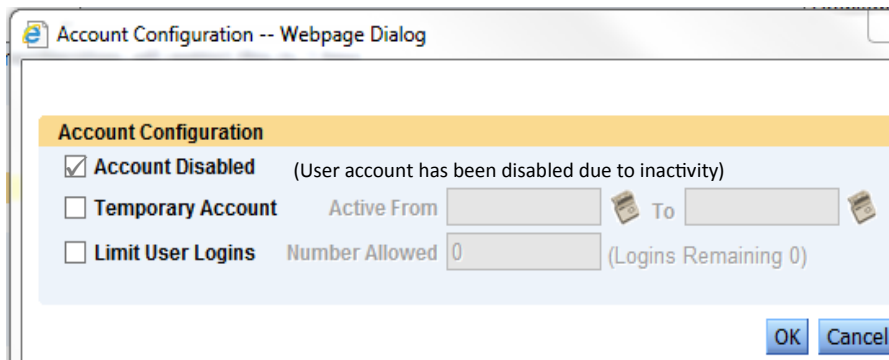
3. Click on the user to enter their account.
4. Click on Configure in the middle of the screen. You will get a pop-up window.



The screenshot shows the 'User Details' pop-up window for the user 'test.gilchrist'. The window has a yellow header with the title 'User Details'. Below the header, the user's name 'test.gilchrist' is displayed. A red box highlights a warning message: 'This account is not currently active.' Below this, there are two sections: 'Account Policy' with a dropdown menu set to 'Default Policy', and 'Authentication' with a radio button selected for 'Use Clinical Portal password'. In the bottom right corner, there are two buttons: 'Configure' and 'Reset Password'. The 'Configure' button is circled in red.

5. Uncheck the Account Disabled box. Click Ok twice (the second one is to the right of the screen).

PLEASE NOTE: the message next to the Account Disabled box “(User account has been disabled due to inactivity).” If you DO NOT see this message, the user was disabled manually for another reason (e.g. no longer works at site).



The screenshot shows a window titled "Account Configuration -- Webpage Dialog". Inside, there is a section titled "Account Configuration" with three options:
1. ☒ **Account Disabled** (User account has been disabled due to inactivity)
2. ☐ **Temporary Account** with fields for "Active From" and "To"
3. ☐ **Limit User Logins** with a field for "Number Allowed" set to 0 and the text "(Logins Remaining 0)"
At the bottom right are "OK" and "Cancel" buttons.

6. Passwords expire every 90 days, therefore once a user ID has been enabled due to inactivity, the user password needs to be reset.

Disabling An Account (Turning off Access to HIN)

When any site inactivates an account on their systems for any reason (e.g. no longer works at site, disciplinary actions, accounts that have been compromised, account maintenance, and any other activity that may affect user's rights to access patients in HealthInfoNet), they should also disable the user account in the portal. To do so, use the same steps for account reactivation (see page four), only check the Account Disabled box.

Changes to Accounts

Changes to roles, privileges and any other account management function not specified by this policy will be the responsibility of HealthInfoNet. HealthInfoNet will work with the authorized personnel at each site in order to facilitate any of these changes. Sites should email this information to CustomerCare@hinfonet.org.

Validation of Credentials

Validating credentials to access HealthInfoNet will be the responsibility of each organization in accordance with their internal procedures.

Password Management

- *Passwords*
- *Resetting a Password*
 - ◊ *By User*
 - ◊ *By HelpDesk*

PASSWORD MANAGEMENT

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Passwords

Password administration will be handled primarily by each sites help desk structure. HealthInfoNet will provide support to each help desk when it is needed. End users should only contact their own help desk.

- a. HealthInfoNet will work with each site to determine individual(s) that will have the ability to reset user passwords. These individual(s) will be responsible for resetting passwords at their respective sites. If for some reason these individual(s) are unable to reset the password, the help desk should contact HealthInfoNet for further help. (passwords will be handled as a *Priority 2* call)
- b. Passwords must follow the minimum standards outlined in the HealthInfoNet Password policy. Passwords are not to be shared and each account will be tied to an individual.
- c. The passwords must:
 - i. Be at least 8 characters long
 - ii. Not the same as your user ID
 - iii. Include a mix of upper and lower case letters, numbers, and special characters.

Resetting a Password: By HelpDesk

1. Login to Concerto as a Help Desk user via <https://maine.prod.hinfonet.org/concerto/Login.htm>



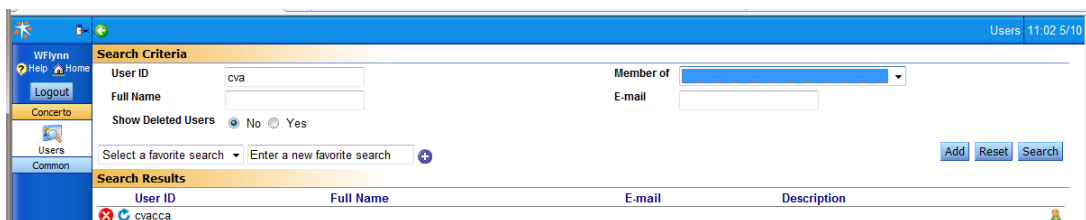
HealthInfoNet

Please enter your user ID and password

User ID

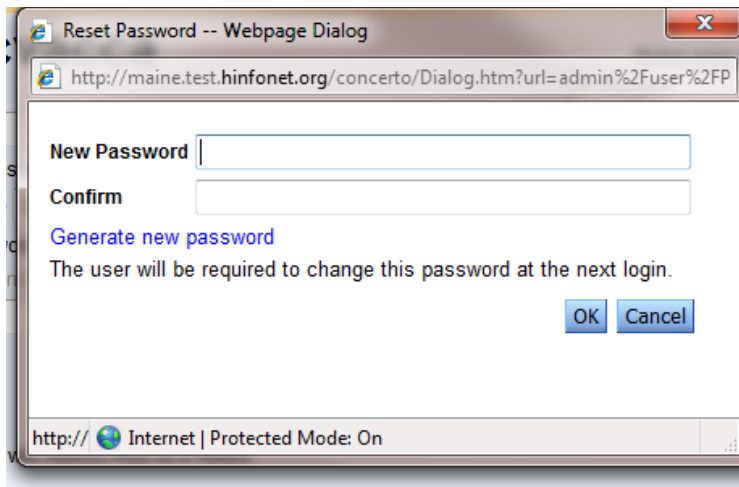
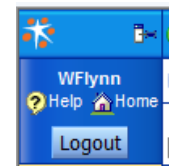
Password

2. Upon first login, and then annually, you will need to read and accept the Help Desk User Agreement (see Help Desk User Agreement at the end of this document)
3. Go to the Users tab. – This should be your default page.
4. Search for the user based on one of the search fields.



The screenshot shows the 'Users' tab in the HealthInfoNet application. The interface includes a sidebar with navigation links: 'Wiflynn', 'Help', 'Home', 'Logout', 'Concerto', 'Users', and 'Common'. The main content area is titled 'Search Criteria' and contains several input fields: 'User ID' (with 'cva' entered), 'Full Name', 'Member of' (a dropdown menu), and 'E-mail'. There are also radio buttons for 'Show Deleted Users' (set to 'No') and a 'Select a favorite search' dropdown. At the bottom, there is a 'Search Results' section with a table header: 'User ID', 'Full Name', 'E-mail', and 'Description'. A single result is visible with 'User ID' 'cvacca'.

5. Click on the user to enter their record.
6. Click on reset password in the middle of the screen and you will get another window
7. Set the password
8. Click OK
9. Securely communicate this password with an approved person from the requesting organization
10. Log out using the Logout Button in the upper left corner.

Resetting a Password: By User

User's can reset their own password. In order to enable this feature, the user will need to set their secret question.

- If the user has already set their secret question, please go to the next page for instructions on how they can reset their password.
- If they have not yet set their secret question, they will need to contact their organization's Help Desk to have their password reset first. Once their password has been reset, they can go to the section below for instructions on how to set their secret question.



Please enter your user ID and password

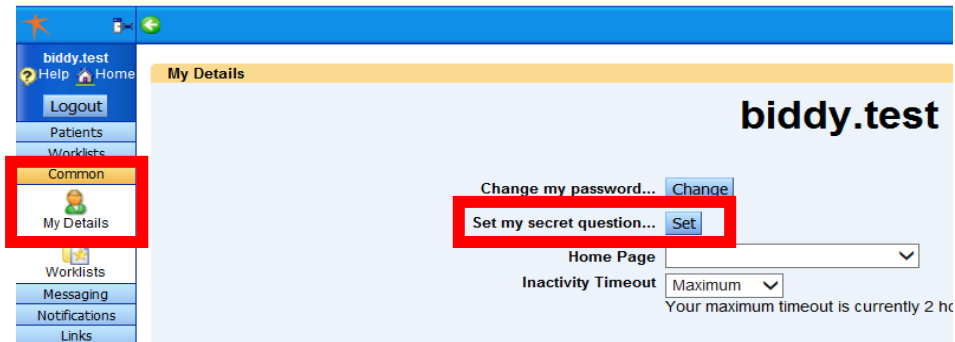
User ID

Password

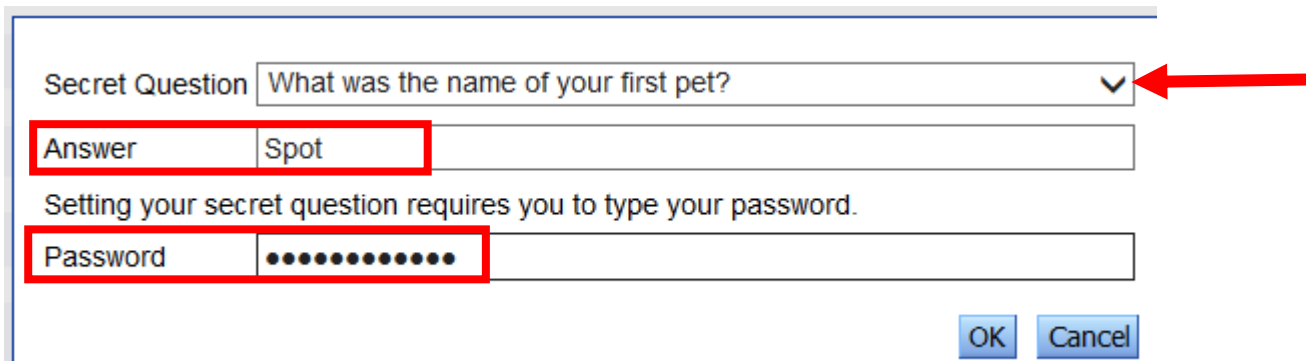
[? Forgot your password?](#)

Set a Secret Question

1. Log into HealthInfoNet Portal.
2. Set a Secret Question:
 - a. Click on Common
 - b. Click on My Details
 - c. Click on Set next to "Set my secret question..."



- d. Click on drop down arrow next to "Secret Question" and selection a question.
- e. Type in Answer
- f. Type in your password.
- g. Click OK.



Resetting Password

1. Click on "Forgot your password?"



2. Enter User ID and click Submit.

ORION^{HEALTH} Forgot your password?

Please enter your user ID to start the password reset process.

User ID

[return to the login screen](#)

ORION^{HEALTH} Reset password

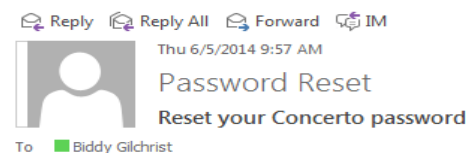
Instructions to reset your password have been sent to the email address associated with your user ID.

PLEASE NOTE: If you do not see the message in your inbox, look for it in your junk/spam folder or try again later. If you are unable to access your email account please [contact your organizations HelpDesk for assistance..](#)

[return to the login screen](#)

3. An email will be sent to user with a link to reset password.

4. Click on the link in email.



Hello Biddy Gilchrist

To reset your Concerto password visit the link below.

(PLEASE NOTE: This link will expire in 6 hours. If the link has expired, please return to the Login Screen and click on the Reset Password link again.)

<http://maine.test.hinfonet.org/concerto/password/Reset.action?token=1f42e2fb-b1d1-49ea-b472-808bee164894>

If clicking on the link does not work, copy and paste it into a new web browser window instead.

If you did not request to change your password, please contact the help desk immediately at support@hinfonet.org.

NOTE: This message was sent from an unmonitored email address. Replies sent to this address will not be answered.

5. Enter the following:

- a. User ID
- b. Secret question answer
- c. New Password
- d. Confirm Password
- e. Click Change Password

ORION^{HEALTH} Reset password

Verify your identity

User ID

What is your maternal grandmothers first name?

Reset your password. Passwords must be at least 8 characters long, NOT the same as your user ID, Include a mix of upper and lower case letters, numbers, and special characters.

New password

Confirm new password

[Change Password](#)

[return to the login screen](#)

ORION^{HEALTH} Password changed

You have successfully changed your password.

[return to the login screen](#)

Navigation in HIN

- *Accessing a Patient with Parameter Based Launch (PBL)*
- *Accessing a Patient without Parameter Based Launch (PBL)*
- *Breaking the Glass*

Navigating in Concerto

Accessing a Patient with Parameter Based Launch:

HealthInfoNet typically launches in what is called a Parameter Based Launch. This allows authorized users to open the portal from inside their own EMR. When launching the portal the user name and if in the context of the patient the patient MRN will be passed to HealthInfoNet. The user will then be prompted with a login screen where they will be asked to provide their HealthInfoNet password. Once logged in the user will see the search results for the MRN of the patient they launched the portal in. The clinician will then have to click on the patient, and then be prompted for a reason for accessing the patient; this is referred to as breaking the glass and establishes a clinician patient relationship.

Accessing a Patient without Parameter Based Launch:

The user will need to login to the Portal by entering in their UserID and Password. Then click on Demographic Search. Several fields for searching will be displayed, but not all combinations will work. Best options are: Facility (St Joseph) and MRN (Medical Record Number), Last Name and First Name, or Last Name and Date of Birth.

Breaking the Glass

Breaking the Glass is an added security measure within HealthInfoNet to discourage the access of patient information when the clinician has no immediate need to see. They will have access to this patient for 7 days before being required to give a new reason.

If after accessing a patient a clinician realizes they are in the wrong patient they may at that time, click on the demographic search button on the left menu. This will allow them to search for the correct patient, or to move on to a new patient without going through their EMR. They have the ability to search by Facility and MRN, First Name and Last Name, or Last Name and Date of Birth. If the search returns more than 50 patients then a message saying the search was too broad will appear. Wildcard searches are not currently supported.

Troubleshooting

- *What web browsers are supported?*
- *Why am I unable to load the portal page?*
- *Why am I seeing this error message?*
- *Patient Record Issues*

TROUBLESHOOTING

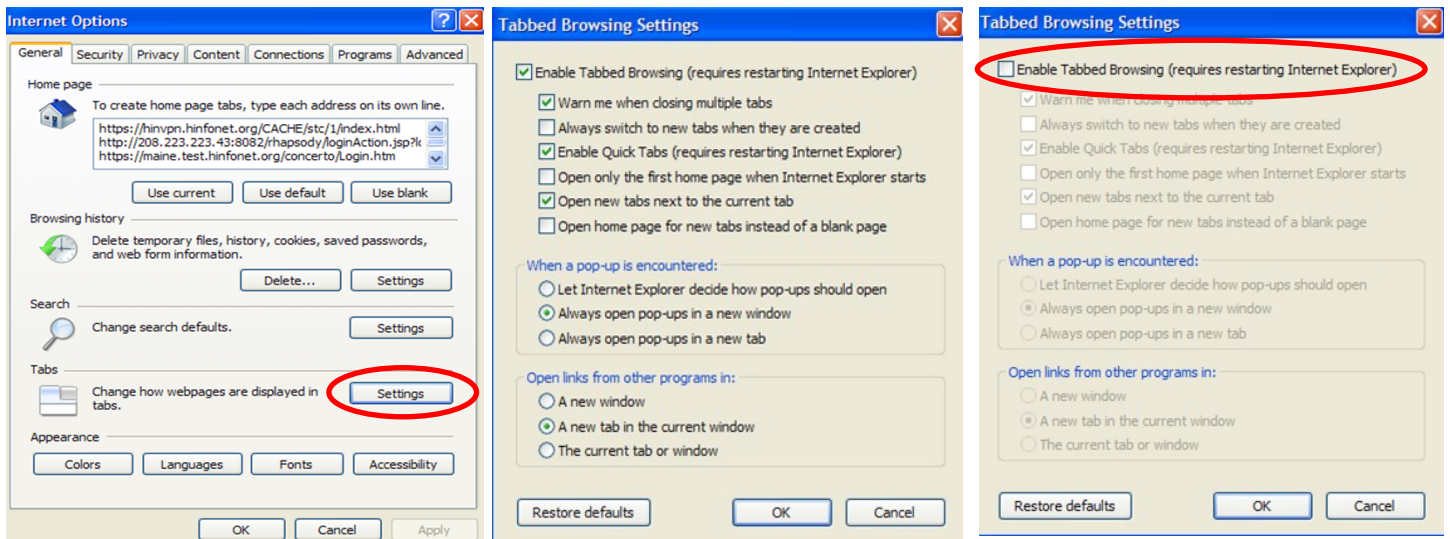
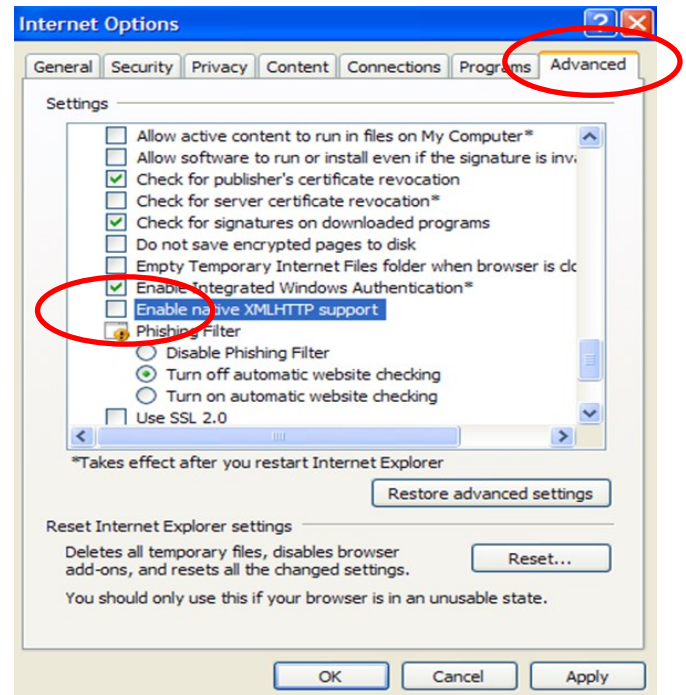
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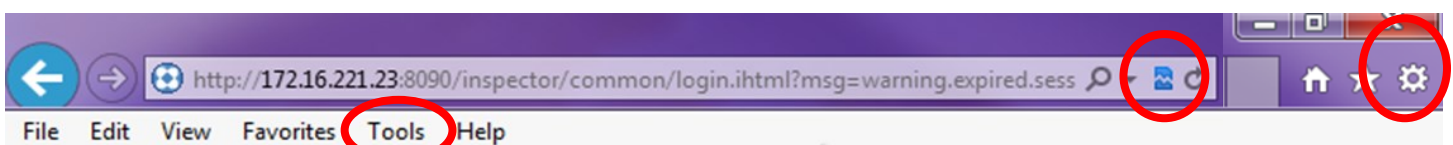
Troubleshooting

What Web Browsers are Supported?

- Items are looking strange or the user is getting errors loading information:
 - Check to make sure the user is using a supported browser. At this time users utilizing Internet Explorer 7, 8 and 9 are able to successfully access the HIN portal.
 - For Internet Explorer 7, it may be necessary to enable XMLHTTP Support. This can be found by navigating to Tools → Internet Options → Advanced Tab → Security Section → Enable native XMLHTTP support.
- IE 7.X Tabbed Browsing: PBL – parameter based launch within the current guidelines does not support Tabbed Browsing. To make IE act like 6.0 click on Tools, Internet Options, on the General Tab find the Tabs Setting and click on it. Uncheck Enable Tabbed Browsing line. The pictures below show these areas.




- You may need to enable “Compatibility View” on Internet Explorer. On screen shot below, please note the blue paper that is torn in half.  On the user’s computer, if theirs appears gray, click on it. If you don’t see this icon, go to the Tools menu  and click Compatibility View.



Why am I Unable to Load the Portal Page? This most often occurs when the computer the user is using is not behind your organization's firewall. Once you have determined that the user is using a valid computer and your site firewall is working properly, but the user is still unable to load the HealthInfoNet portal page, please contact us.

Why am I seeing this error message? Unless your organization has subscribed to view Risk Scored Data, users will always see the error message seen here, under the headings "Risk Scored Summary Data" and "Risk Scores Trends." This is a subscription only service. If your organization wishes to subscribe, please contact us.


Risk Scored Summary Data


Please Note:

Your user account is not set up to access this section.

[Please contact your administrator.](#) If possible, please include a screen shot and the following reference number so we may troubleshoot: Portal-CC1200D1

Risk Scores Trends


Please Note:

Your user account is not set up to access this section.

[Please contact your administrator.](#) If possible, please include a screen shot and the following reference number so we may troubleshoot: Portal-8884C93D

Patient record issues:

- **Data on Patient Incorrect:** HealthInfoNet is not the legal record and only *facilitates* the gathering of information from many different sources. If the information is incorrect, it must be corrected by the sending facility.
- **Documents "Missing":** There are several reasons you may not see documentation you are expecting to see:
 - ◇ The facility the patient was seen at is not sending data to HealthInfoNet at this time. There is a link on the splash page to see data captured in HealthInfoNet (see below).
 - ◇ Documentation must have a final signature by the provider before it can be sent to HealthInfoNet.



Please enter your user ID and password

User ID

Password

[? Forgot your password?](#)

[Login](#)

HIN Production Environment

Martin's Point Health Care data feeds have been restored with the exception of office visit notes and procedure codes w

Central Maine HealthCare Lab data is currently unavailable for viewing access in the

New MaineCare medications will be temporarily unavailable in the portal.

[Click here to see data captured in HealthInfoNet](#)

NOTE: This is a resource showing facilities sending data to HIN and the type of data they are sending. You do not need to log in to click this link.

HealthInfoNet HelpDesk
User Access Agreement



HealthInfoNet Helpdesk User Access Agreement

Access to HealthInfoNet by Help Desk Staff is granted exclusively by an established authority at each participating organization. HealthInfoNet personnel at the discretion of the established organization authority will, create, modify and alter all accounts within HealthInfoNet. All functions other than those explicitly defined for the Help Desk Role, in this Agreement will be performed by HealthInfoNet personnel. By accepting a help desk account I agree that:

1. I will not edit, change, modify, suspend or any other way alter any accounts in HealthInfoNet, unless it is for the express purpose of resetting a password for a verified, authorized user of the HealthInfoNet system.
2. I will not access, change, modify, suspend, reset the password, or in any other way alter any account in HealthInfoNet that is not associated with my organization or end users authorized for access to HealthInfoNet by my organization.
3. In order to ensure that the proper account is being modified, I will follow my organization's written policy for end user verification when a user needs his or her password reset.

I acknowledge and agree that all of my actions while accessing HealthInfoNet will be monitored, logged, and may be reviewed by HealthInfoNet personnel as well as my organization's security team. If an action is suspected or determined to be in violation of the terms of this agreement, all information regarding that action will be turned over to my organization's security team for further investigation. I further agree that if an issue arises related to my actions while accessing HealthInfoNet, HealthInfoNet reserves the right to suspend or terminate my HealthInfoNet user account until a resolution has been reached by HealthInfoNet and my organization.