Dear Provider,

We recently received a new submission or change in your hospital's designated eQHealth Web Administrator. We have granted you Web Administrator access to our online review system and wanted to take this opportunity to provide you with some resources and guidance:

As Web Administrator, you will be responsible to perform the following tasks:

- Maintain a list of authorized eQHealth users for your facility
- Assign and change user names and passwords
- Determine the level of user access
- Inactivate users who should no longer have access to the system

The above features can be accessed through our web system - eQSuite®. Look for the log in button on the lower right side of our homepage at http//:il.eqhs.org. A Web Administrator Guide is attached to this letter for your reference.

We are dedicated to offering timely provider outreach and education. If you have any questions or would like to register for training, please contact the hospital's assigned Provider Education and Outreach Representative:

> **Providers A-M Contact:** Giovanna De Chiara at gdechiara@eqhs.org
> **Providers N-Z Contact:** Rose Serno at rserno@eqhs.org

Sincerely,

Rose Serno and Giovanna De Chiara

Provider Education and Outreach
eQHealth Solutions, Inc.

Web Administrator User Guide

Each hospital designates their eQHealth Solutions Web Administrator. This may be the same as or different from the hospital eQHealth Liaison. The Web Administrator has the authority to:
- Add new users, build their user profile and allow access to
  - Run reports with hospital-specific review information
  - Submit review requests online
  - View and Print letters
- Change passwords
- Inactivate users who should no longer have access to the system

Accessing the User Administration Module

The User Administration module can be accessed from the eQHealth website, http://il.eqhs.org.
- ➢ From the homepage, click on the first link, eQSuite®, located under *eQHealth Web Systems* section (bottom right side).
- ➢ At the logon screen, enter the assigned username and password.
- ➢ From the eQSuite homepage, the eQHealth Web Administrator will have an additional menu button at the top right side of their screen - **User Administration**

Adding/Modifying User Logon Information

Once in the User Administration module, the authorized users screen will be displayed. As your web users are linked to the review requests they submit, *this screen displays a list of all users past and present for your facility.* The Web Administrator can add a new user or edit login access or information for an existing user.

> ➢ To enter information for a **new** user, click on the **Add New User** link.
> ➢ To edit **existing** users, click on the **Edit** link in the first column.
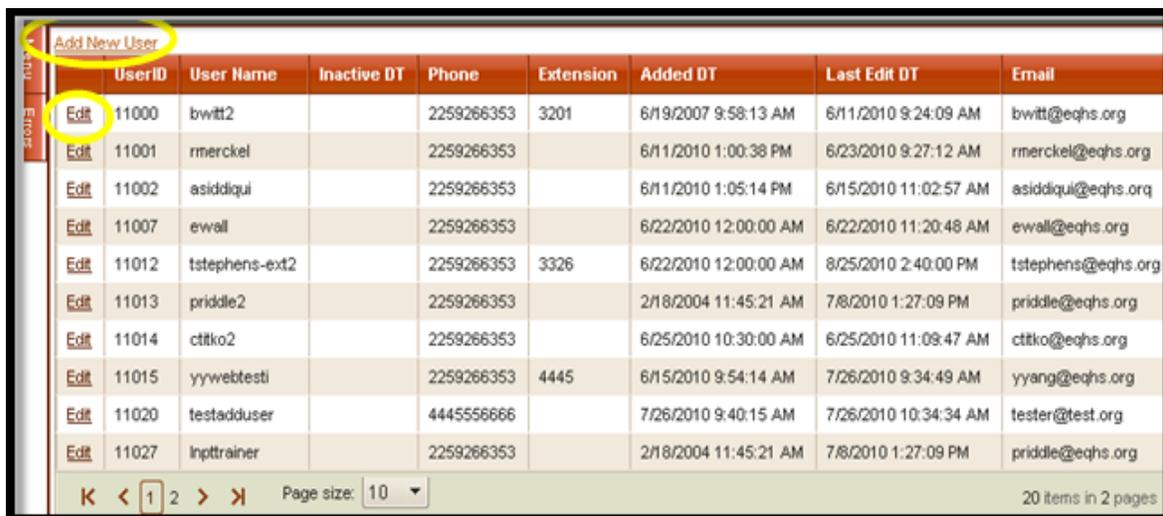
	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	11000	bwitt2		2259266353	3201	6/19/2007 9:58:13 AM	6/11/2010 9:24:09 AM	bwitt@eqhs.org
Edit	11001	rmerckel		2259266353		6/11/2010 1:00:38 PM	6/23/2010 9:27:12 AM	rmerckel@eqhs.org
Edit	11002	asiddiqui		2259266353		6/11/2010 1:05:14 PM	6/15/2010 11:02:57 AM	asiddiqui@eqhs.org
Edit	11007	ewall		2259266353		6/22/2010 12:00:00 AM	6/22/2010 11:20:48 AM	ewall@eqhs.org
Edit	11012	tstephens-ext2		2259266353	3326	6/22/2010 12:00:00 AM	8/25/2010 2:40:00 PM	tstephens@eqhs.org
Edit	11013	priddle2		2259266353		2/18/2004 11:45:21 AM	7/8/2010 1:27:09 PM	priddle@eqhs.org
Edit	11014	ctitko2		2259266353		6/25/2010 10:30:00 AM	6/25/2010 11:09:47 AM	ctitko@eqhs.org
Edit	11015	yywebtesti		2259266353	4445	6/15/2010 9:54:14 AM	7/26/2010 9:34:49 AM	yyang@eqhs.org
Edit	11020	testadduser		4445556666		7/26/2010 9:40:15 AM	7/26/2010 10:34:34 AM	tester@test.org
Edit	11027	Inpttrainer		2259266353		2/18/2004 11:45:21 AM	7/8/2010 1:27:09 PM	priddle@eqhs.org

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NOTE: Every Web User ID and password is tied to a "unique" hospital provider number. Hence, users at multiple facilities can <u>NOT</u> be added using the same login. *Example: a user at facility A cannot perform reviews for facility B using the same user name and password. They will have to be set up with individual user IDs and passwords for each facility.*

Creating a New User

The hospital-assigned Web Administrator must designate a username (User ID) and password for every new user. The User ID must be between 6 to 10 characters, upper/lowercase letters may be used. *Example User ID: user's first initial and last name.*

NOTE: Usernames are not specific to each hospital; therefore they may already exist in our system. If an error message occurs stating the profile already exists, simply change the username by adding a numerical sequence after the username. *Example: mjones411.*
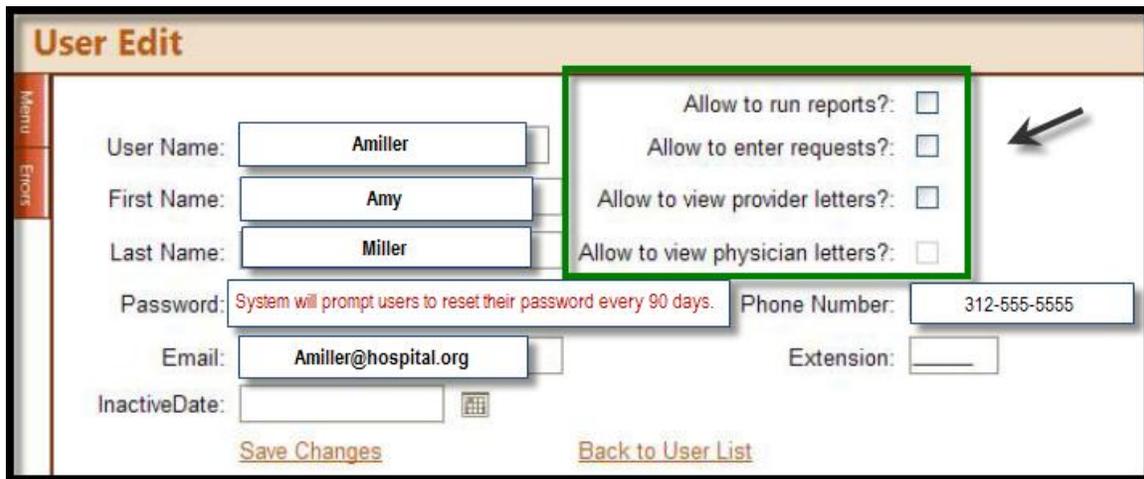
Add New User:

- ➤ Enter the first and last name of the user.
  - o This name will automatically be copied to every review request that is submitted to eQHealth Solutions online. It is maintained on the review record and is printed on the certification letters.
- ➤ Add the user's email address and phone number.
- ➤ Do not fill in the Inactive Date.
  - o This field is used only to inactivate a user. Enter in the current date or future date when you want them to no longer have access.
- ➤ Indicate the User's access rights by selecting either:
  - o **Allow to Submit Review Requests**
  - o **Allow to view letters**
  - o **Allow to Run Reports**

Note: A user may have access to all.

- ➤ Click **Save Changes**. If the system does not detect any errors, you will be given a message verifying that the user login information was successfully saved.

IMPORTANT: If for any reason the Web Administrator is no longer with the facility or will no longer serve in this position, eQHealth Solutions must be contacted (complete a eQHealth Hospital Contact Form to assign a new Web Administrator) and the master files will be updated to give Web Administrator rights to the new person.