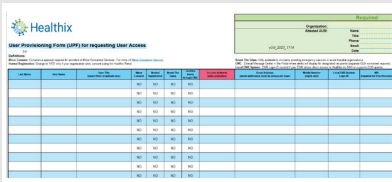


## Frequently Asked Questions



Healthix User Provisioning Form

Healthix Customer Support is available Monday through Friday from 8am to 6pm and can be contacted by calling 877-695-4749

For 24/7 support, visit our website at [healthix.org/contact](https://healthix.org/contact).

### Authorized User Manager (AUM)

*Helpful FAQs to assist in provisioning and training your staff on Healthix.*

#### **Does Healthix charge a fee for each user account?**

No, Healthix does not charge for user accounts and encourages as many accounts as appropriate for each Participant. Sharing of Healthix user accounts is strictly prohibited.

#### **I do not have a work email address; can I use my personal email address?**

Yes, as long as the email address is unique and accessible only by you. Please be sure to enter it accurately, as password reset requests are completed via email.

#### **What is role-based provisioning?**

Role based provisioning ensures that each user has access to ONLY the data that they require to effectively support their role in the care of patients. The level of access is determined by the user title selected on the form. Please review Column D before submitting your form to be sure the appropriate level of access is shown. We ask that you use discretion when assigning user roles and have provided this sheet as guidance for your assistance.

#### **How will I know when the requested user account has been set up?**

After processing, each new user will receive a personalized email from the Healthix training team that contains a link to Litmos, our Learning Management System. The new user will need to complete their required training modules, which will then trigger a second email that contains the user's account credentials.

#### **Will a new user account automatically be set up to receive Clinical Alerts?**

No, if the new user needs to be added to the Clinical Alert distribution list, please let your Account Manager know when submitting the form. This functionality will be added after the user account has been activated (training is complete).

#### **Can I use this form to request deactivation of an existing user account?**

No. Visit <https://healthix.org/contact> and follow these steps:

- Select "Support" (Customer Issue, Technical, New User Account, etc.).
- Provide contact information.
- Under "Issue Type," choose "User: Deactivation Request."
- In the details, specify the first and last name, email address, and their Healthix username of the person to be deactivated.
- Submit the form.
- Notify Healthix promptly of any staff termination or role changes.

#### **Why do I need to provide my Mobile number?**

Healthix uses an additional layer of security called Multi Factor Authentication (MFA) to confirm user identity and to keep Patient data safe. In order to log into the Healthix portal, a mobile number is required to receive the 8 digit security token via SMS text message.