Clinic Administrator: Managing User Access/Password Issues

Each US panel clinic is required to have two clinic administrators assigned for eMedical.

As Clinic Administrator, your role is very important to ensure your panel clinic and appropriate clinic staff have access to and maintain access to eMedical.

The Clinic Administrator is the person clinic staff contact if they have an issue using their password or they need to reset the password, if they have trouble accessing eMedical, or if they are locked out of it.

To **Manage User Access**, the Clinic Administrator can manage all of the following requests:

User is locked out of eMedical account: If a staff member is locked out of their account, click the **Administration** tab. Select **Staff list**. Select the staff member's name with the **Account locked out**. Then the **Edit person** screen will appear. Under **Account details**, click **Unlock access**, then click **Save**.

User is unable to reset password (forgot answers to their security questions): If a staff member cannot reset their password because they forgot the answers to their security questions, click the **Administration** tab. Select **Staff list**. Select the staff member's name with **Active Engagement** or **Account locked out**. Then the **Edit person** screen will appear. Under **Account details**, click **Allocate temporary password.** Then click **Save.**

> eMedical will ask the clinic administrator to select the following statement: *I confirm that the user has requested this action.*

> The Clinic Administrator will set a **new password** and **re-enter new password** for the staff member.

> The staff member will receive an email stating that a temporary password has been set up for them. The Clinic Administrator should tell the staff member the temporary password in person or over the phone, not through email. The staff member must login with the temporary password and reset their password to something they have created themselves.

User's account has been suspended: If a staff member's account has been suspended, click the **Administration** tab. Select **Staff list**. Select the staff member's name with the **Account suspended**. Then the **Edit person** screen will appear. Under **Account details**, click **Re-activate.** Then click **Save.** The **Change to active** screen will appear. For **Reason for change**, select the appropriate option in the dropdown box. Enter **Further details** in the comment box. Then click **OK**. Once the **Account status** shows the account is now **Account Active**, click **Save**.

Staff member has not received the account activation email: If a staff member has not received their eMedical activation email, click the **Administration** tab. Select **Staff list**. Select the staff member's name with **Account Activation Pending**. Then the **Edit person** screen will appear. Click **Resend account activation email**. Then click **Save.**

> The Clinic Administrator should tell the staff member to check their email inbox, as well as their spam and junk folders, to see if they have received the reactivation email from noreply@homeaffairs.gov.au.

What if I am the only Clinic Administrator for my clinic and my account is locked or I cannot access it?

Each clinic is required to have two Clinic Administrators for US eMedical. If both Clinic Administrators are locked out of eMedical and cannot gain access, they must contact the Australia Department of Home Affairs to help them reset their password. You must use the **Panel Physician Enquiry Form** to make this request to Department of Home Affairs.

For more information, please refer to the tipsheet in **eMedical Support (Support material: USA-Specific)** titled *Tipsheet: Resolving Password Related Issues as a Clinic Administrator.*