

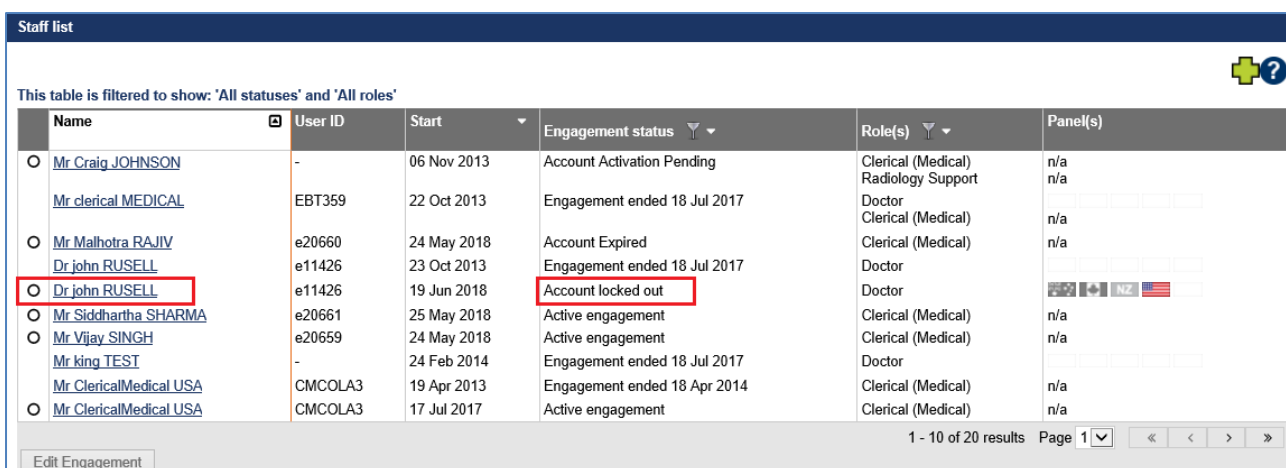
Tip Sheet: Resolving Password Related Issues as a Clinic Administrator

This tip sheet has been developed to support clinic administrators who are assisting users in their clinic having trouble accessing eMedical, particularly where they have forgotten their password, are “locked out” or are unable to reset their password.

I am a Clinic Administrator and a staff members has contacted me to unlock their account. What should I do?


To unlock a staff member’s eMedical account:

Step 1. Under ‘Administration’ select **Staff list** and the names of current staff members and their **Engagement status** will display



| Name | User ID | Start | Engagement status | Role(s) | Panel(s) |
|------------------------|---------|-------------|------------------------------|---|------------|
| Mr Craig JOHNSON | - | 06 Nov 2013 | Account Activation Pending | Clerical (Medical) Radiology Support | n/a n/a |
| Mr clerical MEDICAL | EBT359 | 22 Oct 2013 | Engagement ended 18 Jul 2017 | Doctor Clerical (Medical) | n/a n/a |
| Mr Malhotra RAJIV | e20660 | 24 May 2018 | Account Expired | Clerical (Medical) | n/a |
| Dr John RUSELL | e11426 | 23 Oct 2013 | Engagement ended 18 Jul 2017 | Doctor | n/a |
| Dr John RUSELL | e11426 | 19 Jun 2018 | Account locked out | Doctor | n/a |
| Mr Siddhartha SHARMA | e20661 | 25 May 2018 | Active engagement | Clerical (Medical) | n/a |
| Mr Vijay SINGH | e20659 | 24 May 2018 | Active engagement | Clerical (Medical) | n/a |
| Mr King TEST | - | 24 Feb 2014 | Engagement ended 18 Jul 2017 | Doctor | n/a |
| Mr ClericalMedical USA | CMCOLA3 | 19 Apr 2013 | Engagement ended 18 Apr 2014 | Clerical (Medical) | n/a |
| Mr ClericalMedical USA | CMCOLA3 | 17 Jul 2017 | Active engagement | Clerical (Medical) | n/a |

Step 2. Click on the name of the staff member with the ‘Account locked out’ status

Note: You can use the icon  to search for all locked accounts at your clinic under the **Currently engaged staff** option.

The **Edit person** screen displays.

Step 3. Under the **Account details** section, press the **Unlock access** button

Edit person

Personal Details

Title * Mr

Family name * FREW

Given name(s) * Bob

Preferred name

Gender * MALE

Date of birth * 16 Feb 1969

Languages spoken *

English

French

Professional Details

Speciality Select an Option

Registration body

Account details

Account status **Account locked out**

Unlock access

User id CRMALS2

Account expiry date * 22 Sep 2017

[View history](#) [Allocate temporary password](#)

Leave planning

Going on leave? Yes No

Panel country status

| Active country | Person ID |
|---|-----------|
| This Person is not known to back-end systems. | |

Contact channels

| Delete | Contact channel | Contact details | Primary | Comments | Edit |
|--------|--------------------|---|---------|----------|------|
| | E-mail (Business) | email@gmail.com-60507 | Yes | - | |
| | Phone (Home) | + 60 (5) 5556666 | Yes | - | |
| | Address (Business) | 5 Jalan Kerinchi, Kuala Lumpur, 82365, MALAYSIA | Yes | - | |

Clinic engagements

| Clinic | Start | Engagement status | Role(s) | Panels |
|--|-------------|-------------------|----------------------|--------|
| <input type="radio"/> CHS UAT Cambridge Hospital, Kuala Lumpur, MALAYSIA | 28 Aug 2014 | Active engagement | Clerical (Radiology) | n/a |

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[Edit Engagement](#)

Cancel Save

An information message will display and the staff member will receive an email with a link to reset their password.

Information

- Access to this account has been unlocked. They have been sent an email with a link to reset their password.

Note: The user's status will continue to display as 'Account locked out' until they reset their password.

What if one of my colleagues can't reset their password because they have forgotten the answers to their security questions?


- Step 1.** Under 'Administration' select **Staff list**, the names of current staff members and their **Engagement status** will display
- Step 2.** Click on the name of the staff member with the 'Active engagement' or 'Account locked out' status

Staff list

This table is filtered to show: 'All statuses' and 'All roles'

| Name | User ID | Start | Engagement status | Role(s) | Panel(s) |
|--|----------|-------------|------------------------------|--|------------|
| Mr ClericalRadiology USA | CRCOLA3 | 17 Jul 2017 | Active engagement | Clerical (Radiology) | n/a |
| Mr ClinicAdmin USA | CACOLA3 | 18 Jun 2013 | Engagement ended 17 Jun 2014 | Clinic Administrator | n/a |
| Mr ClinicAdmin USA | CACOLA3 | 17 Jul 2017 | Active engagement | Clinic Administrator Clerical (Radiology) | n/a n/a |
| Mr Doctor USA | DOCCOLA3 | 18 Jun 2013 | Engagement ended 17 Jun 2014 | Doctor | |
| Mr Doctor USA | DOCCOLA3 | 17 Jul 2017 | Engagement ended 21 Feb 2018 | Doctor | |
| Mr Doctor USA | DOCCOLA3 | 20 Feb 2018 | Account locked out | Doctor Clinic Administrator | |
| Mr Radiologist USA | RADCOLA3 | 18 Jun 2013 | Engagement ended 17 Jun 2014 | Radiologist | |
| Mr Radiologist USA | RADCOLA3 | 17 Jul 2017 | Active engagement | Radiologist | |
| Mr RadiologySupport USA | RSCOLA3 | 18 Jun 2013 | Engagement ended 17 Jun 2014 | Radiology Support | n/a |
| Mr RadiologySupport USA | RSCOLA3 | 17 Jul 2017 | Active engagement | Radiology Support | n/a |

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Note: You can use the icon  to search for specific statuses of staff at your clinic under the **Currently engaged staff** option.

The **Edit person** screen displays.

Step 3. In the 'Account details' section under 'Account status', press the **Allocate temporary password** button

Edit person

Personal Details

Title: Mr
 Family name: FREW
 Given name(s): Bob
 Preferred name:
 Gender: MALE
 Date of birth: 16 Feb 1969
 Languages spoken: English, French

Professional Details

Speciality: Select an Option
 Registration body:

Account details

Account status: **Account locked out**
 Unlock access
 User id: CRMALS2
 Account expiry date: 22 Sep 2017
[View history](#)
Allocate temporary password
 Leave planning: Going on leave? Yes No

Contact channels

| Delete | Contact channel | Contact details | Primary | Comments | Edit |
|--------|--------------------|--|---------|----------|------|
| | E-mail (Business) | email@gmail.com-60507 | Yes | - | |
| | Phone (Home) | + 60 (5) 5556666 | Yes | - | |
| | Address (Business) | 5 Jalan Kerinchi, Kuala Lumpur , 82365, MALAYSIA | Yes | - | |

Clinic engagements

| Clinic | Start | Engagement status | Role(s) | Panels |
|--|-------------|-------------------|----------------------|--------|
| <input type="radio"/> CHS UAT Cambridge Hospital, Kuala Lumpur, MALAYSIA | 28 Aug 2014 | Active engagement | Clerical (Radiology) | n/a |

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Cancel Save

The **Allocate temporary password** screen displays.

Step 4. Select the check box and type in a temporary password in the **New password** and **Re-enter new Password** fields and press the **Save** button

Allocate temporary password

Warning

- All requests are logged and can be audited if required. Please ensure the user has requested this action to be completed. They will be sent an email advising that you have reset their password.

I confirm that the user has requested this action

This password will be assigned to the user as 'expired', so when the user next logs on they will be obliged to establish their own value.

New password

Re-enter new Password

Note: The password must be a minimum of nine characters. It must consist of at least one character from following four groups:

- Lower case letters (a – z)
- Upper case letters (A – Z)
- Digits (0 – 9)
- Punctuation and special characters ~ ` ! @ # \$ % ^ & * () _ + = - { } \ , . ? /

Allocating a temporary password for a 'locked out' account will automatically unlock the user's account and the account status will display as '**Account active**'. A success message will also display.

Success

- The user's password has been successfully changed

At this point the relevant user will receive an email advising them that a temporary password has been set up and that they need to contact their **Clinic Administrator** to receive that password.

Step 5. Please provide the relevant user with their new temporary password

Note: Please make sure you do this over the telephone or in person. These passwords should never be emailed for security reasons.

What if a staff member's account has been suspended?

Step 1. Under '**Administration**' select **Staff list** and the names of current staff members and their **Engagement status** will display

Step 2. Click on the name of the staff member with the '**Account Suspended**' status

Staff list

This table is filtered to show: 'All currently engaged staff' and 'All roles'

| Name ▲ | User ID | Start | Engagement status ▼ | Role(s) ▼ | Panel(s) |
|---|---------|-------------|----------------------------|----------------------------------|----------|
| <input type="radio"/> Mr Steven COLLINS | - | 17 Jun 2014 | Account Activation Pending | Clinic Administrator | n/a |
| <input type="radio"/> Mr Bob PETERS | e112013 | 19 Nov 2014 | Active engagement | Radiologist Radiology Support | n/a |
| <input type="radio"/> Mr fiveseven SCOTCH | e201215 | 06 Sep 2013 | Account Expired | Doctor | n/a |
| <input type="radio"/> Mr Bob SINGH | e201219 | 11 Sep 2013 | Account Suspended | Radiology Support | n/a |
| <input type="radio"/> Mr Canadian TEST | e201214 | 08 Oct 2013 | Active engagement | Doctor | n/a |
| <input type="radio"/> Mr one TEST | e201201 | 17 Jun 2014 | Active engagement | Clinic Administrator Doctor | n/a |

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The **Edit person** screen displays.

Step 3. In the '**Account details**' section under '**Account status**', press the **Re-activate** button

Edit person

Personal Details

Title Mrs
 Family name LEVESQUE
 Given name(s) Josee
 Preferred name
 Gender * FEMALE
 Date of birth 01 Jan 1980
 Languages spoken *
 English
 French

Professional Details

Specialty Internal Medicine
 Registration body

Account details

Account status **Account Suspended**
 Re-activate
 User id EBT100
 Account expiry date * 09 Jun 2017
 View history Allocate temporary password
 Leave planning
 Going on leave? Yes No

Panel country status

| Active country | Person ID |
|----------------|------------|
| Australia | 546 |
| Canada | P171137232 |

Contact channels

| Delete | Contact channel | Contact details | Primary | Comments | Edit |
|--------|-------------------|--------------------------|---------|----------|------|
| | E-mail (Business) | paneloc222@mmtest.gov.au | Yes | - | |

Clinic engagements

Full role history

| Clinic | Start | Engagement status | Role(s) | Panels |
|---------------------------------------|-------------|-------------------|-------------|--------|
| Ottawa Medical CANADA | 12 Nov 2014 | Active engagement | Radiologist | |

1 result Page 1

Edit Engagement

Cancel Save

The **Change to active** screen displays.

Step 4. Select a **Reason for change** from the drop down menu and enter text in the text box next to **Further details**

Step 5. Press the **Ok** button

Change to active

Change status to
 Reason for change Reactivated
 Further details User still engaged with the clinic.

Cancel Ok

The **'Account status'** is changed to **Account active** in the **Edit person** screen.

Account details

Account status **Account active**
 User id x12239
 Account expiry date 14 Jul 2015
 View history Allocate temporary password
 Leave planning
 Going on leave? Yes No

Cancel Save

Step 6. Press the **Save** button

A success message is displayed.

Success

- Successful save. All data is valid.

What if I am the only clinic administrator and have been locked out or cannot reset my password?

Your clinic should have at least two clinic administrators so that you can help each other, but if you are both locked out, please contact the Department of Home Affairs (Home Affairs) by using the **Panel Physician Enquiry Form** at <https://www.homeaffairs.gov.au/about/corporate/information/forms/online/panel-physician-enquiry-form>

Note: Please make sure that they select the first option under **What does your query relate to?: You are already eMedical enabled and require access to eMedical (for example, the clinic administrator is unable to assist)**.

Note: Please do **NOT** contact IT Support, as they cannot assist you with such queries.