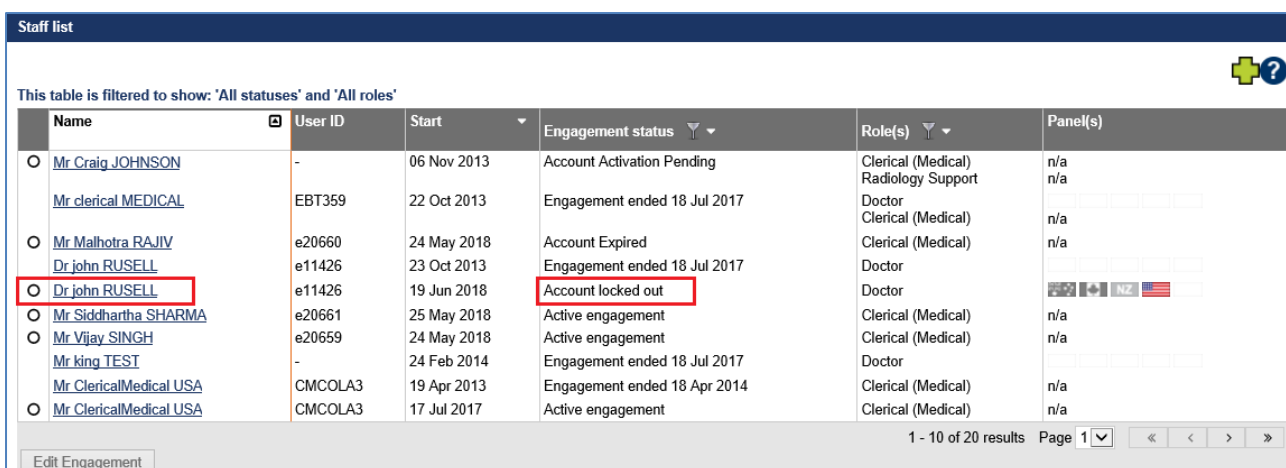# Tip Sheet: Resolving Password Related Issues as a Clinic Administrator

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

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

An information message will display and the staff member will receive 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	🏴🇨🇦 NZ 🇺🇸 / n/a
	Mr Radiologist USA	RADCOLA3	18 Jun 2013	Engagement ended 17 Jun 2014	Radiologist	
○	Mr Radiologist USA	RADCOLA3	17 Jul 2017	Active engagement	Radiologist	🏴🇨🇦 NZ 🇺🇸
	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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Edit Engagement

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

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

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.

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

The **Edit person** screen displays.

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

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

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

Step 6.   Press the **Save** button

A success message is displayed.

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.