

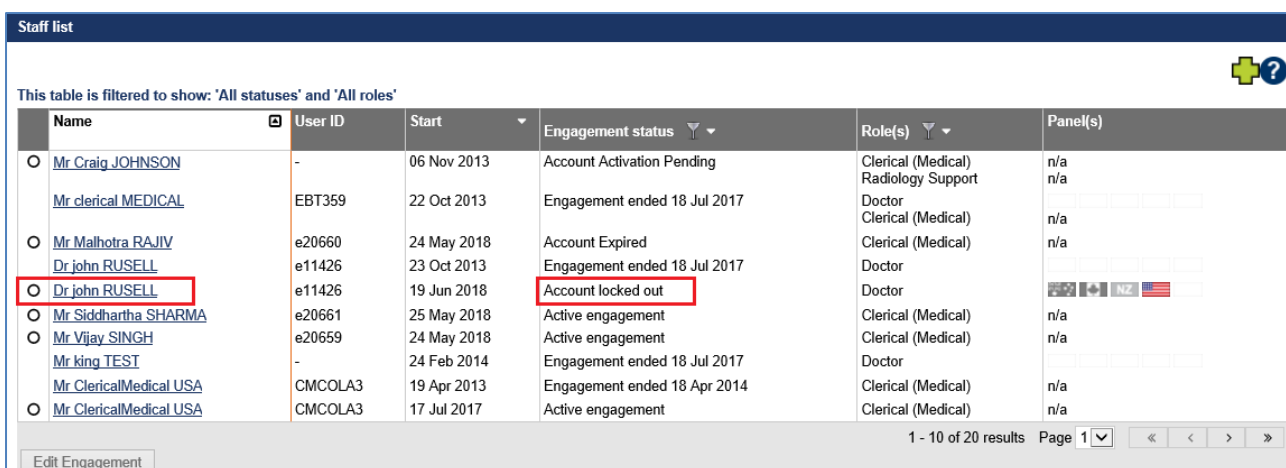
# Tip Sheet: Resolving Password Related Issues as a Clinic Administrator

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)
<a href="#">Mr ClericalRadiology USA</a>	CRCOLA3	17 Jul 2017	Active engagement	Clerical (Radiology)	n/a
<a href="#">Mr ClinicAdmin USA</a>	CACOLA3	18 Jun 2013	Engagement ended 17 Jun 2014	Clinic Administrator	n/a
<a href="#">Mr ClinicAdmin USA</a>	CACOLA3	17 Jul 2017	Active engagement	Clinic Administrator Clerical (Radiology)	n/a n/a
<a href="#">Mr Doctor USA</a>	DOCCOLA3	18 Jun 2013	Engagement ended 17 Jun 2014	Doctor	
<a href="#">Mr Doctor USA</a>	DOCCOLA3	17 Jul 2017	Engagement ended 21 Feb 2018	Doctor	
<a href="#">Mr Doctor USA</a>	DOCCOLA3	20 Feb 2018	Account locked out	Doctor Clinic Administrator	
<a href="#">Mr Radiologist USA</a>	RADCOLA3	18 Jun 2013	Engagement ended 17 Jun 2014	Radiologist	
<a href="#">Mr Radiologist USA</a>	RADCOLA3	17 Jul 2017	Active engagement	Radiologist	
<a href="#">Mr RadiologySupport USA</a>	RSCOLA3	18 Jun 2013	Engagement ended 17 Jun 2014	Radiology Support	n/a
<a href="#">Mr RadiologySupport USA</a>	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

**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

1 result Page 1

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
<input type="radio"/> Ottawa Medical_CANADA	12 Nov 2014	Active engagement	Radiologist	NZ

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

2013 2014 Administrator n/a  
 Radiology Support

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.