

Quick Reference Guide: PHR Administration

This guide provides instructions for how to:

- search for a PHR user by name or username.
- reset passwords for all PHR users in your account.

Before you begin: You must be an administrator to perform both functions covered in this guide (i.e., you must have a checkmark in the Administrator checkbox on the User Permissions page).

Search for a PHR User

Use the PHR User search function when you don't know which patient chart a PHR User is associated to.

1. Click on Admin.

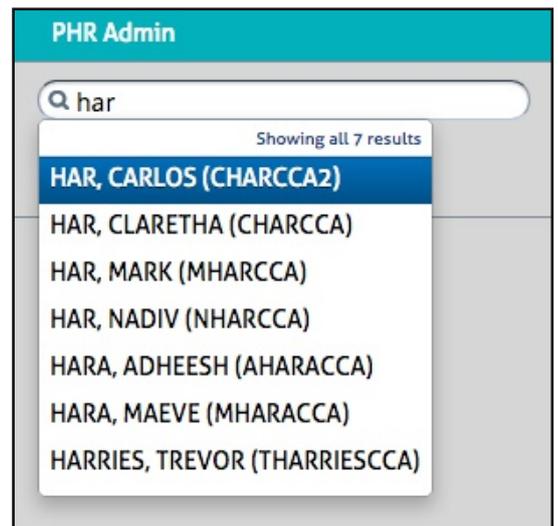


2. Click the PHR Admin tool at the bottom of the left vertical tool bar.

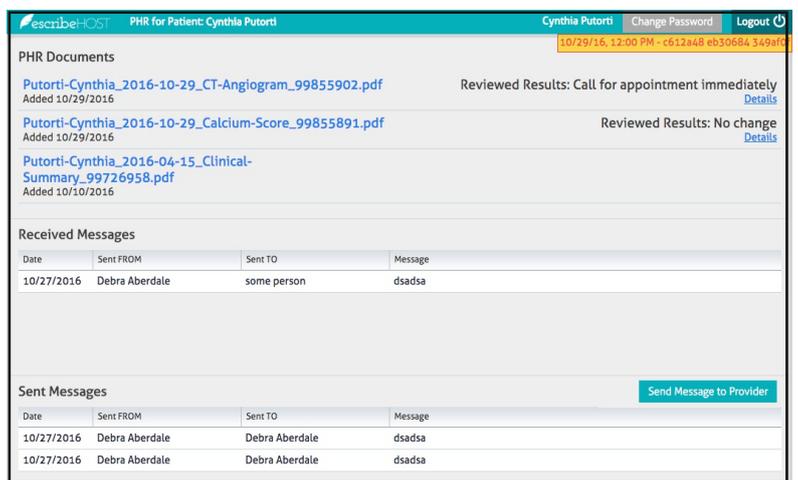


3. Search for PHR User the same way you search for EHR User in the User section of Admin, by:

- lastname
- lastname,firstname
- etc.



4. Click the name you are searching for. The chart opens to the PHR section of the chart to which the selected PHR user is assigned.



Reset All PHR Users in Your Account

Use the Reset All PHR Users function when you want to force every PHR User to create a new password.

IMPORTANT: Every PHR user in your account will receive an email with a new temporary password that expires in 72 hours. These users will be prevented from accessing their PHR Portals until they have reset that temporary password. Expect an influx of phone calls from PHR users with questions and concerns.

1. Click on Admin.



2. Click the PHR Admin tool at the bottom of the left vertical tool bar.

PHR Admin

3. Click the red Reset All PHR User Passwords button in the top right of the page.



4. Confirm your email address at the bottom of the Reset All PHR User Passwords confirmation popup.

- A "Reset Complete" email will be sent to the entered email address.
- If the address is not correct, you must correct your address in your user profile in Admin.

5. Click the **Reset All** button. You are notified that the "Reset All PHR User passwords" action has started. It can take some time for this request to finish.

- You can leave this page and do other work in eScribeHOST while this job is running. It can take some time to finish.
- You will receive an email when all PHR User passwords have been reset.



6. Click the Close button to dismiss the message.

