

Support Frequently Asked Questions (Support FAQ's)

Please review this FAQ document prior to calling the help desk.

1) I forgot my password, what do I do?

If you forgot your password, click on *Reset Password* located on the Health eNet Community Health Record login page. You will be prompted to answer the security questions you entered upon initial account log-in and then be required to create a new unique password.

2) I forgot my password and my security questions, what do I do?

If you have forgotten your security questions you will be unable to reset your own password. You will need to contact the Hawai'i HIE support desk for further assistance at 808-441-1411.

3) How do I change my password?

To change your password you must login to your account. Once you login, click on your name in the upper right-hand corner of the window and select Account Preferences. Once in Account Preferences, click on the Authentication tab. Navigate to the password section and input your old password, new password and confirm new password in the given text fields. Afterwards, click Save or Save & Exit to save your new password.

If you forgot your password, click on Reset Password at the login screen and follow the directions given.

4) What if I can't log in?

Verify that your username and password are correct and double-check that caps lock is not turned on. The password is case sensitive and contains at least 8 digits including 1 number, 1 symbol and 1 letter. If you think you have forgotten your password, click on Reset Password at the login screen and follow the directions given. If you are not sure of your username, please contact your organization administrator.

5) How do I print?

To print a document, open the document and click on the print button at the top right-hand corner of the document details.

5) How do I save a document?

To save a document, open the document and click on the download button at the top right-hand corner of the document details. This will save the document in an HTML format to your designated location or your default location (i.e. Downloads folder).

If you would like to save the document as a PDF, click on the print button at the top right-hand corner of the document details. Depending on the Internet Browser you are using, select your PDF printer or select "Save as PDF". If you do not have an option for a PDF printer or are unable to save to PDF, you may install your preferred PDF printer software. There are several free PDF printers you can install, such as doPDF, CutePDF, etc.

6) What if the system freezes?

If the system freezes, you may wait for system to respond again or close the window and open the website back up again. You will need to log-in again.

7) How do I delete a result from my inbox?

To delete a result from your inbox, navigate to your Result Inbox. In your Result Inbox, select the checkbox located to the right of the result you would like to delete. After selecting all the results you would like to delete, navigate to the bottom right-hand corner of your Result Inbox and click on *Remove From List*. You may need to scroll down to the bottom of the page to see the button.

8) How do I update or customize my results inbox?

To update or customize your Results Inbox click on your name at the top right-hand corner and click on Account Preferences. On the Account Preferences page click on the Delivery Rules tab. In the Delivery Rules you can edit existing rules for your results inbox or add new rules.

To update your account double check that all data sources are selected and all associated providers.

To create a new rule, click on Add Rule at the top of the table. You can choose the Data source, Provider and other advanced options for the type of results you would like to receive in your Results Inbox. Do not select *Preadmission* or *When any update is received* or your mailbox will be full of excess mail.

9) What if I can't find a patient?

If you can't find a patient, you may need to access additional records. To access additional records, search for the patient and locate the "Additional Records May Be Available" section at the top of the Patient Search Results. Select your provider and reason from the dropdown list and then click on the Access Additional Records button.

10) What if I'm not receiving all my provider's results in my inbox?

If you are not receiving all your provider's results, you may need to update and edit your delivery rules for your Results Inbox. To do this, click on your name at the top right-hand corner and click on Account Preferences. In the Account Preferences page click on the Delivery Rules tab. In the Delivery Rules, select and edit the rule that contains the settings for the delivery of your provider's results. Refer to #8 for more information.

11) How do I add users?

To add users, the organization administrator must complete a User Change Form and submit it to the Hawai'i HIE. The form is available in the Hawai'i HIE's Community Health Record welcome toolkit or is downloadable from www.hawaiihie.org

12) How do I add providers?

To add providers, the organization administrator must complete a Provider Change Form and submit it to the Hawai'i HIE. The form is available in the Hawai'i HIE's Community Health Record welcome toolkit or is downloadable from www.hawaiihie.org.

13) How do I contact the help desk?

The help desk is available Monday-Friday 8am-5pm. For assistance call 808-441-1411 or email techsupport@hawaiihie.org.