



Bridge Settings Application

Creating and Managing Users and Providers

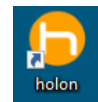
Users and Providers are assigned to a specific organization(s) within the GLHC Bridge.

Only Referral Administrators (RA) have the rights within the application to create and modify the Users and Providers in an organization. It is their responsibility to ensure that the lists are always accurate.

Review the list of users and providers a minimum of every 90 days. Remove users and providers immediately when they are no longer employed by the organization or their job role changes.

Opening the Bridge Settings Application

1. If the Bridge ribbon does not display on your desktop, double click on the "h" icon.



2. Click on the **GLHC Bridge** ribbon/icon and log in



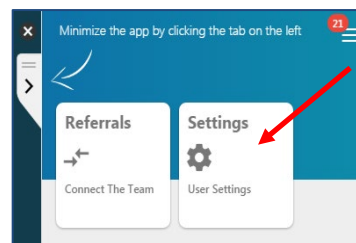
3. Select **Sign in**



4. Once you have logged in and minimize The Bridge, the GLHC icon will display.



5. Select **Settings**



Accessing Users and Providers in an Organization

1. Select **Admin**



2. Click on the name of your organization.



If you are assigned to more than one organization, select the applicable organization from the list of organizations.

Managing Users

Creating a New User

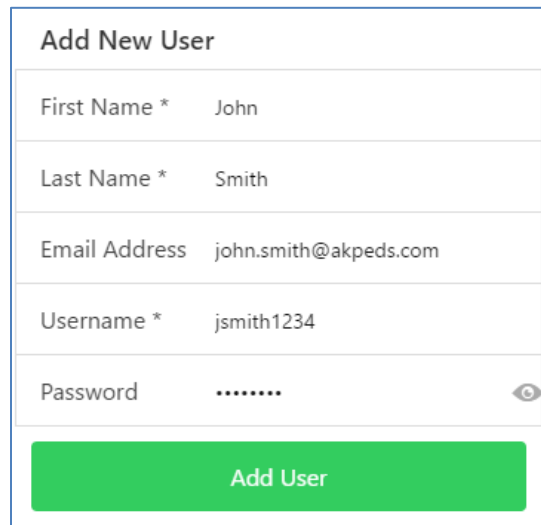
At the bottom of the screen, click on **Manage Users**.



Click on **+ Add New User**.

+ Add New User

Enter the required fields (marked by an asterisk), a password and then select **Add User**.



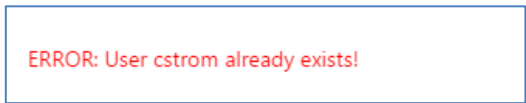
A form titled 'Add New User' with the following fields: 'First Name *' with value 'John', 'Last Name *' with value 'Smith', 'Email Address' with value 'john.smith@akpeds.com', 'Username *' with value 'jsmith1234', and 'Password' with masked characters '.....' and an eye icon. A green 'Add User' button is at the bottom.

User Information fields

- Email Address is optional. However, it is required if the User would like to receive email notifications about new received referrals.
- Usernames must be at least six characters.
- Passwords must have at least eight (8) characters; one (1) uppercase letter, and one (1) number or symbol.

Available User Names:

An error message will display if a Username already exists within the GLHC network.



If you receive this error, the User may already have a user name within the Bridge Referrals application. Check with the staff to see if they have/had a user name within the Bridge.

- If not, enter a different User Name and select **Add User**.
- If they have, or if you need to add them to more than one location/organization, please contact GLHC Support. You will need to provide Support with:
 1. The user’s first name and last name
 2. The user name
 3. The organization that their User Name is affiliated with and
 4. The organization(s) you wish to add them to.

Note: GLHC Support will only accept adding users from the organization’s Referral Admin.

Managing Single Users

Review the list of users a minimum of every 90 days. Remove users immediately when they are no longer employed by the organization or their job role changes.

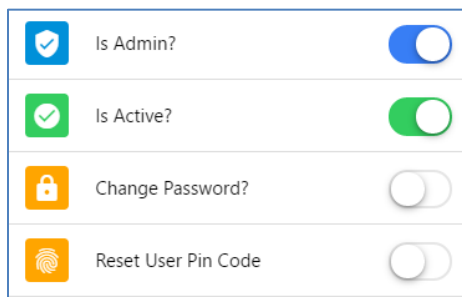
Click **Manage Users** to view the list of users and providers for the organization.



Click the User’s name to make changes to that user.

There are four sections for managing users:

1. **Is Admin?** Make sure this is only checked (blue circle) for Referral Administrators
2. **Is Active?** Activates or de-activates a User. Green Circle = active user.
3. **Change Password?** Modifies User’s existing password
4. **Reset User Pin Code** Modifies User’s existing 4 digit pin code



Adding a user to more than one organization

A Referral Administrator (RA) can add a user to more than one location as long as RA has administrator rights to the other location(s).

If you do not have administrator rights to the other location, contact GLHC Support who will assist you in adding the user to the other location(s).

To add the user, click **Manage Users**.

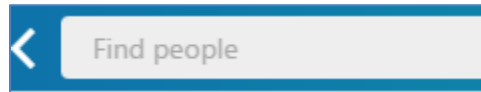


If the User is not immediately visible in the list, search for the user.

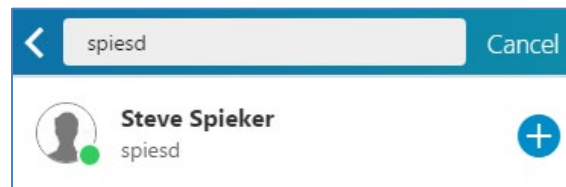
If you do not find the user, click **+Add New User**.



Enter the Users name in the **Find people** box at the top of the screen.



Click the User and they will be added to the list of users with an active account for that location.



Create and Manage Providers

Creating a provider is the same steps as creating a User with the exception of entering additional fields to their User name and adding a specialty or specialties to his/her account.

Adding a specialty to any account makes the provider searchable for those making a referral. Do not add a specialty to a Referral Coordinator, Scheduler, or Administrator.

Review the list of providers a minimum of every 90 days. Remove providers immediately when they are no longer employed by the organization or their job role changes.

Teams

If an organization does not have providers, you may create a provider type such as a "Care Team" or "Hospice Team" for them. Since all providers must have a "first" and "last" name, use "Team" as the last name. See examples below:

<p>First Name Hospice</p> <p>Last Name Team</p>	<p>First Name: Early Childhood Services</p> <p>Last Name: Team</p>
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Make sure to add a specialty to the Team.

Note: Do not assign an Admin role to a provider unless they are going to manage Users, Providers and the Questionnaire.

Creating a Provider

Initially create the provider using the same steps as creating a User. Once created, select the provider's name from the list of users.

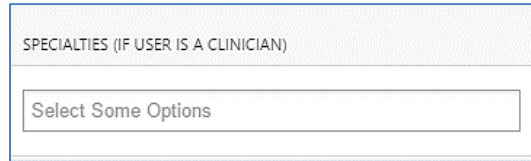
1. If the provider has a middle name, add the provider's middle initial in the box titled **MIDDLE NAME**. Add the initial only and do not add a period after the initial.
2. Add the provider's credentials (if applicable) in the box titled **NAME SUFFIX**. Do not add periods with the Credentials. I.e. MD, DO, LPN, PA-C, etc.

FIRST NAME	John
MIDDLE NAME	J
LAST NAME	Johnson
NAME SUFFIX	MD

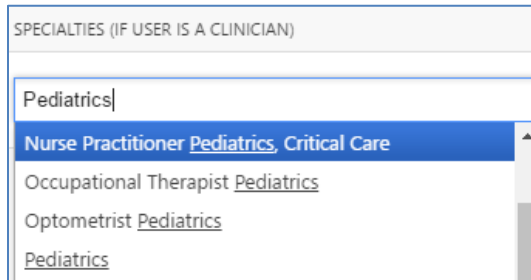
The screen will flash green to confirm that changes are saved.

Adding a Specialty

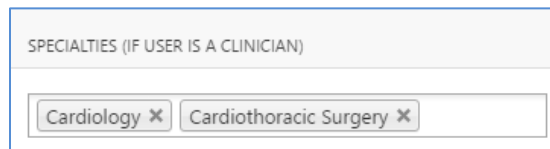
To add a specialty scroll to the bottom of the User edit section and locate **SPECIALTIES (IF USER IS A CLINICIAN)**.



Click in the **Select Some Options** box. You can either begin typing in the name of the specialty or scroll through the list of available options. Once located, click on the specialty.



The specialty is added when the screen flashes and the specialty is displayed within a box. Continue to add appropriate specialties. Each specialty will display in a box once selected.



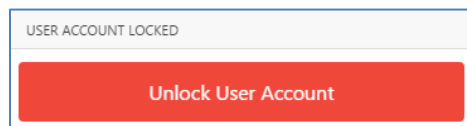
To remove a specialty, click the **X** to the right of the specialty title.

Locked Accounts

The following error message will display if a user attempts to log in five times with an incorrect password.

ATTENTION: Your account is locked due to consecutive failed authentication attempts! Please contact your account administrator for help.

Only Referral Administrators can unlock the user's account. To do so, select the User's account and click **Unlock User Account**. Note: The screen below will only display if the account is locked.



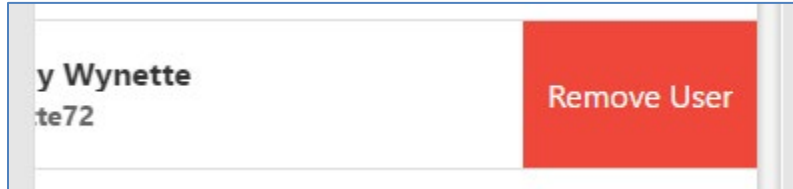
Referral Administrators may also need to reset the User's password if the User does not remember their password.

Remove and Deactivate User/Provider Accounts

Remove

To remove a user or provider account, click on the User Name and, while holding down the mouse, drag to the left until **Remove User** appears. Click **Remove User**.

Remove any users/providers immediately when they leave your organization.



Deactivate

If staff is no longer active and works at a single organization, selecting the toggle button next to their name will deactivate their account. If a staff is no longer active and works at multiple organizations, the Admin can either inactivate that staff for all locations by selecting "Inactivate All" or for specific locations by selecting the toggle button for a specific organization.

NOTE: The Admin can use this toggle button to activate an account as well

