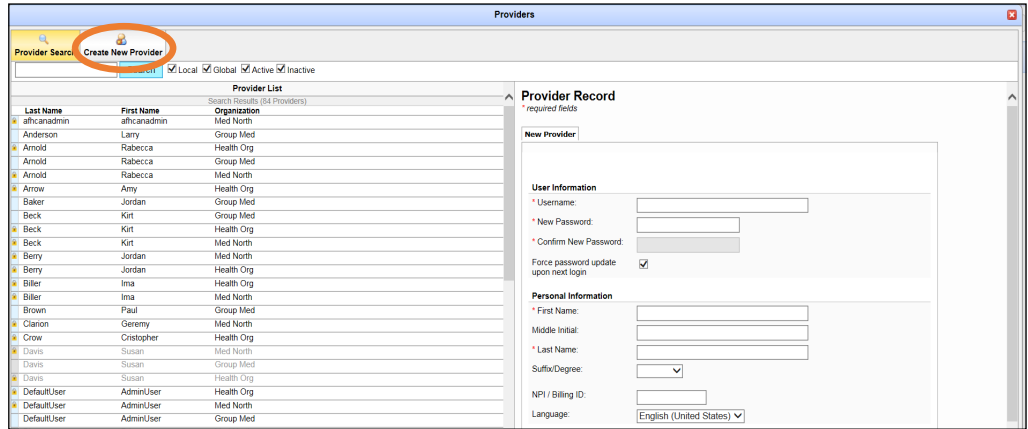


A Clinical Administrator in AFHCAN is a user role that can manage other user roles, groups, and workflow with only minimal need for IT support. This document describes the main functions of a Clinical Administrator in AFHCAN.

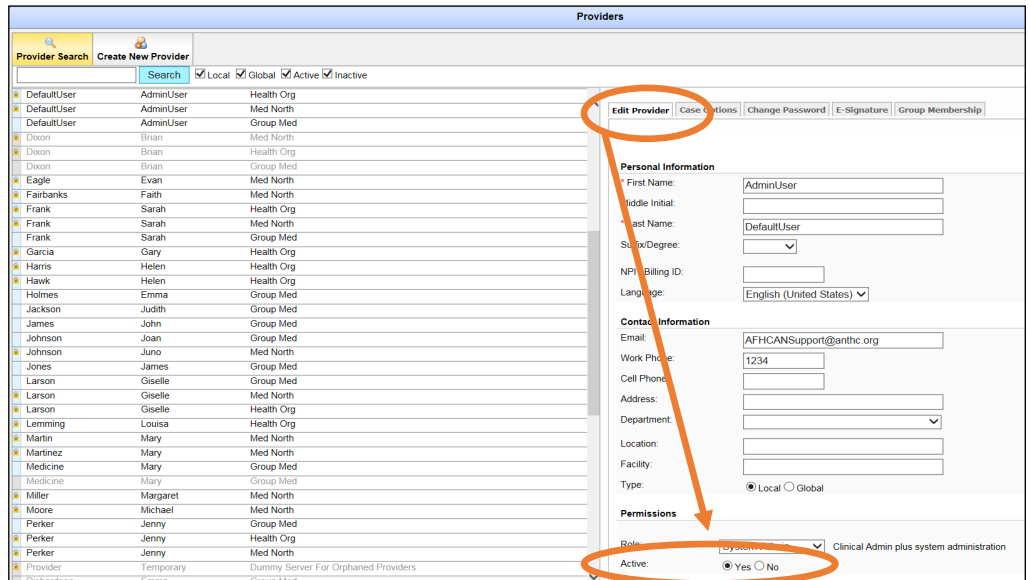
Create a new provider

1. Search for provider
Note: search active & inactive providers first
2. If not found click “Create New Provider”
3. Fill in required fields and save



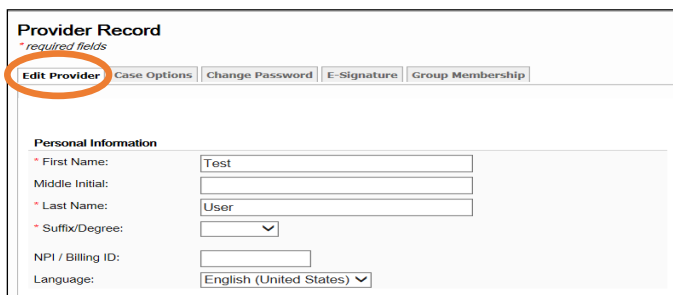
Edit or Inactivate provider

1. Search for provider
2. Click “Edit”
3. Select the “Edit Provider” tab and edit as appropriate
4. To inactivate, scroll down to “Active” and check “No”.
Warning: make sure users to be off boarded do not have any cases in mailbox



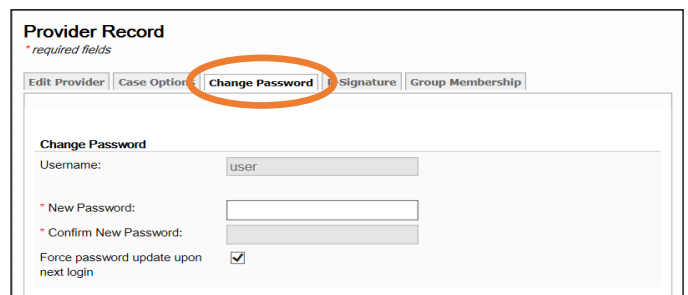
Update user information

1. Search for provider
2. Click “Edit Provider”
3. Edit as appropriate



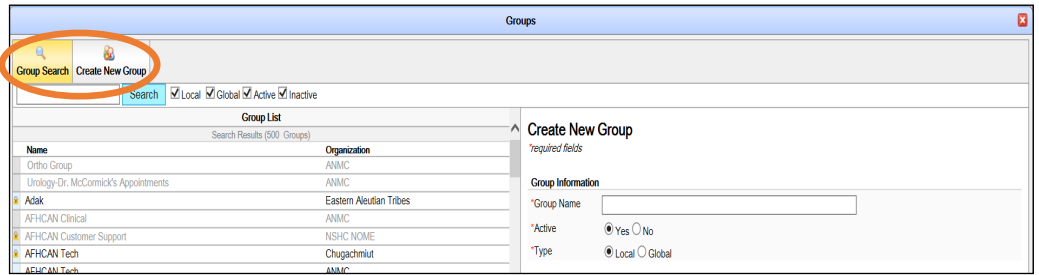
Reset user passwords

1. Search for provider
2. Click “Edit”
3. Click “Change Password”
4. Input new password information.



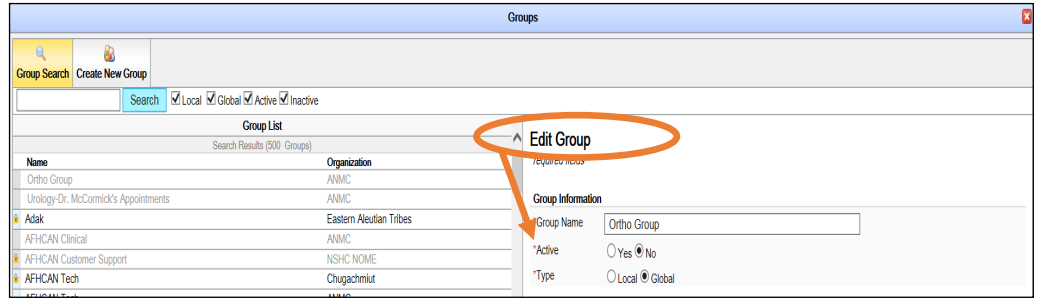
Create a new group

1. Search for group
Note: search active & inactive groups first
2. Click “Create New Group”
3. Fill in group information fields and add members



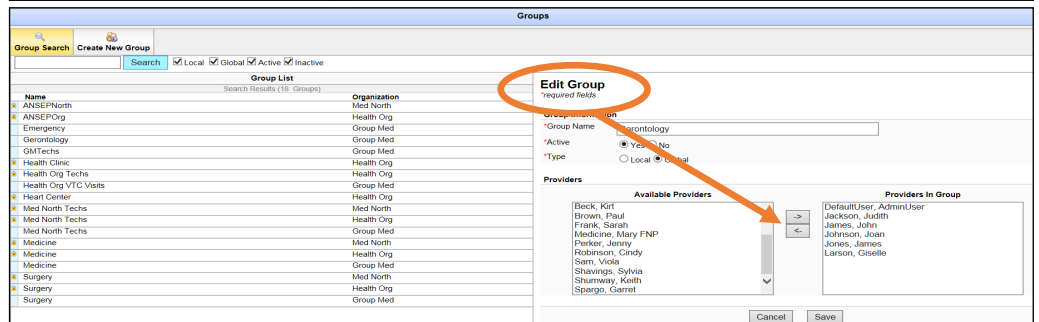
Reactivate & Inactivate groups

1. Search for group
2. Select “Edit”
3. Select “Yes” or “No” in the “Active” field.



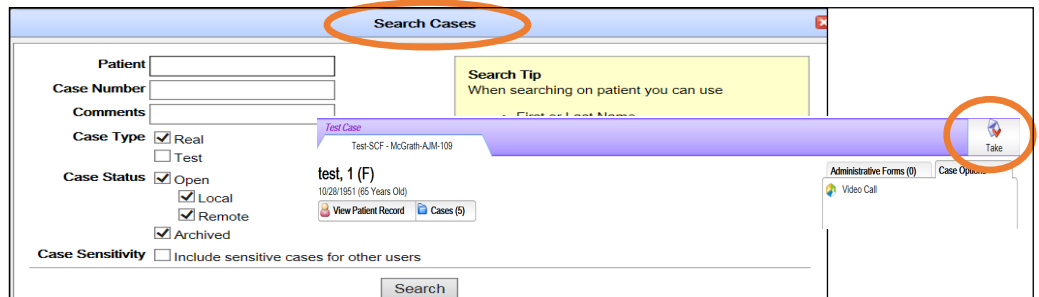
Add or Remove Users from Group

1. Search Group
2. Select “Edit”
3. Use the arrows to add or remove users



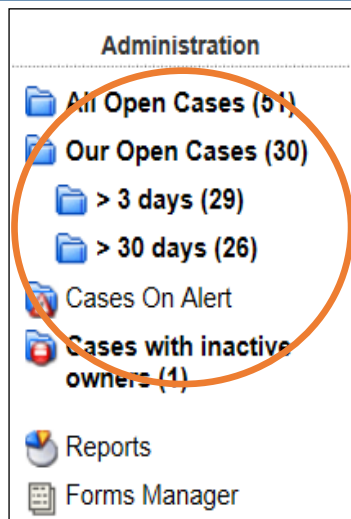
Move a Case

1. Search Cases
2. “Take” the case
3. “Send” the case to the desired user



Monitor Aging Open Cases & Cases on Alert

Work with your IT department as needed.



Run Reports and Manage Forms

Please contact your telehealth coordinator to learn more about these functions.

