Logging on to the Electronic Public Health Record System

Training session objectives

1. Understanding the software and hardware requirements necessary to use EPHRS
2. Logging on to the EPHRS system
3. Logging on to the Disease Surveillance Module (DSM)
4. Changing your password
5. Retrieving a forgotten password

What software is required to use EPHRS Website?

Software Requirements

To access the EPHRS system, you need to have access to the Internet (preferably a high-speed connection) and the following applications:

1. Internet Explorer 5.0 or higher
   Download Internet Explorer at:
   http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.mspx

2. Java Runtime Environment (JRE) 1.4 or higher
   You can download the JRE at:
   http://www.java.com/en/download/windows_automatic.jsp

3. Adobe Acrobat Reader 6.0 or higher
   You can download Abobe Acrobat Reader at:
   http://www.adobe.com/products/acrobat/readermain.html

Depending on the security setting of your computer, you may need to contact your information technology help desk so they can install the software or to upgrade your existing version. Note that some of the applications, such as Internet Explorer, may already be on your computer.

Hardware Requirements

The EPHRS Website, including the Disease Surveillance Module, should work on most computers. But, some of the third-party applications, such as Adobe Acrobat Reader, have certain memory and storage requirements. To experience the best performance, the following hardware is recommended:

1. 125MB of hard drive space available
2. 128MB of RAM
3. Pentium II processor (preferably 166MHz or faster)
4. Monitor Preferred Display 1024 X 768

If you are uncertain how to find out the amount of memory your computer has, please contact your local information technology help desk.

Older machines or computers using a dial-up connection **can** still access the Website, but certain pages, such as the Main Home page, may load slower.

How do I log on?

Launch Internet Explorer and enter the following address:

https://kyephrs.chfs.ky.gov/Production/

Do I have to enter https://?

You must enter **https://** because the Web site uses a security protocol that requires this setting.

Do I need to change any settings in Internet Explorer?

To improve your experience with the EPHRS Disease Surveillance Module, you need to modify two settings within Internet Explorer.

Increase the disk space for the temporary file folders
1. Select Tools | Internet Options from the menu bar.
2. Click the General tab.
3. Click on the Settings button under Temporary Internet Files.
4. Increase the amount of disk space to at least 1,000MB.
5. Click the OK button.
6. Select the Delete Files button and tick the check box for offline content.
7. Click the OK button.

After increasing the disk space for temporary files, you'll need to set Internet Explorer to automatically delete temporary files when the browser is closed.

Empty the temporary files automatically
1. Select Tools | Internet Options from the menu bar.
2. Click on the Advanced tab.
3. Scroll down to the Security check box list.
4. Tick the check box for "Empty Temporary Internet Files folder when browser is closed."

How do I get a user id and password?

The EPHRS help center assigns your user id and password. You need to have the Epidemiologist contact the help center on your behalf and request an account. Because of the information stored in the DSM, you should not share your user id and password with anyone else.

Your password must meet the following requirements:

- Your user id and password are case sensitive.
- Your password must be between 8 and 15 characters.
- Your password must include at least 1 upper case and 1 lower case letter.
- Your password must include at least 1 special character (e.g. $,*) or 1 number.
- You cannot reuse the same password for 13 months.
- You must change your password every 30 days.

How do I change my password?

You can follow these four steps to change your password.

1. Log on to the application.
2. Hit the **Change Password** in the left-hand navigation.

3. Enter and confirm your new password.
4. Verify that your password has been successfully changed. Look for the Green success message. See **Figure DSM-Hosp-001-1**.

Success!
Row updated

Employee Name: Matt Osborn
Username: matt.osborn
Current Password:
New Password:
Verify Password:

Figure: DSM-Hosp-001-1

What happens if I forget my password?

If you forget you password, you must contact the EPHRS help center to have you password reset. If you have five consecutive logon failures, you **must** have your password reset.

Who do I contact if I cannot logon to the Web site?

If you have trouble logging on to the Web site, verify the following.
1. You have entered the correct user id and password.
2. You have entered your user id and password in the appropriate case.
3. You have entered https:// in the Web address.

If you continue to experience problems logging on to the Web site, please contact the EPHRS help center.

What do when an employee leaves the organization?

When an employee with access to the EPHRS leaves the organization, it is critical that access to the Web site is terminated immediately because of HIPAA compliance. **It is the responsibility of the ICP team lead or manager to contact the regional epidemiologists and ask that the account be revoked or made inactive.**