User Access Guide

Requesting an Account for a New Primary User

If your facility does not have a primary user, or the designated primary user is not able to access the sepsis portal (e.g., no longer employed by your facility), you may make a direct request to create a new primary user account. To request a new primary user account, the new primary user must [Create a Helpdesk Ticket](#) that includes a request for a primary user account and a **patient facility identifier (PFI)**. Be sure to include both the **name** and **email address** for the new primary user account in your request. In addition, users requesting a new primary user account must **copy their facility's chief security and/or privacy officer** using the 'CC' field when submitting a ticket for account creation.

Support Request

Name

> Name

Email

> user@ipro.org

CC

> privacy_officer@ipro.org

Facility Identifier (PFI)

> 7777

Subject

> Account Access ⌄

Comment

> I would like to request a new primary user account for [Name], whose email address is [Email address].

> Submit Request

Promoting a Secondary User to a Primary User

To promote an existing secondary user to a primary user, you must first login to the Sepsis Data Portal as a primary user, then click on the **Users** menu item in the navigation menu bar.

On the *User Accounts* page, select **Request a New Primary** at the bottom of the users list

Click on **Request a New Primary** and you will be presented with the following form:
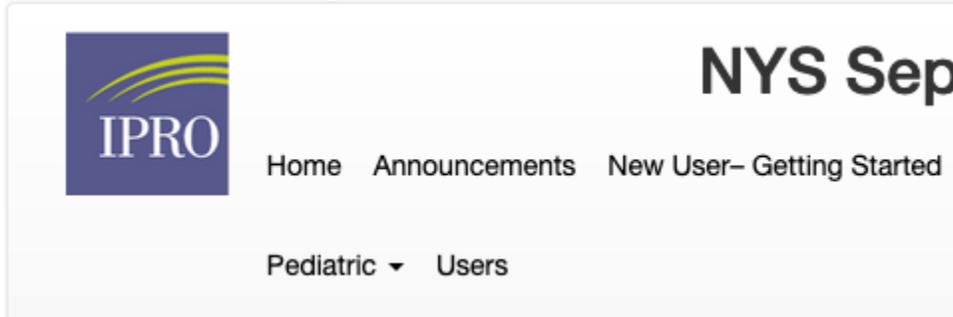

Select the new primary contact from the dropdown list, and enter the email address of the chief security or privacy officer for your facility. To ensure that only authorized individuals have access to sensitive information (including PHI), your hospital's chief security or privacy officer must be copied on the request. Once completed, you may submit the form for us to process. If the primary officer is

a new user not in the dropdown list, you must first add him/her as a new secondary user from the Users page.

How Do I Add Secondary / Additional Users?

Primary users may add additional Users in the application interface:

1. Go to https://ny.sepsis.ipro.org
2. Login as a primary user - secondary users cannot add other secondary users.
3. Click on **Users** in the navigation bar:

4. Click **Add a New User**:

5. Fill out the secondary user's information:

6. Barring any errors, you should see a confirmation message and the new secondary user now listed. This new secondary user will receive an email from 'noreply@ipro.us' to the address they provided during registration with an activation link. Please check your junk/spam folder if you do not receive a confirmation email in your primary inbox.

User has been successfully saved.

User Accounts

Username	Name	Group	Registered On	
testuser@ipro.us	Test User	Primary User	06/25/2014	
kevin@ipro.us	New User	Unconfirmed	07/31/2014	✖
		✚ Add a New User		

Password Reset/Change

To reset or change your password for your Sepsis Data Collection Portal account, click the 'Forgot your password?' link in the Data Collection Portal Sign in window.

Data Collection Portal Sign in

Enter Email

Password

Forgot your password?

Login

You will then be prompted to enter your email address and click 'Reset Password' before being sent an email from 'noreply@ipro.us' with instructions to reset your password. Please check your junk/spam folder if you do not receive a confirmation email in your primary inbox.

Forgot your Password?

Please enter the email address you used to register

Email Address

Reset Password

Account Suspension and Reactivation

All user accounts must be accessed at least once every 120 days to remain active. Suspended accounts will not be able to log in to the Sepsis Data Collection Portal. Instructions for account reactivation are as follows:

To reactivate a primary user's account, primary users must [Create a Helpdesk Ticket](#) that includes the hospital's PFI and the request to reactivate the suspended primary user's account with your hospital's chief security or privacy officer copied on the request. Tickets requesting the reactivation of primary user accounts without your hospital's chief security or privacy officer copied on the request will be rejected.

To reactivate a secondary user's account, your hospital's primary user must log into the Portal, click **Users** in the navigation bar, find the user whose account has been suspended, and click the checkbox icon on the right side of the User Accounts table (pictured). This will automatically send an email to the suspended user's registered email address that includes a link for the secondary user to reactivate their account.

User Accounts

Username	Name	Group	Registered On	
		Primary User	**12/14/2021**	
redspin1@email.com	Red Spin	Suspended	06/25/2014	☑
		Secondary User	09/24/2021	✖

reactivate this user