

CHR v7 Go-live: 3 Things to Know

One.

Use this weblink when accessing CCHIE's CHR after the upgrade (**June 20th, 2018**). Be sure to save this link as a bookmark or desktop shortcut.

<https://hie.coastalconnect.org>

Two.

ALL users who access CCHIE's CHR after the upgrade will need to **reset their password** the first time they access CHR.



Connect. Share. Enhance Patient Care.

I represent that I am accessing this system to obtain medical information ONLY for individuals for whom I am involved in their diagnosis and treatment, in the payment of that treatment, or in necessary health care operations related to that treatment. Access is subject to:

- Coastal Connect Health Information Exchange Data Services and Participation Agreement, Policies and Standards
- HIPAA and all applicable federal, state, and local laws, statutes, and regulations
- Compliance audit by CCHIE at any time

User Name

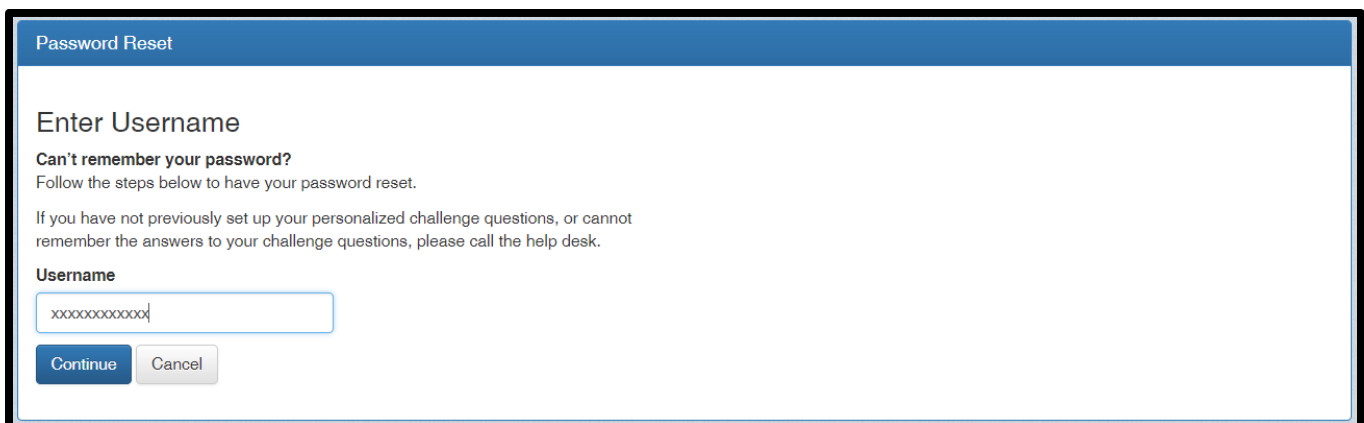
Password

Reset Password I Accept and Log In

HelpDesk 1-888-213-2147
support@coastalalliance.org

Powered by Medicity

Enter username and click continue.



Password Reset

Enter Username

Can't remember your password?
Follow the steps below to have your password reset.

If you have not previously set up your personalized challenge questions, or cannot remember the answers to your challenge questions, please call the help desk.

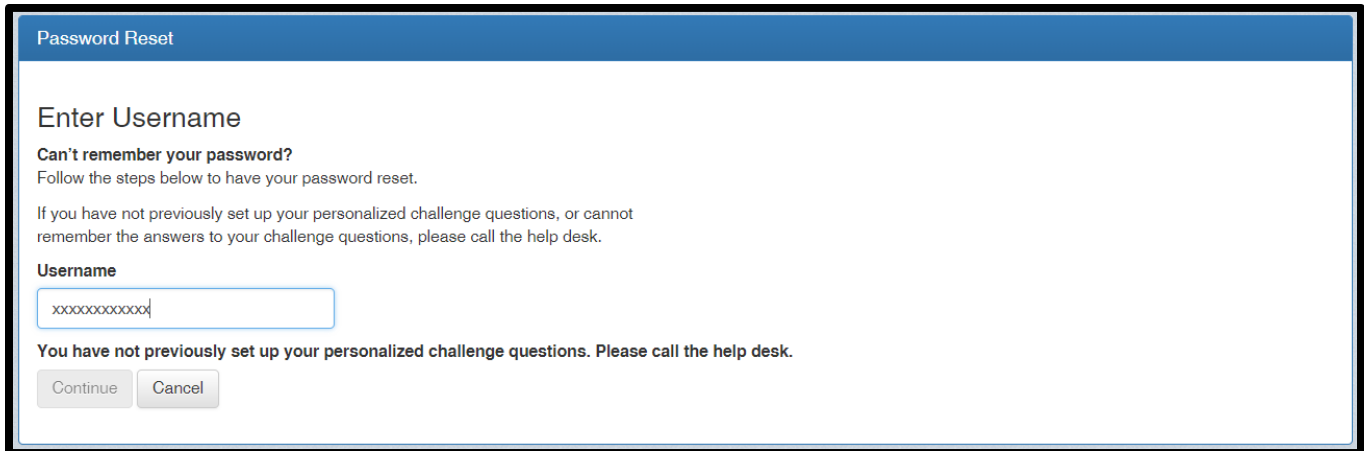
Username

xxxxxxxxxx

Continue Cancel

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If no personal challenge questions appear when the user is resetting their password, the user will need their **organization's default password**. Users then need to set up the challenge questions and answers (again) and create a new password.



The screenshot shows a web form titled "Password Reset". It includes a heading "Enter Username", a link for "Can't remember your password?", and instructions to follow steps for a password reset. A text input field for the username contains "xxxxxxxxxx". A message states: "You have not previously set up your personalized challenge questions. Please call the help desk." At the bottom are "Continue" and "Cancel" buttons.

Three.

CCHIE Support is available to unlock accounts and troubleshoot other issues that users experience.

