Ignite On-Demand & Ignite on FHIR

Application Administration User Guide for Account Managers

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Introduction

This document provides guidance on navigating the administrative functionality available within the Ignite onDemand web-based application, for administering both Ignite On-Demand and Ignite on FHIR applications.

Ignite On-Demand is a flexible, easy-to-use, web-based patient education application that can be used "right out of the box" to find and print patient education materials when and where needed or it can be customized to accommodate the special needs of your organization.

This Application and Administration Guide describes the functionality available to application administrators for Ignite On-Demand and Ignite on FHIR.

User Roles & Privileges

There are three types of roles available in Ignite On-Demand and Ignite on FHIR. Each role has its own set of privileges available to it.

- Account Manager: a specially-appointed clinician or educator and is the main point of contact for StayWell. The Account Manager oversees the Ignite On-Demand application, and its use, within the organization. StayWell works with the Account Manager to determine the proper set-up for Ignite On-Demand and its users. Account Managers have full administrative access to all areas of Ignite On-Demand:
- Group Managers. Group Managers are usually department heads or subject matter experts appointed by the Account Manager. Group Managers may be given permission to perform administrative tasks for the designated Group.
- Users: Users are generally nurses/patient educators who access Ignite On-Demand to find and print patient education for their patients. Permissions for users are very limited and are determined by the Account Manager.

User Levels & Permissions

	Account Manager	Group Manager	User
Custom Content Builder (if licensed)	Yes	Optional	No
Content Export Module (if licensed)	Yes	No	No
RecordWriter Module (if licensed)	Yes	No	No
Group Management	Create, Edit, Delete	No	No
User Management	Create (all role types) Edit (all role types)	Create (all role types) Edit (all role types)	No

	Delete (all role types)	Delete (all role types)	
Account-wide folder management	Create, Edit, Delete	Create Delete	No
General User Folders	Delete	Delete	Create (Optional) Delete (Optional)
Block/Unblock sheets	Yes	View (Optional)	No
Change initial blocking state for sheets	Yes	No	No
Change protocol values	Yes	No	No
Use the Ignite On-Demand application	Yes	Yes	Yes
Use the KOF application	No (n/a)	No (n/a)	Yes
Change default values	Yes	Optional	No
Folder color	Red	Orange	Yellow

Two Ignite On-Demand accounts cannot be logged in on the same computer at the same time. For sharing of workstations, users must log off when work is complete, or when changing roles, e.g. changing from an Account Management role to a User role.

To log off, click the "Log Out" tab or close the browser. No other actions, except for the automatic time- out, will cause the Account Manager session to close.

Account Manager User Interface

When logging into Ignite On-Demand, the Account Manager interface (www.Igniteondemand.com) is the first screen presented regardless of the role, with various functions or sections enabled (or disabled) as allowed by the privileges assigned to the role.

	Account Manager	Group Manager	User
Healthsheet Management	Yes		

Facility Management	Yes	No	No
Group Management		Yes	
User Administration			
Administration Toolkit			

Basic Setup and Customization Options

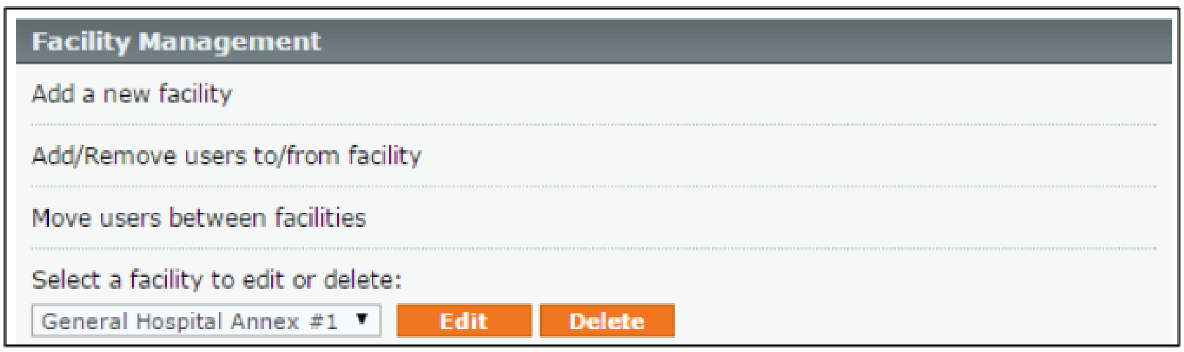
The following steps are required before making the application available for regular use:

- Create and define facilities and/or groups – both optional
- Add and define users, as well as associate them with facilities and groups if applicable
- Make other account customizations:
    - Set up account-level and/or group-level folders
    - Change the initial blocking state for HealthSheets from the default setting (unblocked)
    - Block HealthSheets that may not conform to the needs of the organization
    - Change protocol values on selected HealthSheets

Facility Management

The Facility Management function can be used to identify users beyond Groups for reporting.

Note: Facilities management is not available, and will have no effect on utilization reporting or folder management in Ignite on FHIR.

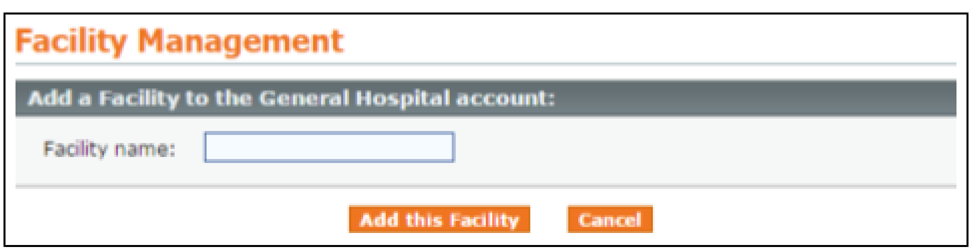


The “Facility Management” section has four functions:

1. Add a new facility.
2. Add/Remove users to/from facility.
3. Move users between facilities.
4. Select a facility to edit or delete.

Adding new Facilities

1. Select “Add a new facility” from under “Facility Management,” which will bring up the “Facility Management” screen.

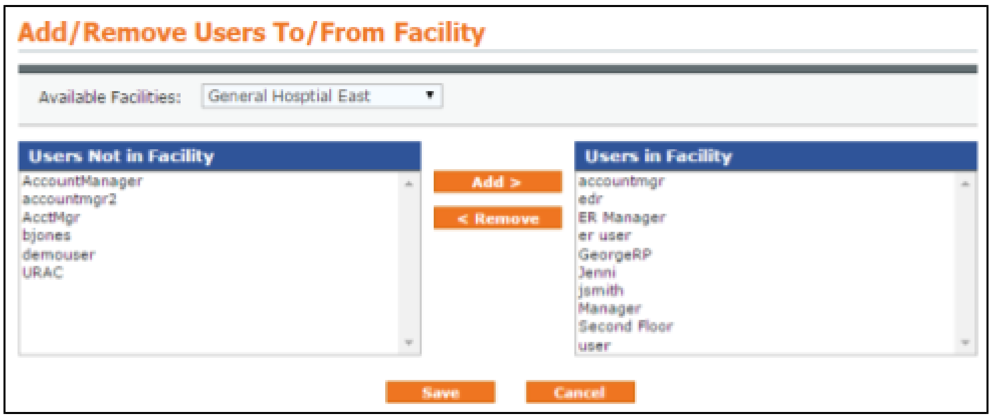


2. Type in the desired name of the facility in the “Facility name” text field; Click “ Add this Facility.” The new facility name will appear in the dropdown box under “Facility Management.”

Add/Remove Users To/From Facility

To add or remove users to or from a facility, follow these steps:

1. Under Facility Management select "Add/Remove users to/from facility," which brings up the "Add/Remove Users To/From Facility" screen (below).

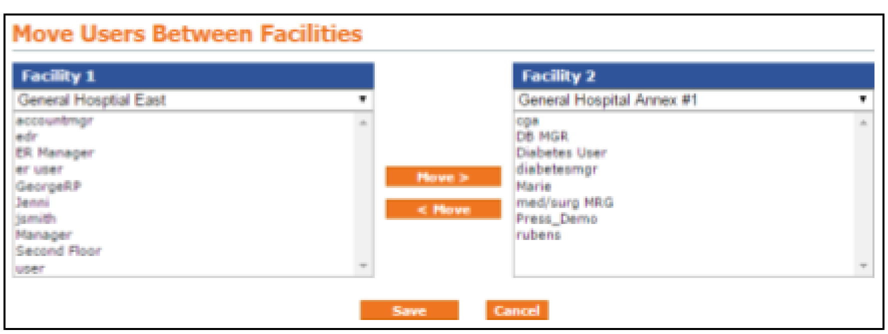


2. Select the facility from the "Available Facilities" dropdown box.
3. Select the user(s) to add to the facility and click "Add." The selected users will move into the "Users in Facility" box. A user can only be associated with one facility.
4. Select the user(s) to remove from a facility and click "Remove." The selected users will move into the "Users Not in Facility" box.
5. Click "Save" for changes to be made..

You will remain on the "Add/Remove Users To/From Facility" screen and a green message appears stating "The user facility info was successfully saved."

Move Users Between Facilities

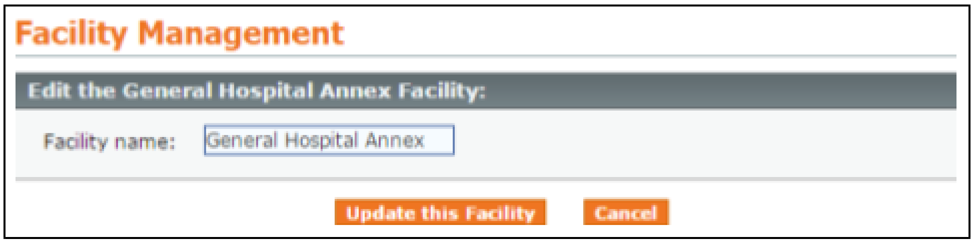
1. Under Facility Management, select "Move users between facilities".
2. Select the desired facilities from the "Facility 1" and "Facility 2" dropdown menus.
3. Click "Save" (Save must be clicked for changes to take effect).



Editing or Deleting Facilities

Editing a Facility

Use the Editing Facilities function to change the name of a Facility.

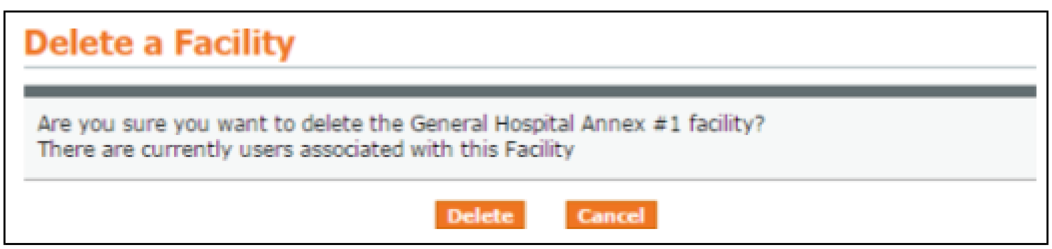


1. Under Facility Management, choose the facility to edit by selecting it in the drop-down box under "Select a facility to edit or delete"; click "Edit".
2. Make the necessary changes to the Facility name.
3. Click "Update this Facility."

Deleting a Facility

When a facility is deleted, the associated user accounts are not deleted. The users will revert to the account level and will not be affiliated with any facility.

1. Under Facility Management, choose the facility to delete by selecting it from the "Select a facility to edit or delete" dropdown box; click "Delete".



2. Click "Delete" to confirm and proceed or "Cancel" to exit without deleting the selected facility.

Group Management

When setting up and configuring Ignite On-Demand, the Account Manager (application administrator) should consider whether the organization or clinical workflow will require Ignite On-Demand users to be organized into smaller subsets called Groups. The definition of Groups is decided by the organization. Typical types of groups include:

- Condition/specialty, e.g. Cardiology

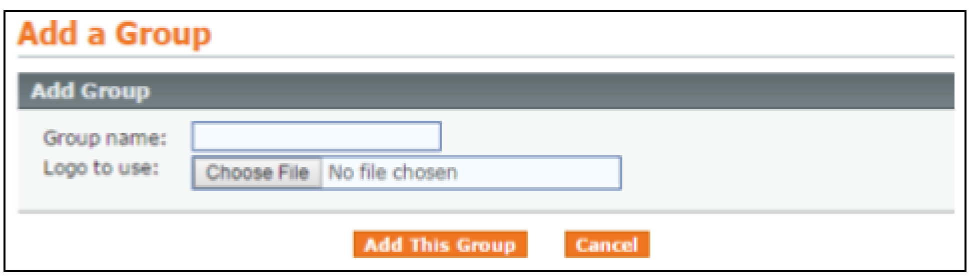
- Area of the hospital, e.g. Outpatient Clinic
- Patient education focus, e.g. Diabetes Educators
- Any other subset that may be warranted, e.g. 2nd floor East

The advantages of setting up groups are:

- Marketing and Branding Customization: Segregating users into groups allows Ignite On-Demand to be customized for each group. This includes assigning a group logo that might be different from the main organization logo.
- Content Management: Group folders can be used to define standardized sets of sheets as desired by the Group Manager. These folders stand apart from the main Account folders (they have a different color) and can only be viewed by members of the group. Only Group Managers and Account Managers can modify group folders.
- Local application administration: The Account Manager can assign a Group Manager permission to set up the user accounts and standard folders for the group.
- Reporting: Utilization can be tracked and reported for specific groups of users.

Setting up groups does have its advantages, but because group maintenance requires more effort, a lot of forethought should be done before making the decision to create groups.

Adding a Group



To add a Group, first log in as Account Manager. Navigate to the Admin Page.

1. Select "Add a new group" under "Group Management".
2. Type in the desired name of the group in the "Group name" text field.
3. A logo different from the main Account logo can be associated with any group.
   a) Select Browse next to the "Logo to use" box.
   b) A "Choose File" dialog box will appear.
   c) Locate a logo from your computer's directory.
   d) Double click the logo or single click the logo and then click "OPEN."
   e) You will be returned to "Add a Group."
4. Click " Add this Group."

The Admin Page will appear with a green message stating “The new group name has been successfully added .” The new group name will appear in the dropdown box under “Group Management.”

Editing a Group

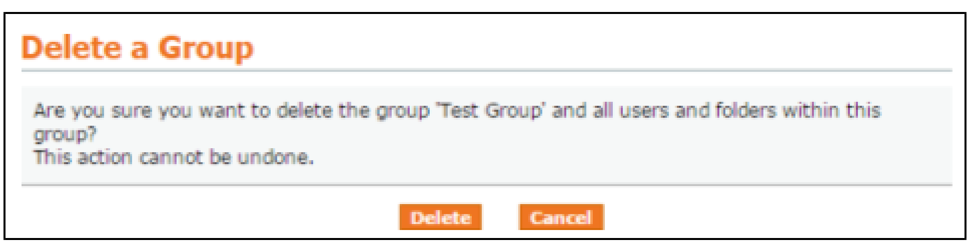
The Edit Group function allows a Group specific logo to be configured for the group. This logo will be applied to any and all Healthsheets that are printed for a patient from Ignite On-Demand. If no logo is added for the Group, Ignite On-Demand will default to the logo set at the Account level.

1. Under "Group Management", choose the Group to edit from the "Select a group to edit or delete" dropdown box.
2. Click the "Edit" button.
3. "Add a Group / Edit Group" will appear.
4. Make changes to the Group name.
5. Remove the logo, REPLACE the logo or add a logo (see step 3 under Adding a Group on page 8).
6. Click the "Save Group" button or "Cancel" to exit without saving.

The Admin Page will appear with a green message stating "The group was successfully updated."

Deleting a Group

Note: When deleting a Group, user accounts for that group will be deleted, as well as any folders created for that group. To prevent users from being unintentionally deleted, move them to the Account level prior to deleting the group.



1. Under "Group Management", choose the Group to delete from the "Select a group to edit or delete" dropdown box.
2. Click the "Delete" button.
3. "Delete a Group" will appear.

4. Click the “Save Group” button or “Cancel” to exit without saving.

The Admin Page will appear with a green message stating “The group was successfully updated.” The group deleted will no longer appear in the dropdown box under “Group Management”.

User Administration

There are two options for accessing the Ignite On-Demand application as an end-user.

User Levels & Permissions

	Benefits	Drawbacks
Unique User Name / Password	Allows Account Manager to track usage down to the individual user	requires users to log into Ignite On-Demand every time they need to provide patient education
General username / password	Account Manager to create a pass-through link containing the username and password preventing users from having to "log in."[1]	Utilization and other reporting not available at the level of an individual user.

Adding a new User

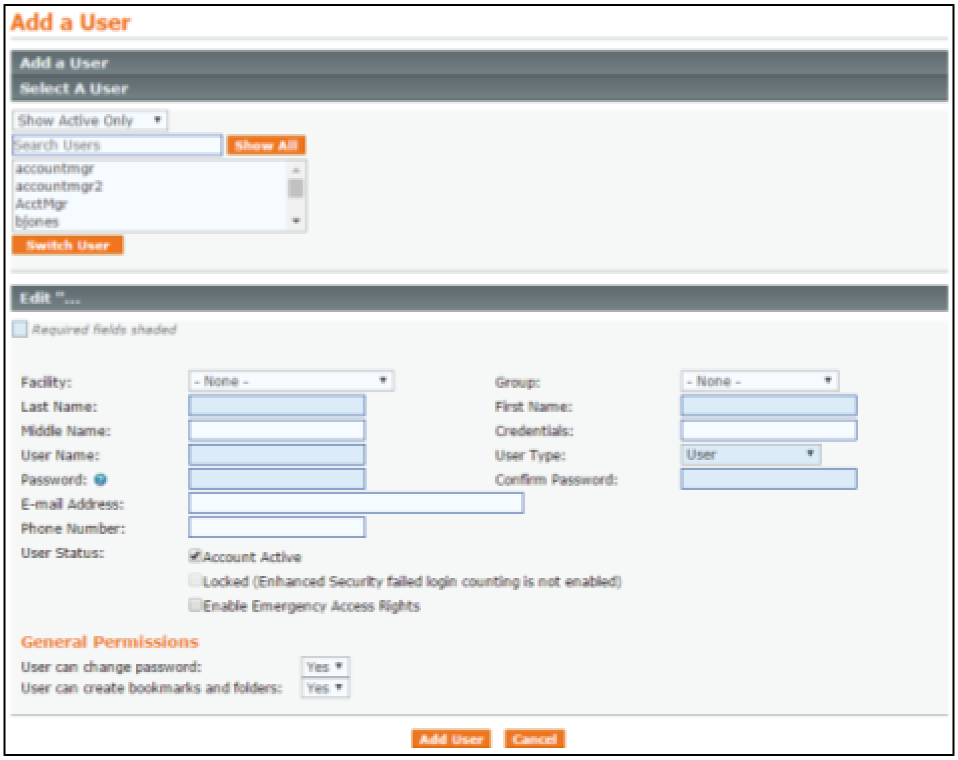
To add a Group, first log in as Account Manager. Navigate to the Admin Page. Select "Add a new user" under "User Administration," which will bring
up the "Add a User" screen

Complete the information on the "Add a User" screen (blue shaded fields are required).

1. Facility: Assign the user to a specific Facility, if appropriate.
2. User Name: must be unique.
3. User Type: Assigns the users' Role.
4. Password: provide a password according to your organization's protocol. Users will be required to change their password the first time they log in if "User can change Password" is enabled in General Permissions.
5. Account Active: User accounts are either active, or inactive, and cannot be deleted once created.

Select "Account Active" to activate
a user; de-select this box to disable access for a user.

[1] Pass through links cannot be created for Account Managers or Group Managers



6. Locked: Enabling the “Locked” options will prevent users from being locked out of Ignite On-Demand they enter too many wrong passwords.
7. Enable Emergency Access Rights: Gives a specific user Account Manager privileges in “an emergency.”

The Admin Page will appear with a green message stating “The new user was successfully added .” The new username will appear in the dropdown box under “User Administration.” All users, regardless of type, are listed in the dropdown box by user name.

General Permissions

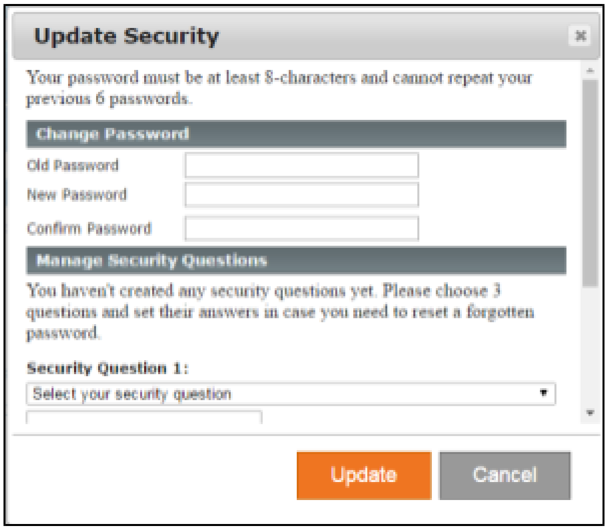
Passwords

- User can change password (yes or no) : allows a user to change the password on their account the first time they log in. Users will also be prompted to add Security Questions, which will allow them to use the Forgotten Password functionality.

Manage your Account – Update Security

Users can manage their account Security options by clicking “Your Account” in the upper left-hand corner of Ignite On-Demand.

- Manage Security Questions: Users must choose three Security Questions and provide their respective answers. This security information will allow the user to use the Forgotten Password functionality.



Bookmarks & Folders

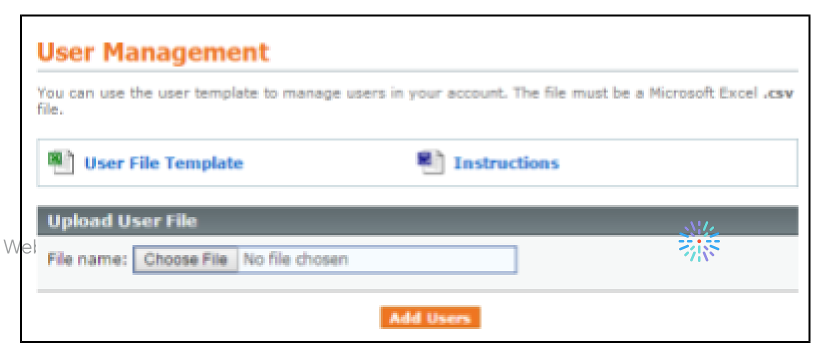
Users can create bookmarks and folders (yes or no): Allows or restricts a user from creating bookmarks and folders.
Note: Folders created at the individual User level are visible to all Users within the same Group, Facility, or Enterprise. Therefore, StayWell recommends limiting the ability to create folders to individuals designated as a content Subject Matter Expert (SME) who is responsible for managing content workflow

Add Users from a File

The “Manage users from file” option allows an administrator to add users in a bulk upload. Complete the fields in the Microsoft® Excel spreadsheet, available in the “Manage users from file” section. After the spreadsheet is completed, select the file and upload. Using this tool enables the administrator to set up users in batches.

- Providing users with usernames and passwords.
- Assigning users to facilities and groups.
- Entering user information and permissions.

An important aspect of this tool is that an administrator can update user information in bulk as well. So long as the “username” does not change, the administrator can modify any of the fields and update user records all at one time.

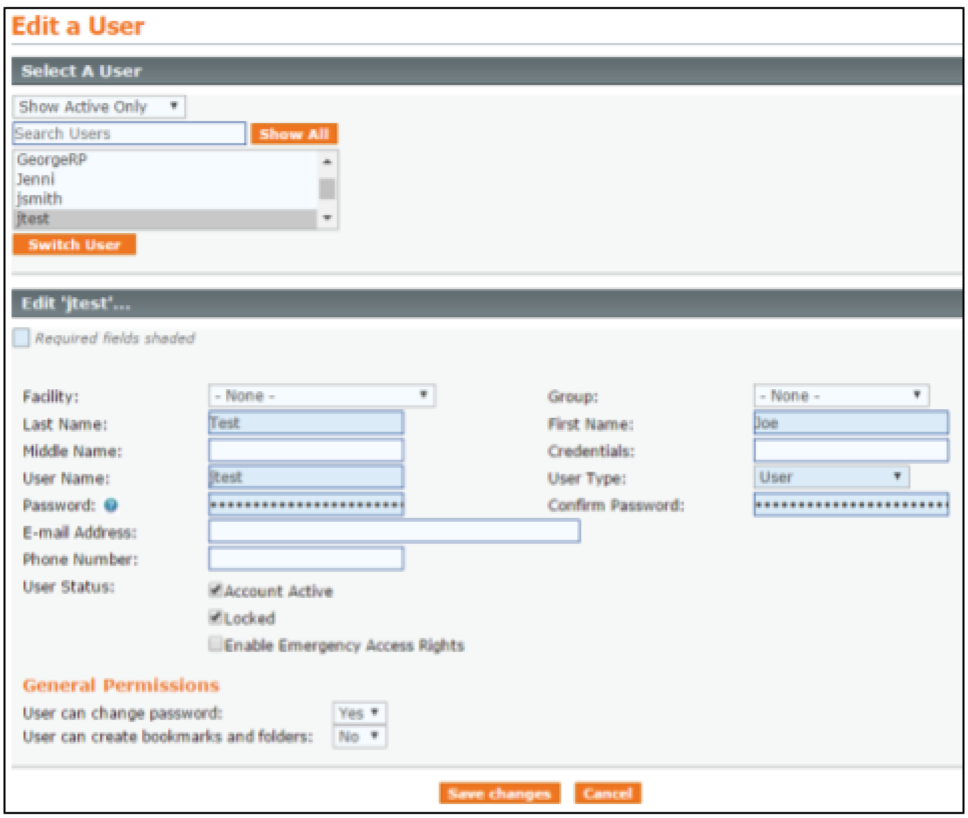


Unlocking User Accounts

If Enhanced Security Settings are enabled, ("Locked" is selected in the user account), users may become locked out of Ignite On-Demand if they have more than the allotted failed login attempts.

To unlock a user account, follow these steps:

1. Log in as Account Manager; navigate to the Admin Page.
2. Select the correct user under "User Administration"; click "Edit"
3. Remove the check mark from next to the Locked option.
4. Click on "Save changes."



Folder Management

Ignite On-Demand and Ignite on FHIR have different folder structures.

	Ignite On-Demand	Ignite on FHIR
Account Folders	Account folders are red. They are set up and modified only by the Account Manager. All users can view these folders and print the contained sheets.	Folders are available to all users when accessing Ignite on FHIR. Folders are not distinguished by color.
Group Folders	Group folders are orange. They are set up and modified by the Group Manager. Only general users who are members of that group can view and print sheets. Only the Group Manager can add/delete bookmarks to/from these folders, as well as rename and/or delete the folders themselves.	Not available
User Folders	User folders are yellow. They are set up and modified by general users of Ignite On-Demand. Other general users who are members of the same group can view these folders, print sheets, add/delete bookmarks, and rename or delete the folders themselves.	Not available

Folder Management

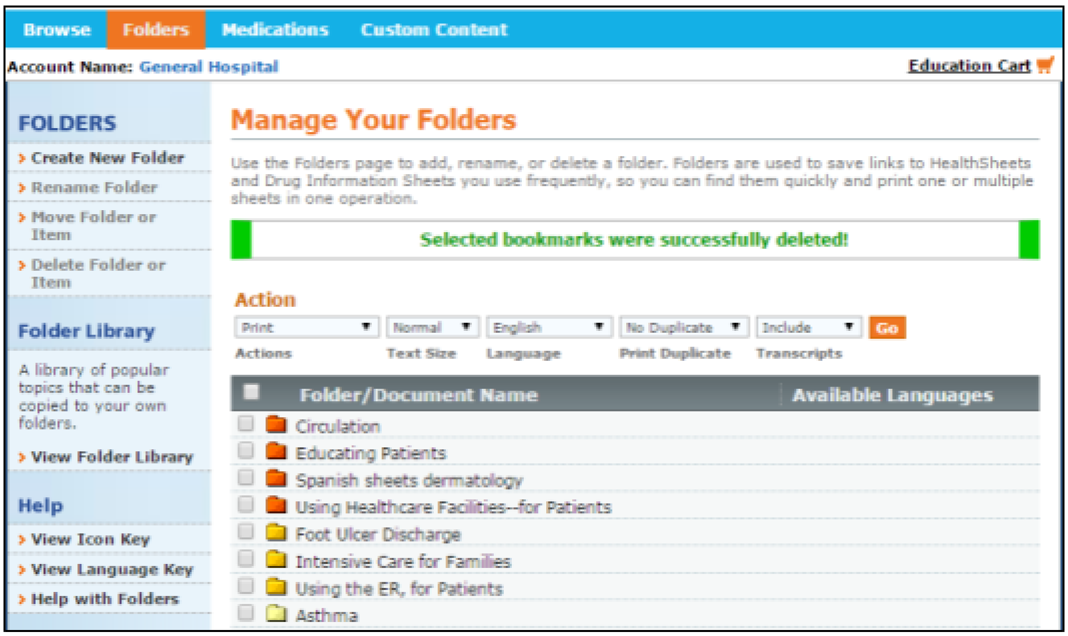
The process for creating, editing, and deleting folders is the same whether you are an Account Manager, Group Manager, or User; however, the types of folders that are created and the rights to manage them differ depending on the type of user that creates them.

The rules for managing folders (changing bookmarks, renaming and deleting) are as follows:

- The Account Manager can manage any folder.
- Group Managers can manage their own folders and any general user folders belonging to their own group.
- General users can manage any general user folder in their own group.

	Account Manager	Group Manager	User
Account Folders	Log in as Account Manager	Not available	Not available
Group Folders	Delete folders	Log in as Group Manager	Not available
User Folders	Not available	Log in as User	Log in as User

All folder functionality is managed from the Manage Your Folders Page. From this page, Folders can be Created, Renamed, Moved, or Deleted. Navigate to this page by clicking the "Folders" tab on the toolbar.
The Folder Management options in the left Navigation bar (Create, Rename, Move and Delete) are black if available and gray when inactive.



Create New Folder Functionality

- A new folder is created when clicking on “Create New Folder”.
- The folder color will be based on the role of the user who is currently logged into Ignite On-Demand.
- Folders at the same level (Account, Group, User) cannot have the same name. For example: If an Account Level folder called “Asthma,” exists,a second folder with the same name cannot be created at that level. A Group Folder and/or User Folder called Asthma CAN be created.

Top-Level and Nested Folders

To create a Top Level (Root) Folder, be sure no other folder is selected (A selected folder will be highlighted in gray).
A nested folder is simply a folder created within another folder. To create a nested folder:

1. Select the folder in which to create a New Folder by clicking on that folder’s name (“Asthma” in the figure below). The selected folder will be highlighted in gray.

2. Click “Create New Folder” under FOLDERS i n the left-hand menu bar. A New Folder will be created within the selected folder (FIGURE 29).

Rename Folder

Rename a Folder by first highlighting the folder, and then click “Rename Folder” in the left navigation bar.

Populating Folders

Once folders have been created, they can be populated with HealthSheets, Drug Sheets, Lab Tests, Custom (client authored) content, etc.

1. Browse or Search for the document(s).
2. Select the desired articles.
3. Choose Add to Folder from the Actions Drop Down Box
4. Click the orange “Go” button, which loads the Manage Your Folders Page.
5. Click on the existing folder to which the document(s) should be added. Top-level or nested folders can be selected.
6. The icon next to the folder will change from looking closed to looking open.
7. Click on the orange “Add to Selected Folder” button.

Education Cart

Add multiple HealthSheets to a new folder (or even an existing folder) from within a HealthSheet - or even from the Search Results Page – by using the Education Cart.

Instead of choosing Add to Folder from the Actions Drop Down Box and clicking the orange “Go” button, choose Education Cart from the Actions Drop Down Box and click the orange “Go” button. Do this as many times as you need to fill your Education Cart with the HealthSheets you want to add to a folder. Go to the Education Cart where your HealthSheets should already have check marks next to them. Follow steps three through five under Browsing or Searching to create a new folder.

Moving Folders and Items

Folders and documents can be moved within and between folders. Moving a folder automatically moves any other folders or items contained within it.

1. Select a folder or document(s) by checking the box beside it. This will activate the “Move Folder or Item” option under FOLDERS in the left - hand menu bar. Multiple folders and/ or document c a n b e selected to move however, they all must move to the same new location.

2. Click the “Move Folder or Item” option under FOLDERS in the left - hand menu bar. The list of selected folders and/or documents appears at the top of the page just under the Manage Your Folders title.

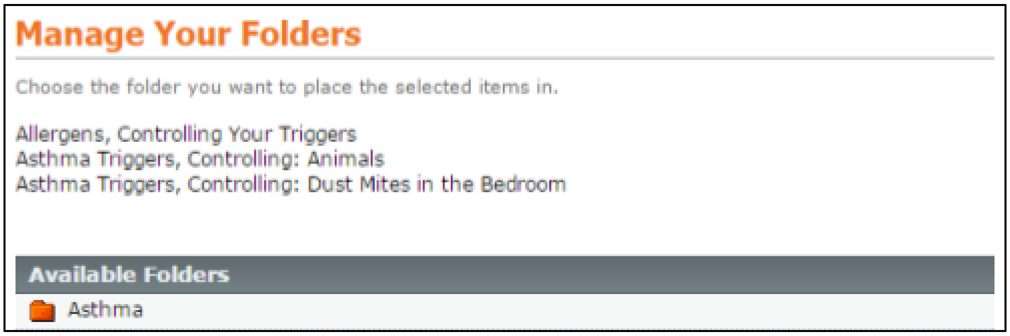


FIGURE 33: LIST OF ITEMS TO MOVE

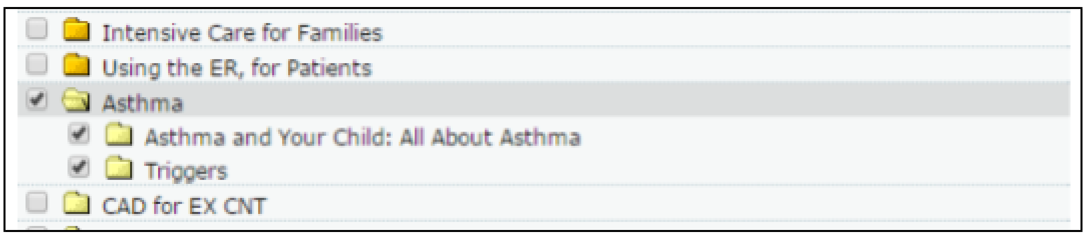
3. There are three options for moving a folder or document:
    a. "Add to Root (Top Level)." Only folders can be added to the Root Level. Click on "Add to Root" to add a folder to the top level

b. “Add to Selected Folder” adds the folder or document(s) to the selected folder. Click on a folder to select it and then click on the “Add to Selected Folder” button.
c. “Add to New Folder” by naming the new folder and clicking the “Add to New Folder” button. A new folder can be created on the Root (Top) level or within a selected folder.

Deleting Folders and Items

Deleting a folder automatically deletes any other folders or items contained within it.

1. Select a folder or document(s) by checking the box beside it. This will activate the “Delete Folder or Item” option under REPORTS in the left- hand menu bar. More than one folder or item can be selected for deletion. In this example, the “Asthma” folder and its nested folders have been selected (below) .

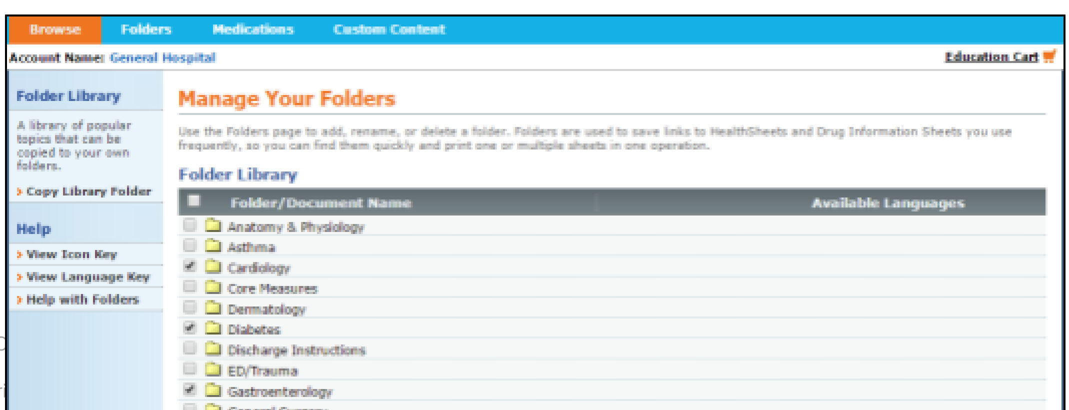


2. Click the “Delete Folder or Item” option in the left-hand menu bar.
3. A screen will list the folders and items that you have selected for deletion and ask if you are sure you want to delete (FIGURE 35).
4. Click on “Delete All Items Shown” to proceed or “Cancel” to stop.

Folder Library

Navigate to the Folder Library by clicking View Folder Library under Folder Library. Entire folders and their contents can be duplicated. This functionality is useful when propagating content across groups or facilities.

1. Select “View Folder Library” under Folder Library in the left- hand menu bar, which brings up the Ignite Folder Library.
2. Click in the box(es) next to the folders you wish to copy and then click on the Copy Library Folder link under Folder Library in the left- hand menu bar.



Permissions

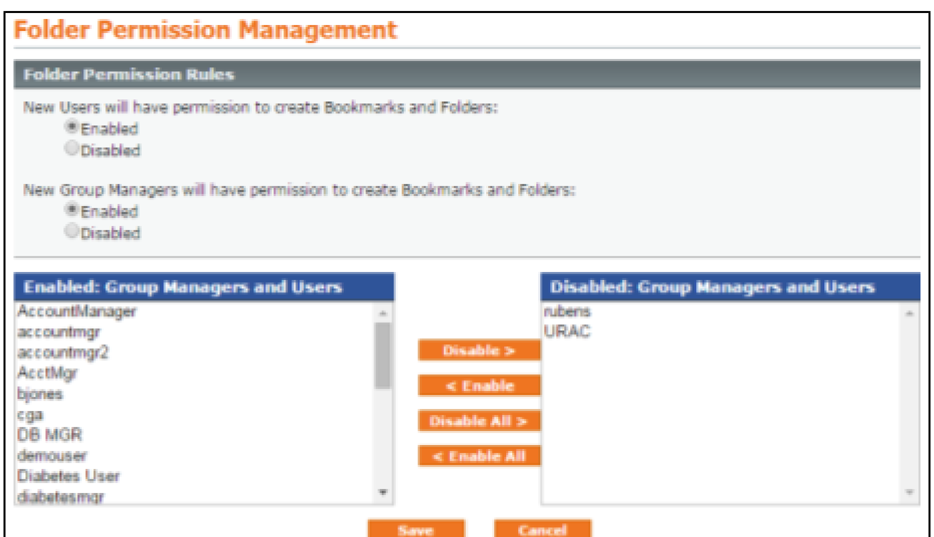
Account Managers can specify which users will have permission to create and manage folders. There are two ways to configure users: 1) with the "Folder Permission Management" link on the Admin Page and 2) when adding or editing user accounts under User Administration on the Admin Page.

Using the Folder Permission Management Interface

To manage folder permissions within the Administration Toolkit of Ignite On-Demand, select "Folders" under "Permissions" in the Administration Toolkit.

Folder Permission Management

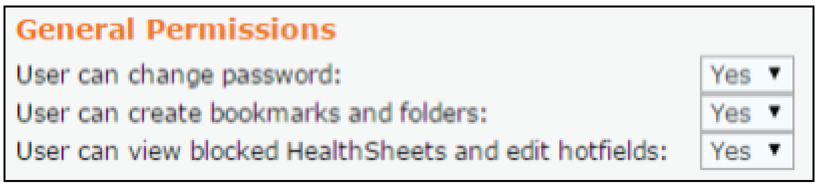
Set the default setting for Bookmark and Folder creation for Users and Group Managers.
"Enabled" – The default setting for new user accounts enables permissions to create folders and bookmarks.
"Disabled" – The default setting for new user accounts will disable the ability to create folders and bookmarks
Enabling and Disabling Existing Users "Folder Permission Management" allows Account Managers to easily identify who has folder permission, as well as enable or disable Folder and Bookmark permissions for existing users.



Configuring Folder Permissions on the Account Level

Another way to configure folder permissions is on the user account level from the Admin Page.

1. Under "User Administration," use the dropdown box to select the user to edit (users are broken into two subcategories – Active and Inactive – and are listed alphabetically under each).
2. Click on the "User can create bookmarks and folders" dropdown and choose "Yes" or "No" to set the user's folder permissions.



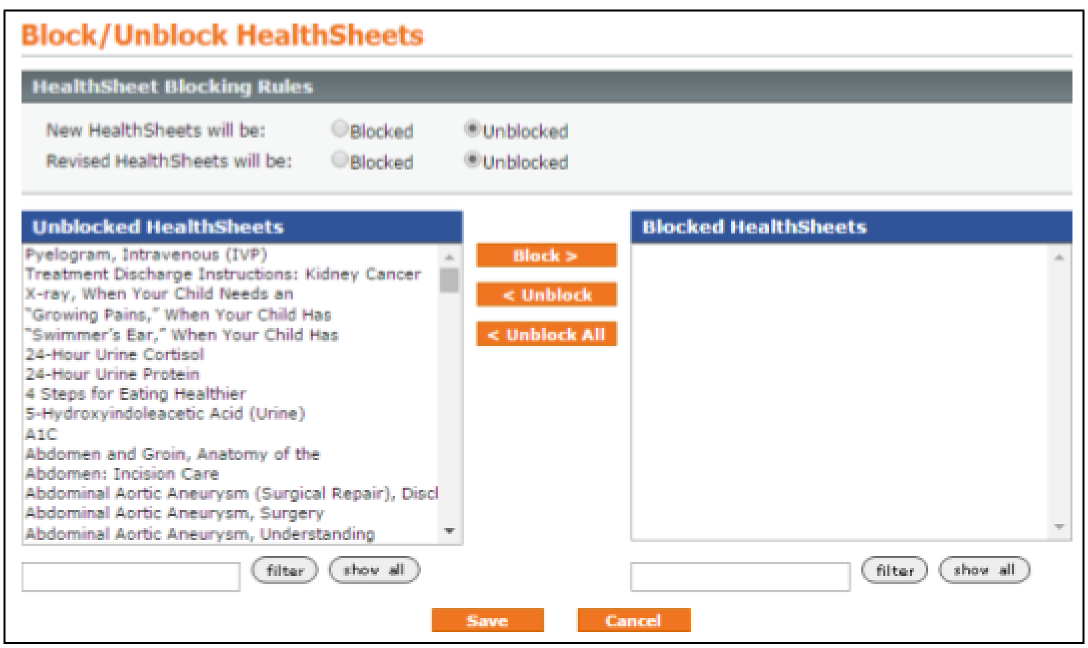
HealthSheet™ Management

HealthSheet Management allows an Account Manager to:

- Block and unblock HealthSheets.
- Export a list of HealthSheets available within Ignite On-Demand.
- Change protocol values when available on a HealthSheet.

Blocking and Unblocking HealthSheets

One of the customization features in Ignite On-Demand (Ignite On-Demand) is the ability to block HealthSheets that do not comply with your organization's standards of care. When HealthSheets are blocked, only the Account Manager and Group Managers who have been given
permission to block and unblock HealthSheets can see the blocked sheets. Regular users and Group Managers who do not have permission to block and unblock cannot access blocked sheets. Blocked documents can be made available for general use by unblocking.



Log in as Account Manager and navigate to the Admin Page.

1. Under HealthSheet Management, select "Block/Unblock HealthSheets."
2. On the left is a list of all the Unblocked HealthSheet titles.
3. Scroll down the alphabetical list of titles in the left column until you find the title(s) block.
4. The list of Healthsheets can be reduced by using the Filter function.
    a. Enter a word contained in the title of the HealthSheet into the box below the title list.
    b. Click "filter" to help narrow down the list of sheets to select when blocking.
    c. To bring back the complete list, click "show all."

1. Locate the title to block, click on it to select it. More than one title can be selected by holding the Control <CTRL> or SHIFT keys.
2. Click "Block >" to move it to the right column.
3. To unblock a title, select it in the right column and click "< Unblock."
4. Click "Save."

NOTE FOR BLOCKING/UNBLOCKING

The blocking feature applies only to HealthSheets. Drug Sheets cannot be blocked. HealthSheet numbers are found in the upper right corner of each sheet.
If a bookmarked HealthSheet is later blocked, the bookmark and its checkbox will appear grayed out,
followed by the message "Blocked HealthSheet".
Changes to blocked or unblocked documents can take up to 24 hours to register in Ignite On-Demand.

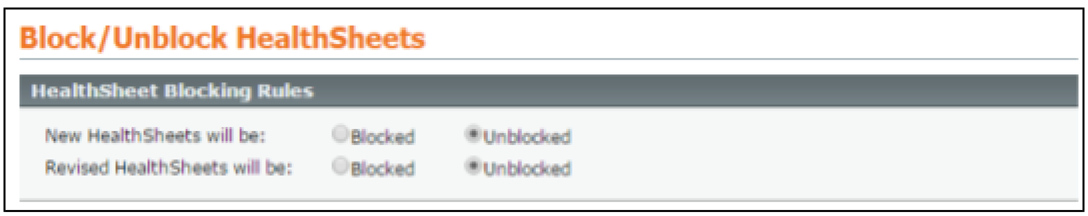
Setting the Initial Blocking Rules

The initial blocking rules feature in Ignite On-Demand lets you control the way in which new and revised HealthSheets are added to your account. The initial blocking rules are a one-time setting that determines whether new and revised HealthSheets are:

- Blocked - allows new and revised documents to be reviewed by the Account Manager (or clinicians) before unblocking for general use.
- Unblocked – new and revised documents are immediately available to all users as soon as they are added to the system.

The default setting is Unblocked. To change the setting to Blocked, follow these steps:

1. Under "HealthSheet Management," click "Block/Unblock HealthSheets" and the HealthSheet Blocking Rules Page will appear.



2. Click the radio button labeled "Blocked" for New HealthSheets and/or Revised HealthSheets and click "Save."
   a) Blocking new HealthSheets prevents any new HealthSheets from being available to general users until they have been unblocked.
   b) Blocking revised HealthSheets prevents any HealthSheets that have undergone revisions from being available to general users until they have been unblocked. Any unblocked existing version of a HealthSheet will still be available to users.

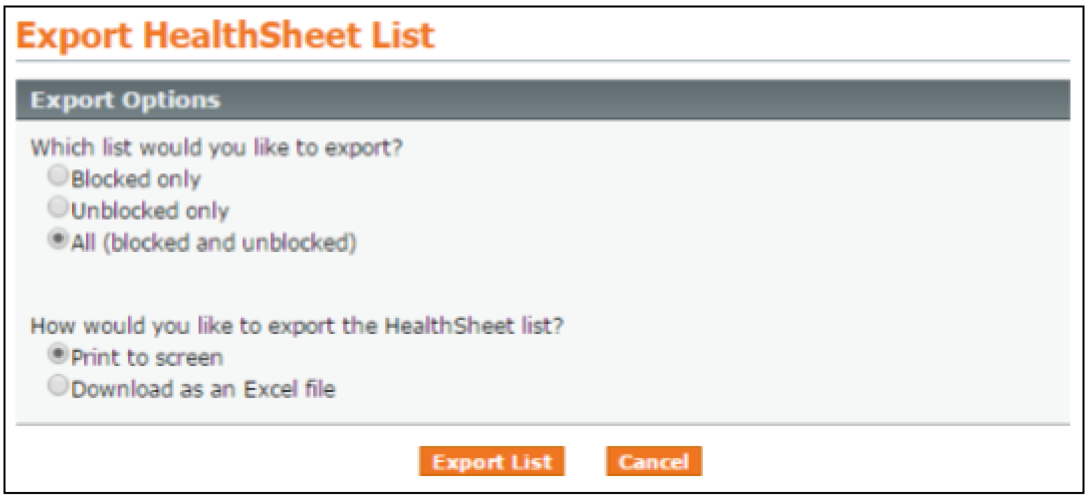
To change the setting back to Unblocked, repeat these steps but choose the Unblocked radio button(s) instead of Blocked radio button.

Exporting HealthSheet Lists

The Export HealthSheet List feature downloads a text file containing a list of HealthSheet titles and ID numbers. The steps to export a list are as follows:

Log in as Account Manager on the Admin Page.

1. Under "HealthSheet Management," click "Export HealthSheet List."



2. On "Export HealthSheet List" (FIGURE 41), select the list you would like to export using the first set of radio buttons:
   a) Blocked only
   b) Unblocked only
   c) All (blocked and unblocked)
3. Choose the method of export using the second set of radio buttons:
   a) Print to screen: With this option, you can view the list on screen or copy and paste the list from the screen to a spreadsheet or word processing application.
   b) Download as a Microsoft® Excel file: With this option, you can download a file to your hard drive that can be opened in a spreadsheet or word processing application.
4. Click "Export List."

Export HealthSheet List

HealthSheet List		
Document ID	**Status**	**Title**
82203	BLOCKED	Birth Control Options
82203	BLOCKED	Birth Control Options
82367	BLOCKED	Anterior Cruciate Ligament (ACL) Injuries, Treating
82367	BLOCKED	Anterior Cruciate Ligament (ACL) Injuries, Treating
82471	BLOCKED	Asthma, Controlling Your Triggers: Allergens

Changing Protocol Values on HealthSheets

Ignite On-Demand allows certain protocol values in the HealthSheets to be modified to conform to your organization's standards. Only the Account Manager and Group Managers who have been given permission can change protocol values. When a value is changed, the new value appears any time the sheet is viewed or printed. Changes apply to all groups and users.

To change a value on a HealthSheet, follow these steps:

1. Use the search to find the desired HealthSheet. HealthSheets with editable values are indicated with a pencil icon

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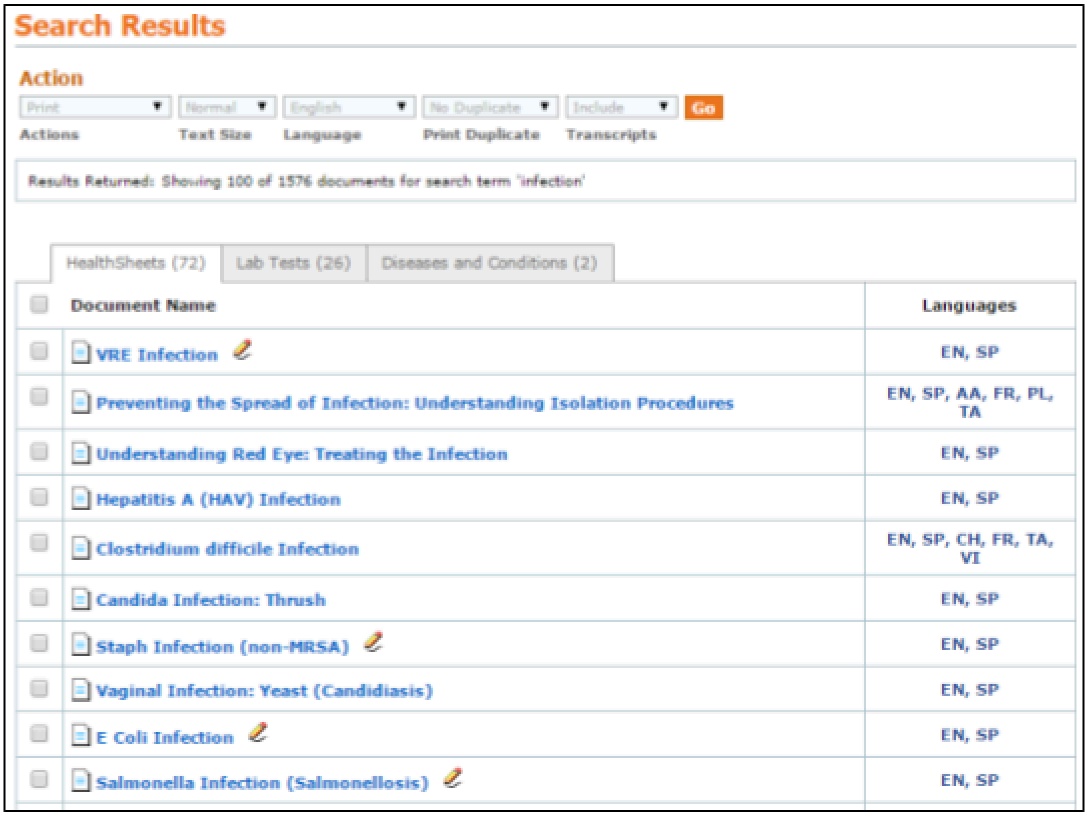
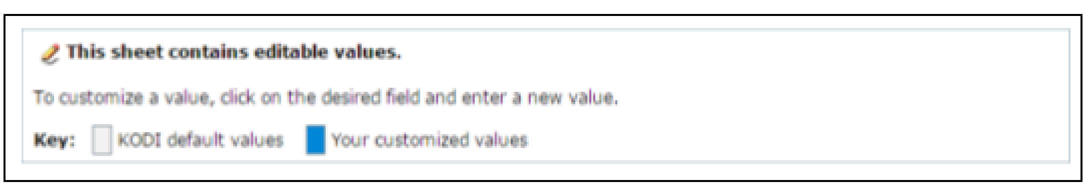


Document Name	Languages
VRE Infection	EN, SP
Preventing the Spread of Infection: Understanding Isolation Procedures	EN, SP, AA, FR, PL, TA
Understanding Red Eye: Treating the Infection	EN, SP
Hepatitis A (HAV) Infection	EN, SP
Clostridium difficile Infection	EN, SP, CH, FR, TA, VI
Candida Infection: Thrush	EN, SP
Staph Infection (non-MRSA)	EN, SP
Vaginal Infection: Yeast (Candidiasis)	EN, SP
E Coli Infection	EN, SP
Salmonella Infection (Salmonellosis)	EN, SP

2. Click on the link for the HealthSheet to edit.
3. At the top of the HealthSheet, you'll see instructions for changing a value. The instructions do not appear when the Account Manager prints the HealthSheet.



4. Editable values are highlighted in a gray or blue box in the body of the text.

5. A gray box indicates the original Ignite value.
6. A blue box indicates a value that has been modified.
7. To change a value, click on the gray or blue box.
8. In the dialog box, enter your new value in the "Account Value" box.
9. Click "Save."

- Tips for good handwashing:
  - Use warm water and plenty of soap. Work up a good lather.
  - Clean your whole hand, under your nails, between your fingers, and up your wrists.
  - Wash for at least 15 to 30 seconds. Don't just wipe. Scrub well.
  - Rinse, letting the water run down your fingers, not up your wrists.
  - Dry your hands well. Use a paper towel to turn off the faucet and open the door.

- Tips for good handwashing:
  - Use warm water and plenty of soap. Work up a good lather.
  - Clean your whole hand, under your nails, between your fingers, and up your wrists.
  - Wash for at least 45 seconds. Don't just wipe. Scrub well.
  - Rinse, letting the water run down your fingers, not up your wrists.
  - Dry your hands well. Use a paper towel to turn off the faucet and open the door.

The new values will appear whenever the HealthSheet is viewed or printed. To return to the Admin Page, click "Account Administration" at the top of the Ignite On-Demand application.

A value can be reset back to the original. You can reset a changed protocol value back to the original Ignite default value by selecting the blue value box and re-entering the original value or by clicking the "Reset" button.

Parameters for changing Protocol Values

- The editable protocol value feature only applies to HealthSheets.
- Not all HealthSheets have editable values; only those that

have the pencil icon next to them when logged in as Account Manager.

- The Ignite value in the dialog box tells you the value that was originally assigned by Ignite.
- Values must be changed for each available language (i.e. English and Spanish).

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Administration Toolkit

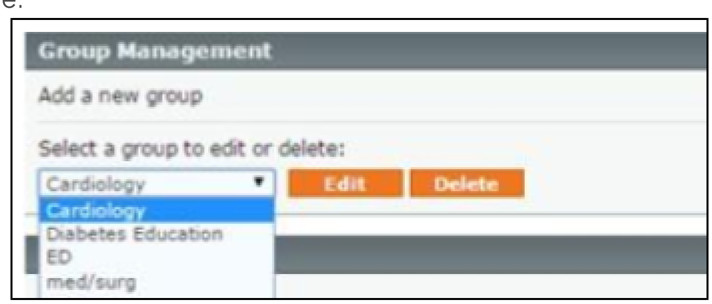
The Administration Toolkit contains three sections - "Configuration and Settings," "Permissions" and "Reports" reports.

Configuration and Settings

Managing Logos

Account Managers can upload logos for use within their Ignite On-Demand account for both Account Level Logos and Group Level Logos. Group Managers can upload logos for their groups.

1. Select "Account Logo" under "Configurations and Settings" in the Administration Toolkit. If logged in as a Group Manager, or administering a logo for a group, under the "Group Management" section of Account Administration, select a Group and click "EDIT".
2. Select a new logo by clicking the "Choose File" button. Browse your computer or network for a logo file.
3. Select the correct file and click "OPEN" or simply double click the logo. The file location will be added automatically into the box next to "Logo to use:"



4. Click the “Save Group” button to save this choice or “Cancel” to return to the Admin Page without saving your choice.

Enhanced Security Settings
Enhanced Security settings are disabled by default. Enabling Enhanced Security[2] features will create additional requirements for users of the Ignite On-Demand application.

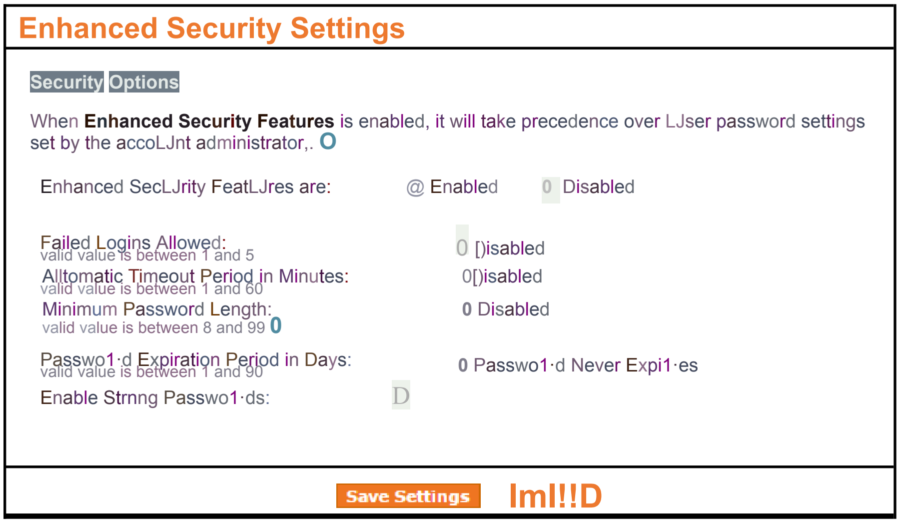
Enhanced Security Options

- **Failed Logins Allowed:** Specifies the number of failed logins (incorrect password entries) allowed on a User Name before that account is locked. At such a point, an Account Manager must unlock the account (See Unlocking User Accounts). Select the number (1 – 5) of failed login attempts before a User Name is “locked.”
- **Automatic Timeout Period:** The number of minutes of inactivity before a user is automatically logged out of the Ignite On-Demand application. Next to “Failed Logins Allowed,” fill in the number (1 – 60) of minutes until an inactive account is timed out. The default timeout is 30 minutes.
- **Minimum Password Length:** The minimum length password allowed to be used. Enabling the function also requires passwords to include at least one non-alphanumeric symbol such as $, %, &, etc. The minimum length is 8 characters.
- **Password Duration:** The number of days before users need to change their passwords. A range from 1–90 days is allowed. When users’ passwords expire, they will have the opportunity to change them when they login.
- **Enable Strong Passwords:** Enabling strong passwords requires users to select passwords that have at least eight characters consisting of upper and lowercase letters, at least one number and at least one non- alphanumeric symbol such as $, %, &, etc. The password cannot contain the username.

Enabling Advanced Security

Select “Enhanced Security Settings” under “Configurations and Settings” in the Administration Toolkit. Select the check box to enable or disable each enhanced security feature.

[2] If the Enhanced Security Settings option does not appear under the Administration Toolkit, the functionality has not been enabled by StayWell. Contact your Client Success Manager to activate.


Enhanced Security Settings
Security Options
When Enhanced Security Features is enabled, it will take precedence over LJser password settings set by the accoLJnt administrator,.
Enhanced SecLJrity FeatLJres are: @ Enabled 0 Disabled
Failed Logins Allowed:
valid value is between 1 and 5
0 []isabled
Alltomatic Timeout Period in Minutes:
valid value is between 1 and 60
0[]isabled
Minimum Password Length:
valid value is between 8 and 99
0 Disabled
Passwo1·d Expiration Period in Days:
valid value is between 1 and 90
0 Passwo1·d Never Expi1·es
Enable Strnng Passwo1·ds:
Save Settings

Patient Documentation

The Patient Documentation option allows clients to print a cover sheet – creating a paper record of patient encounters - and determine what information prints on the cover sheet. This option is effective in reducing the number of documents that need to be printed if physical documentation is required in the patient's file. Patient documentation is disabled by default.

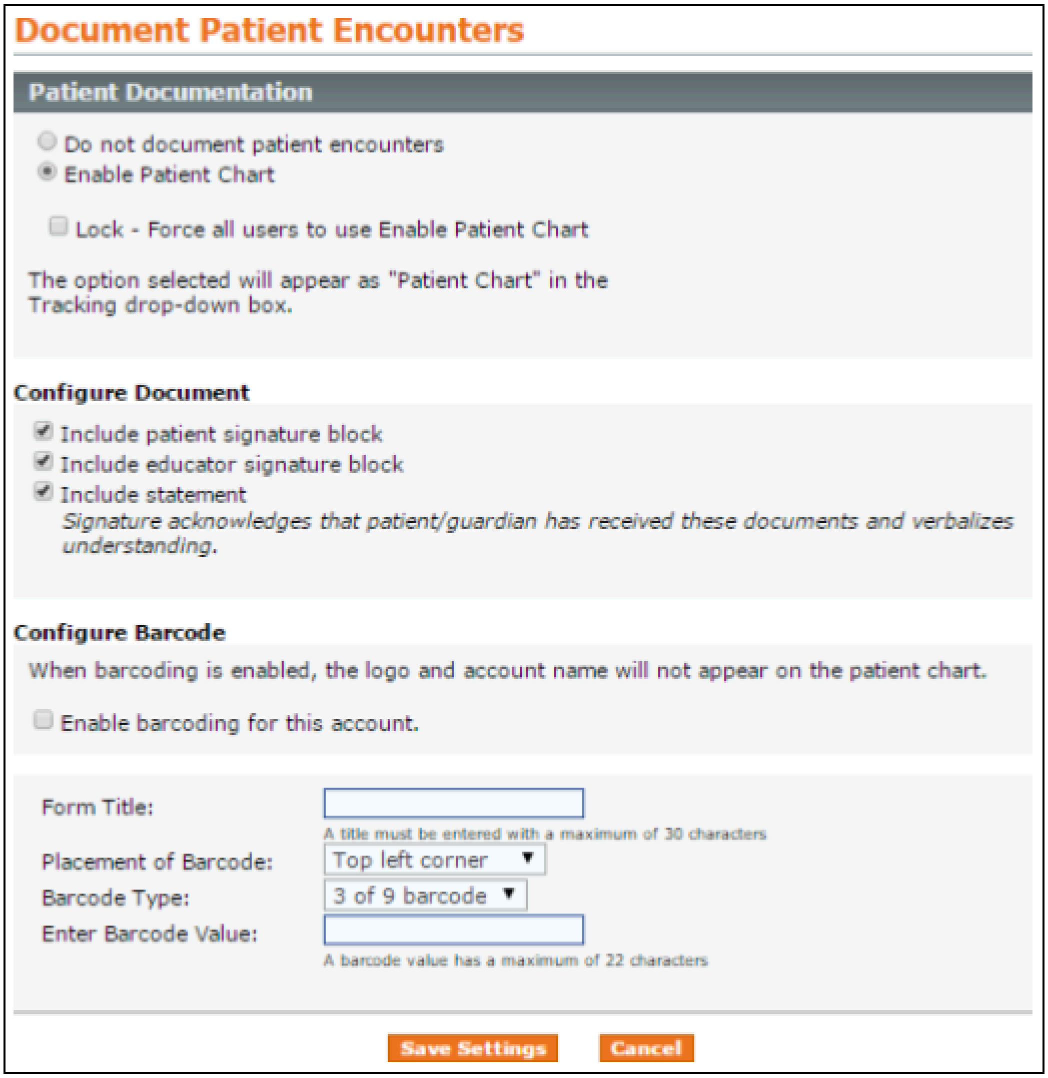
To manage patient documentation within Ignite On-Demand, follow these steps:

1. Select "Patient Documentation"

under "Configurations and Settings" in the Administration Toolkit.

2. Click the radio button next to Enable Patient Chart. When you do that, you will be provided the option to lock the patient charting functionality.
    - "Lock" - causes the documentation sheet to print automatically whenever patient education is printed.
    - If "Lock" is not enabled, the user - by clicking on the "Tracking" dropdown – can decide at the time of the encounter if they want the document sheet to print.
    - If Lock has been enabled, clicking the "Tracking" dropdown will not do anything because Patient Chart is the only option.
3. Click the check boxes next to the additional information that should appear on the documentation sheet.
    - Include patient signature block – adds a place for the patient to sign that they

received patient education.



- Include educator signature block: adds a place for the educator to sign that they provided the patient education.
- Include statement: adds a statement indicating parent/guardian has received education and verbally understands.

4. Enable barcoding for this account: adds a readable barcode to the documentation sheet. The barcode is a general barcode that will print on all documentation sheets. It is not patient specific.
   a) Form Title: Enter a title you want to appear above the barcode (i.e. Patient Education).
   b) Placement of Barcode: Choose to locate the barcode in the upper left or upper right corner of the documentation sheet when printed.

c) Barcode Type: The only type of barcode supported is 3 of 9.
d) Enter Barcode Value: A 3 of 9 barcode begins and ends with an asterisk (i.e. *1234*).

The following figure illustrates what the documentation sheet looks like when a Patient Chart is selected, and patient education is printed.

Facility Name: General Hospital

Your Logo Here

Patient Education

1234

Patient Notes and Instructions: **6/8/2016 1:50:48 PM Eastern Daylight**

Patient's Name: **John Smith**

Notes: **Follow-up with the doctor in five (5) days.**

☐ Signature acknowledges that patient/guardian has received these documents and verbalizes understanding.

82285 - What is Gestational Diabetes?
Please review and let your doctor know if you have any questions.

Educator Name: ________________________ **Date/Time:** ________________________
Educator Signature: ________________________

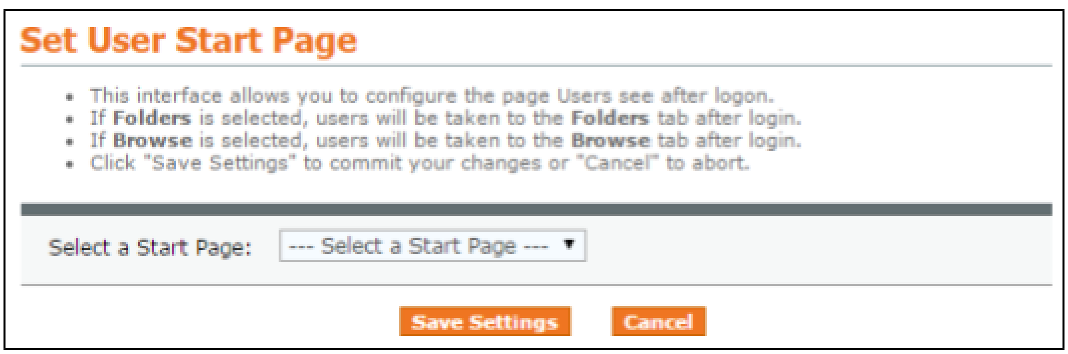
Patient Name: **John Smith** **Date/Time:** ________________________
Patient Signature: ________________________

User Start Page

The User Start Page allows the Account Manager to determine whether users land on the pre-populated Browse Page or the Custom Folders Page when they log into Ignite On-Demand. The default setting is Browse. This feature only applies to Ignite On-Demand.

To manage the User Start Page within Ignite On-Demand, follow these steps:

1. Select "User Start Page" under "Configurations and Settings" in the Administration Toolkit.

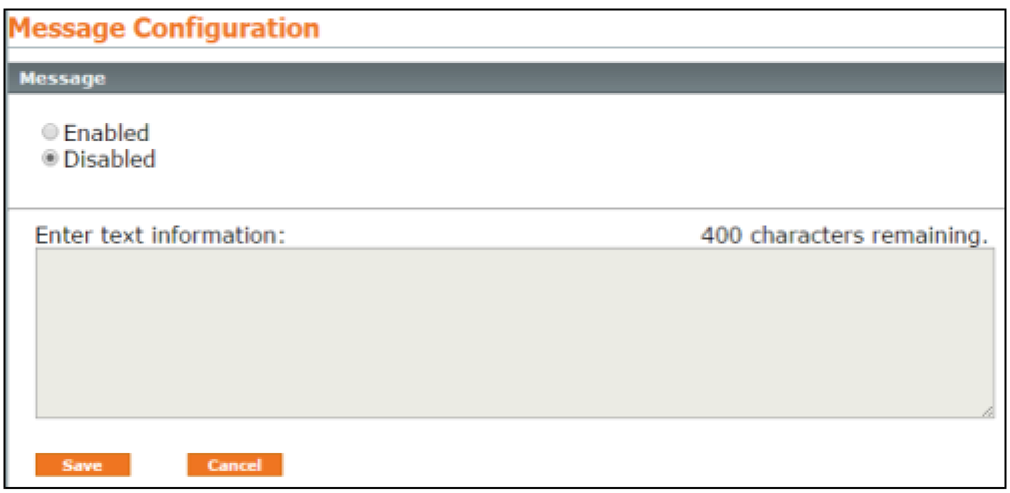


2. Click on the "Select a Start Page" dropdown and choose either Folders or Browse.
   a) Choosing Folders will change the default landing page to the Custom Folders Page. Making the Custom Folders Page the user landing page is only suggested if there are custom folders for the User or the Group.
   b) Choosing Browse makes the user landing page the Browse Page. Since the Browse Page contains pre-populated folders for users to access, this is the recommended default setting until custom folders are available.

Message Configuration

Message Configuration allows the Account Manager to post messages within Ignite On-Demand to communicate to Ignite On-Demand users. To manage the message configuration within Ignite On-Demand, follow these steps:

1. Select “Message Configuration” under “Configurations and Settings” in the Administration Toolkit



2. Click the radio button next to Enabled.
3. Type the message you would like Ignite On-Demand users to see.

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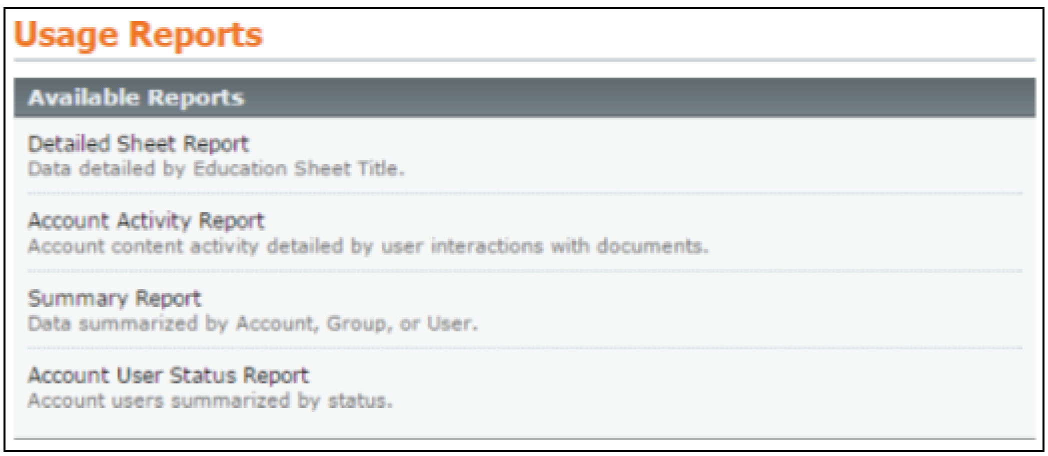
Reports

Usage Reports allow the Account Manager to review how the account is being used during a certain date range and to view a user's profile.

1. Select "Usage Reports" under "Reports" in the Administration Toolkit.



- "Detailed Sheet Report" generates a list of HealthSheets and/or Drug Sheets accessed by all users or an individual user.
- "Account Activity Report" generates a spreadsheet and pie chart (optional) of content activity detailed by user interactions with documents.
- "Summary Report" generates a table showing the quantity of HealthSheets and Drug Sheets viewed and printed during a given date range.
- "Account User Status Report" generates a report of users, their statuses and their permissions.

Detailed Sheet Report

A Detailed Sheet report generates a list of education sheets based upon specific search criteria. It is useful for identifying the sheets being most (or least) accessed by clinicians.

1. Select "Detailed Sheet Report."
2. Select the search parameters.

3. Click the "VIEW REPORT" button to display the results. Export the results to a Microsoft® Excel spreadsheet, by selecting "EXPORT TO EXCEL" at the bottom of the results list.

Search Parameters

- Content Type: Select the content type.
- Event: Specific events are reportable.
  - VIEWED: Shows only sheets that were viewed.
  - PRINTED: Shows only sheets that were printed.
  - E-MAILED: This is an old reporting option and is no longer available.
  - Multiple events can be selected for a single report.
- Date Range: Reporting data is available for only the 24 months prior to the current day. (i.e. If today is 6/8/19, data is available from 6/8/17 to the present.
- User: Select the user(s)

The results of the search indicate the type of sheet (HealthSheet or Drug Sheet), the ID number of the sheet, the title, and a total.

Documents listed: 136

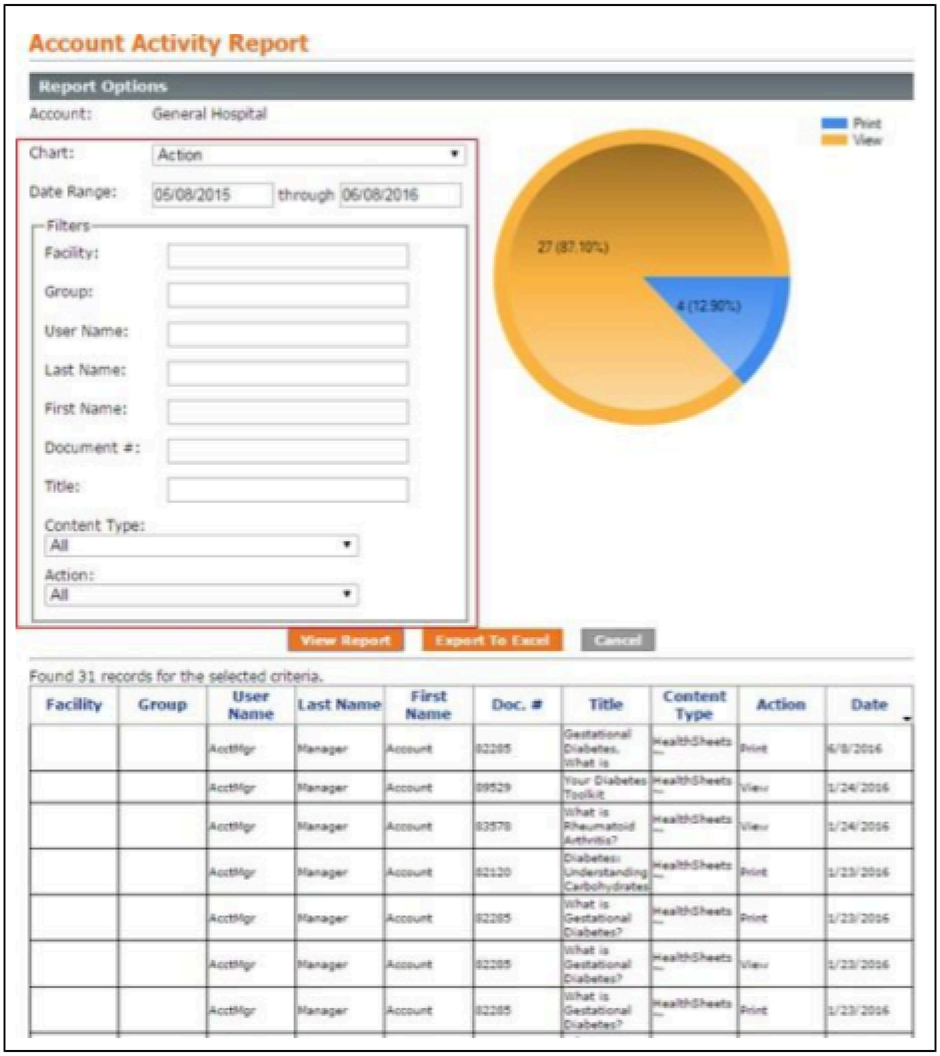
Type	ID	Title	Custom Content	Total KOD	Total Info Button	Total	en	es	fr	fa	aa	hmn	ru	po	hy	ko	pl	so	tgl	ur	vi	zh
HealthSheet	943	Sertraline		21	0	21	21															
HealthSheet	82047	Incision Care: Chest		8	0	8	8															
HealthSheet	89	Oxycodone tablets or capsules		6	0	6	6															
HealthSheet	83570	What is Rheumatoid Arthritis?		5	0	5	5															
HealthSheet	86439			5	0	5	5															
HealthSheet	83138	Healthy Kidneys		5	0	5	5															
HealthSheet	82235	Expressing Your Milk		4	0	4	4															
HealthSheet	82245	Storing Expressed Milk		4	0	4	4															

Export to Excel

Account Activity Report

The Account Activity report generates a spreadsheet of content activity detailed by user interactions with documents. A pie chart is also available. It provides more detailed information than is available in the Summary Report.

1. Select "Account Activity Report."
2. Select the search parameters.
   a) Each option will enable its own "filter" choices.
   b) If the Chart option is enabled, the chart appear with your report results.
3. Click the "VIEW REPORT" button to display the results. Results can be exported to a Microsoft® Excel spreadsheet; click the "EXPORT TO EXCEL" button at the top of the results list



Summary Report

A "Summary Report" contains a summary of account usage by facility, group, individual user, or multiple users during a specific date range. This report is useful in determining overall usage of Ignite On-Demand or KOF from one time frame (YTD, YOY, etc.) to another.

There are three types of reports available:

- "Summary by Facility" displays summary totals of all HealthSheets and Drug Sheets viewed, printed, and e- mailed by facility.

- “Summary by Group” displays summary totals of all HealthSheets and Drug Sheets viewed, printed and e- mailed by group.
- “Summary by User” displays summary totals of all HealthSheets and Drug Sheets viewed, printed and e-mailed by one or more users.

Summary by Group

1. Select “Summary Report.”
2. Select “Report Type”.

3. “Between the Dates” allows you to select a date range on which to run this report. This gives you the flexibility to analyze usage for a single day, week, month, quarter or year.
4. Click the “VIEW REPORT” button to view the results. To export the results to a Microsoft® Excel spreadsheet, click the “EXPORT TO EXCEL” button at the top of the results list.

The example results show subtotals for HealthSheet and Drug Sheetsviews, prints, e-mails and a combination of all three. Totals are given at the bottom.

Note:
HealthSheets Emailed and Drug Sheets Emailed will always be zero.

Group	Health Sheets Viewed	Health Sheets Printed	Health Sheets E-mailed	Health Sheets Total	Drug Sheets Viewed	Drug Sheets Printed	Drug Sheets E-mailed	Drug Sheets Total
(Not Grouped)	26	15	0	**41**	0	0	0	**0**
Abilene	53	188	0	**241**	0	7	0	**7**
Albuquerque	51	104	0	**155**	1	0	0	**1**
Woburn	205	186	0	**391**	15	8	0	**23**
Worcester	126	223	0	**349**	6	4	0	**10**
York	109	158	0	**267**	12	8	0	**20**
Yuma	620	942	0	**1562**	4	2	0	**6**
Totals	**44150**	**149321**	**0**	**193471**	**15771**	**19948**	**0**	**35719**

Export to Excel

Running an Account User Status Report

The Account User Status Report generates a report of users, their statuses and their permissions. The report is useful because it provides a quick look at the functionality allowed for all users and prevents needing to look at each user individually.

1. Select “Account User Status Report.”
2. Select the search parameters. Each option (User Type, User Name, Active, etc.), has its own “filter” choices that will appear.
3. Click the “VIEW REPORT” button to display the results. To export the results to a Microsoft® Excel spreadsheet, click the “EXPORT TO EXCEL” button at the top of the results list.