

Access: Applying for ieMR Access

Quick Reference Guide

ieMR access is requested through the Self Service Centre by your educator, line manager or their support officer on their behalf. An active Novell account along with being proficient in the applicable training is a prerequisite.

Components of an ieMR Account

ieMR access is made up from several components:

- **Role:** matched to user's profession and determines the access and view in ieMR
- **Credential:** based on profession and level of seniority. Credentials are displayed in note signatures i.e. SMO, RN, PHSYIO, AO
- **Keychain:** allows users to see scheduled events or appointments
- **Physician Indicator:** must be set to Yes or No accordingly
- **PPR:** set for Radiology and SurgiNet
- **Message Pools:** For Consultants

MyExperience User Console

MyExperience User Console allows users to change their role 'on the fly'. This functionality applies to: Administration, Allied Health, Doctors and Registered Nurses.



Refer to the [MyExperience User Console QRG](#) for a detailed instruction of this functionality.

Tap On Tap Off/Rapid Access Workstation (RAWS)

Tap On, Tap Off (or RAWS) is requested through the [Self Service Centre](#) – this allows staff to use their ID to unlock their workstation and log into ieMR and other applications such as Auslab.

Removal of Access

Access to Novell, ieMR and other applications should be **removed** when a staff member leaves the organisation.

An end date can be specified for a Novell account, and all applications (including ieMR) must be **manually removed** using the Self Service Centre if an employee leaves the organisation.

Specialised Groups

Agency Staff

- Novell and ieMR access for Agency staff members is coordinated through the relevant nursing area (e.g. Nurse Manager for the Permanent Nurse Pool, After Hours Nurse Manager, Central Staffing Nurse Manager)

Students

- Novell and ieMR access can be provided to students.
- An end date must be selected when requesting a student account (for Novell and ieMR).
- As students do not have an Employee ID '00000000' is to be entered against this field.

Researchers


- ieMR access can be provided to external researchers with an approved study if required.
- A Data Use Agreement must be completed for external personnel wishing to access the chart. Access is organised through the Centres for Health Research and HIMS.

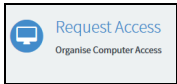
Troubleshooting

Examples of issues include:

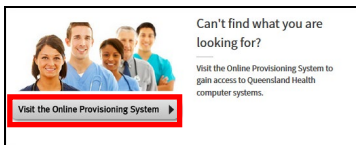
- **Invalid Username or Password:** request a password reset through [IT Support - 1800 198 175](#)
- **Security Account Disabled Error:** Novell account has expired. Reset through [IT Support - 1800 198 175](#)
- **Message 'No Resources currently available' after logging into ieMR:** ieMR access has not been correctly set up. Call the digital hospital support team on 3176 8800
- **Message 'Protected Health Information'** appearing through ESM or Scheduling Function: ESM Keychain has not been activated against the account. Call the digital hospital support team on 3176 8800

Adding ieMR Access to an existing Novell Account

1. Open *IT Support* via the desktop icon 
2. Sign in using your *Email Address* and *Password*
3. Select *Request Access*



4. Click on *Visit the Online Provisioning System*



5. Login using your *Novell ID* and *Password*
6. Select *Change*

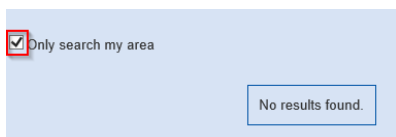


7. If logging access for a new employee, select *No* in the first drop down menu

Do you wish to change your own account? **No** ▼

8. Perform a search of the relevant employee using the *Surname* and *Given Name* or the *User Name* (Novell ID)

If your search is unsuccessful '*No results found*' then *untick* '*Only search my area*' and click *Search*



9. If you do not want to change the employees Novell account expiry and email access, select *No* then *Unchanged* in the drop-down menus


Do you wish to remove Novell and Email access rights? **No** ▼
 This account does not have an expiry date. Would you like to 'modify' or leave the expiry date 'unchanged'? **Unchanged** ▼

10. *Find the Authorising Manager*: If you are the line manager or department educator, select '*I am the Authorising Manager*'. If you are the support officer to the line manager, select '*Find the Authorising Manager*' and search for the line manager

11. Click *Next* 

Request for Applications

12. *Application Name*: Select *ieMR Release 4 (Digital/MARS)* in the drop down menu
13. *Access Required*: Select your facility from the drop down menu (**mandatory**)
14. *Access Type*: Select relevant access type from the drop down menu (**mandatory**)
15. *Employee ED* (e.g. 00123456. If not known, enter 00000000) (**mandatory**)
16. *Physician Indicator*: Select Yes or No from the drop down menu (**mandatory**)
 Yes if you are a Clinical Provider (authority to order treatments and medications for a patient) i.e. Doctor, Nurse Practitioners or other clinicians who are required to operate with that level of authority and are appropriately credentialed.

 No Student Doctors, Nurses (RN, AIN, EN, Student), Pharmacists, Allied Health Clinicians, Radiographers, Administration
17. *Australian Health Practitioner Regulation Agency (AHPRA) Number*: mandatory field for those that are AHPRA registered (begins with three letters then 10 numbers). If you have more than one AHPRA then add these in as well.
18. *Credential*: Review the drop down list and select the appropriate credential. If you do not see the relevant credential, leave blank. (**mandatory for doctors and most allied health clinicians**)
19. *Medicare Prescriber Number*: for prescribers enter in their Medicare Prescriber Number. If this is not available at the time of logging the access request leave blank and ask the prescriber to call the digital hospital support team on 3176 8800 once these details are available
20. Click *Next* 
21. Review the request before clicking confirm
22. Click on View to check the other application details before clicking Confirm
23. The person listed as the Authorising Manager will receive email correspondence indicating the progress of the request.