



## Getting started

### What is accessCHOA?

**AccessCHOA** is a tool that provides real-time web access to patient information, comprised of different web pages or activities that correspond to different tasks. The activity that you use depends on what you want to accomplish. For example, if you want to see detailed information about a patient's lab results, you can use the Results Review activity.

This tip sheet includes information to help you get started, including browser requirements, and how to log in and log out. Each section contains information on how to accomplish the task, along with a picture of the activity for quick reference. Note that these images may differ slightly from what you see when you are using accessCHOA.

### Browser, system and connection requirements

We strongly recommend a high-speed internet connection for optimal performance. Your browser must be Java enabled, and you must use one of the following internet browsers to use accessCHOA:

- Microsoft Internet Explorer 8.0 or 11.0 (for Microsoft Windows platforms)
- Mozilla Firefox 3.0 (for Microsoft Windows platforms and Mac OS X platforms)

You also need a minimum screen resolution of 1024x768 pixels, and Adobe Reader must be installed to view documents.

### Why use accessCHOA?

This web application is designed to extend continuity of patient care by providing community physicians secure access to select patient information in the patient's medical record. Typical users are physicians, physician assistants, nurse practitioners, nurses and office staff who require access to patient clinical, demographic and insurance information at Children's.

Users must complete several steps to gain secure access to accessCHOA.

1. Identify individuals in your practice who will require access to accessCHOA. Note that you must identify any physician or provider for whom you would like to see patient information.
2. Include all users who will need access to accessCHOA on the **New Practice Request Form** at [accesschoa.org](http://accesschoa.org). Be sure to complete all required information.
  - Complete the contact information section at the top of the form.
  - Enter the first name, middle initial, last name, job title and/or practice role of each office staff member.
  - The last four digits of the Social Security number is a Children's standard for creating Epic login IDs for each nonemployed individual who will access confidential patient information.
  - An email address must be provided for each provider or other professional who will use accessCHOA. The email address is used to return the users' login information, and can also be used to notify users of certain patient events, such as a new lab result or admission.

- Once all information is complete, submit the New Practice Request Form using the **“Submit”** button at the bottom of the form. Once the practice and users are approved, an email with the user’s login information is generated and sent to each user.
- Go to [accesschoa.org](https://accesschoa.org) to sign in to the web application.

Note: First-time users are asked to accept the Terms and Conditions. Click **“Accept.”**

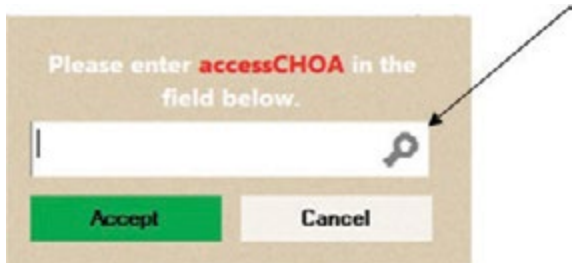
## How do I log in?

- Enter the following URL: [accesschoa.org](https://accesschoa.org)
- Enter the **“User ID”** that you received in your welcome to accessCHOA email in the User ID field.
- Press **“Tab”** to move to the **“Password”** field. Enter the password that you received in your welcome to accessCHOA email.
- After you have entered your user ID and password correctly, press **“Enter,”** or click the **“Log In”** button.
- You will be prompted to change your password, which is required.
- When the **Terms and Conditions** page appears, read the agreement and click **“Accept”** to acknowledge your agreement with the terms. You are now logged in to accessCHOA.

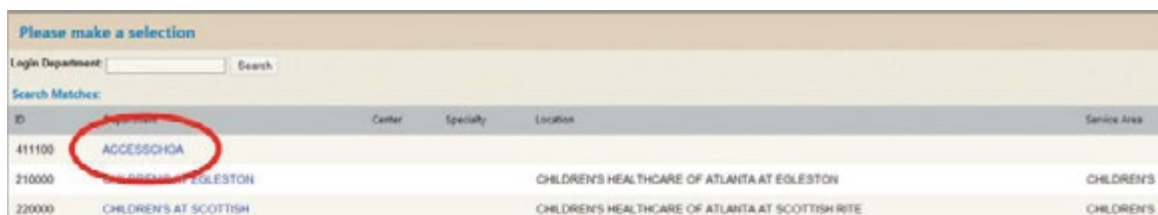
Note: Terms and conditions will appear when they are updated and on an annual basis.

- You may be prompted to identify a department when logging in to accessCHOA.

If you see this screen, click on the magnifying glass,



and choose the accessCHOA department.





If this is the most common way you log in to the system and would like to have accessCHOA as your default department, contact us at **404-785-6767** and we can make that change for you.

Note: If you see patients at our facilities and log in to **“hyperspace,”** any changes to your default department in accessCHOA will change your department there as well.

## How do I log out?

To maintain patient confidentiality, you need to log out, or use a secure screen when finished or leaving the computer for any reason. There are two ways to do this:

1. Click  to log out of accessCHOA. The next time you log in, you are directed to your start page.
2. Secure the computer by clicking . When you log back in, you are returned to the same page you were using before securing the screen. There is no need to navigate back to the page you were previously working on.

## Show time-out warning

After **20 minutes** of inactivity, your accessCHOA session will time out. If your session is about to time out, a warning message appears in the application banner. Until you perform an action, such as clicking on a page or typing, the session times out.

## What if I forget my password?

See your site administrator or call the solution center at **404-785-6767**.

## Help and contact information

For help using an activity, click  on the web page.

Additional tip sheets can be found within the accessCHOA application on the training page.

Contact the Children's Solution Center at **404-785-6767** if you have any questions or concerns.