

# Getting Started

## Initial Login and Password Reset

1. Go To: <https://hie.dignityhealthmember.org>
2. Select the **region website link**.
3. Enter your **username** and **temporary password**.
4. Select **Logon**.
5. You will be prompted to enter a new password.
6. Enter a **new password** and select **Update Password**.
  - \* Password must start with a letter, be at least 8 characters and contain at least one number.

Your password has expired, please enter a new password.

Enter New Password:

Re-Enter New Password:

**Update Password** Close

7. Select **Ok** to continue.
8. Screen will default to the **Terms and Conditions Agreement**. Select **Agree** to continue.

By selecting the **Agree** button, you are agreeing to the terms and conditions outlined in the following documents:

1. [CHW Memorandum of Understanding](#) - Provides Access Authorization and Terms of Use
2. [MobileMD HIE Terms of Use](#) - Provides terms of use for the MobileMD Web Site
3. [Network Usage Policy for Providers](#) - Policy to permit appropriate access to the CHW Network

PLEASE READ THE FOLLOWING MEMORANDUM OF UNDERSTANDING AND MOBILEMD SUBSCRIPTION AGREEMENT (COLLECTIVELY THE "AGREEMENTS") CAREFULLY BEFORE USING CATHOLIC HEALTHCARE WEST'S ON-LINE HEALTH INFORMATION EXCHANGE (REFERRED TO MEMORANDUM OF UNDERSTANDING AND MOBILEMD SUBSCRIPTION AGREEMENT AS THE "WEBSITE"). BY USING THIS WEBSITE, YOU ARE AGREEING TO BE BOUND BY THE TERMS AND CONDITIONS OF THE AGREEMENTS. IF YOU DO NOT AGREE TO THE TERMS OF THE AGREEMENTS, PLEASE CLICK ON THE "CANCEL" BUTTON. IF YOU DO NOT AGREE TO THE TERMS OF THE AGREEMENTS, PLEASE CLICK ON THE "CANCEL" BUTTON.

Memorandum of Understanding (MOU) for access to Catholic Healthcare West's On-Line Health Information Exchange

By agreeing to the terms of this MOU, the individual (referred to in this MOU as "you")

**Agree** Cancel

9. You will now be logged off of the system; pending co-sign by physician.
10. If not already completed, the physician will need to complete steps 1-8 and co-sign users.
11. At login, the physician is presented with a list of users requiring co-sign.
12. Check the box next to the user's names and click **Co-sign**.

Welcome Dr. Rachel Allred

In accordance with **Catholic Healthcare West's Network Usage Policy**, you hereby sponsor access to the Website by these members of your office staff, as indicated below:

User	Document
<input checked="" type="checkbox"/> Gerald Frey	Network Usage Policy for Providers

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**Co-Sign** Cancel

13. After the physician has co-signed, proceed to the **Initial Logon screen**.

14. Answer the **Password Recovery Security Questions** and select **Save Answer**.
  - \* Answers/Passwords are case sensitive.
15. Screen will default to a notification that the security questions have been completed successfully.
16. Select **Finish** to continue.

## Password Recovery

1. If you forget your password, you can create a new password by entering your username and selecting **Forgot Your Password** from the login screen.

username:

password:

Logon Reset

**Forgot your password?**

April 22, 2011 | Contact Us

2. You will be prompted to answer the security questions completed during the initial login setup.
3. Create a **new password**.
  - \* Password must start with a letter, be at least 8 characters and contain at least one number.
4. Select **Update Password**. Screen will default to Logon page.
5. Enter user name and password.
6. Select **Logon**.

## Help and Support

Contact the help desk for technical difficulties, new user accounts, terminations, etc.

1. Operations Support can be reached by clicking **Contact Us** on the login screen or from the top of the application menu bar.

username:

password:

Change Password | Log Off **Contact Us**

Logon Reset

Forgot your password?

April 22, 2011 **Contact Us**

2. An office manager or physician can contact the operations desk to request **New User Accounts** or **Remove Existing Accounts** for departed staff.