

Using the Manage Users Dashboards

An organization's Ontario Health (OTN) **Primary Contact for Service (PCS)** supports the delivery of virtual care services within their organization. OTNhub users at an organization can contact their Primary Contact to request changes to their OTNhub account or the services available to them via the OTNhub. Primary Contacts also play a critical role in preventing privacy breaches by periodically reviewing OTNhub user lists for their organization, ensuring such lists remain up to date.

Ontario Health (OTN) recommends that Primary Contacts review their organization's user list on a monthly basis to ensure the lists are accurate and up-to-date, and to help prevent unauthorized access by individuals who may no longer be agents of the organization or who no longer require the same level of OTNhub access.

The Manage Users dashboard gives you the ability to monitor and control the user accounts for your organization.

From the [Active User List](#), you can:


- View all active and dormant user accounts registered for your organization and see at a glance who is registered for which OTNhub services.
- Filter the list and search for specific account names.
- For each individual user account, you can do the following:
 - Add or remove the ability to schedule clinical events.
 - Manage eConsult delegate relationships.
 - Enable a user to schedule on behalf of another OTNhub user within your organization.
 - Deactivate a user account – permanently or temporarily.

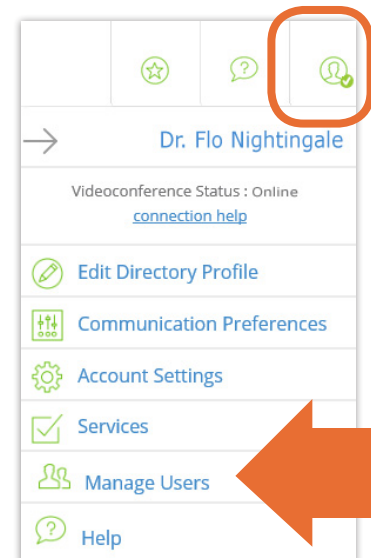
From the [Manage Video Systems](#) list, you can:

- View the active systems in your organization.
- View and manage the schedulers for a system.

Accessing the Manage Users Dashboards

If you are registered as a 'primary contact' for your organization, the OTNhub User/Self Service panel displays a "Manage Users" option.

1. Sign in at otnhub.ca and click the **User Panel** link () in the top-right banner. A **User/Self-Service** panel appears.
2. Click the **Manage Users** link in the panel. An **Active User List** appears.



'Manage Active Users' Dashboard

The default list displays the active, disabled, and dormant user accounts in your organization with the following statuses:

Active: The account has access to applicable OTNhub services.

Active (disabled): The account has been temporarily deactivated. To re-enable the login,
 (1) Send an email to ContactUpdates@otn.ca with subject: *Please re-enable the login* and include the *person's first and last names and login ID*.
 (2) After the login is re-enabled, the account status changes to "Active" and the user can successfully login.

Dormant (disabled): This account is temporarily disabled and is dormant. To re-enable the login,
 (1) Send an email to ContactUpdates@otn.ca with subject: *Please re-enable the login* and include the *person's first and last names and login ID*.
 (2) After the login is re-enabled, the account status changes to "Dormant".
 For dormant accounts, advise the user to log into their account to reactivate it

Dormant: Usually, this means the account has not been accessed in over six months. Advise the user to log into their account to reactivate it. If the user experiences unexpected errors logging in, contact OH OTN via email (techsupport@otn.ca) or call 1.855.654.0888.

Search

To filter the listed names, search for a user by typing at least two characters in the search field.

Sort

To sort the list in a different order or by a different column, click the column title.

- You can sort by:
- Name
 - Email
 - Credential type

View user summary & manage options

To view user details, click the desired row-item.

Export List

To create a spreadsheet file, click the drop-down arrow and select an option.

View or hide additional columns.

OTNhub services

Click an icon to view its "manage service" page for that user.

- eVisit
- Scheduling
- eConsult

Pagination

Select how many records to display per page.

The dashboard displays a maximum of 100 user accounts per page.

Search for a user by first or last name... Show Credential type Show Last Login Show Account Status

Name	Email	Profession	OTNhub Services	Credential Type	Last Login	Account Status
Alpha, Anu	aa@hospital.org	Physician		OTN		Dormant
Beta, Beemo	bb@hospital.org	Nurse Practitioner		OTN	07/17/2020	Active
Delta, Dieter	dd@hospital.org	Physician		OTN	07/14/2020	Active
Epsilon, Ekaterina	ee@hospital.org	Nurse		OTN	04/14/2020	Active
Gamma, Gerbux	gg@hospital.org	Physician		OTN	07/12/2020	Active
Iota, Ignacious	ii@hospital.org	Physician		OTN	07/17/2020	Active
Kappa, Kyoko	kk@hospital.org	Physician		OTN	07/14/2020	Active
Lambda, Li-Mei	ll@hospital.org	Nurse		OTN	04/14/2020	Active
Mu, Mbuto	mm@hospital.org	Physician		OTN	07/12/2020	Active
Omega, Ollie	oo@hospital.org	Physician		OTN	07/17/2020	Active

< 1-10 of 35 >

Dashboard with optional columns displayed

To view additional columns, click the desired check box at the top of the table (e.g., Show Credential type, Show Last Login, and/or Show Account Status).

User summary & manage options screen

The user summary screen enables you to:

- [Manage clinical scheduling permissions & system associations \(i.e., the ability to schedule on behalf of another OTNhub user\)](#)
- [Manage eConsult delegate relationships](#)
- [Deactivate a user](#)

'Manage Systems' Dashboard

The Manage Video Systems dashboard lists the physical (e.g., room-based) and virtual (e.g., OTNhub eVisit user accounts) videoconferencing systems in your organization. You can select a system and modify scheduling permissions for that system by adding or removing users. For detailed instructions about using this dashboard, see [Using the Manage Systems Dashboard](#).

Search

To search for a system, type at least two characters in the search field.

Sort

To sort the list in a different order, click a column title.

Manage schedulers

To view and manage schedulers for a system, click the desired row-item

Manage Video Systems
These are the physical and virtual videoconferencing systems in your organization. You may select a system and modify scheduling permissions for that system by adding or removing users.

Filter the system list below or use the search to find a system by name. Select a system for more options.

Search for a system by name or system ID or description...

Site ID	System Name	Room Description
OTN Toronto Head Office (6 systems)		
0571	OTN_TOR_0571_02	Toronto Boardroom 3125
0571	OTN_TOR_0571_03	Toronto Meeting Room 301
0571	OTN_TOR_0571_04	Toronto Meeting Room 302
0571	OTN_TOR_0571_07	Toronto Meeting Room 305
0571	OTN_TOR_0571_08	Toronto Meeting Room 313
0571	OTN_TOR_0571_09	Toronto Meeting Room 314
OTN London Office (4 systems)		
0575	OTN_LDN_0575_01	London Main Boardroom
0575	OTN_LDN_0575_04	London Meeting Room 103
0575	OTN_LDN_0575_05	London Meeting Room 104
0575	OTN_LDN_0575_06	London Meeting Room 105

Display: 10 << < 1-10 of 180 >>

Filter by site

To view systems for only one or more sites, click the Filter button and select the desired site(s).

Pagination

To view additional pages click < or >.
To change the number of systems listed, click v beside "Display" and select a number.

Search for & add a scheduler

- To add a new scheduler, search for their name by typing at least two characters in the search field.
- To select a user, click a name in the drop-down list.
- Repeat for each scheduler to be added.

A new section, **To Be Added**, appears with the selected user(s) listed.

< back to all systems

OTN_LDN_0575_06

Site ID: 0575
Description: London Meeting Room 105

Add A Scheduler
Search by name to add a Scheduler to this system. You can only add users in your organization who are not dormant. The user must have Videoconferencing(PCVC) in order to schedule an OTNinvite on behalf of someone else

ali

- Mbuto Allhama_malgha@abc.org, Nurse
- All Beta_abc@abc.org, Nurse
- Alix Zuchara_alizuch@abc.org, Medical Student

To Be Added

Name	Email	Profession	
Zuchara, Alix	alizuch@abc.org	Medical Student	delete

Current Schedulers
These are the users with access to schedule for this system. You can remove a user by selecting 'remove' on the right side

Name	Email	Profession	
Cady, James	user@email.com	Telemedicine Coordinator	remove
Hunt, Lydia	user@email.com	Telemedicine Coordinator	remove
Lagasse, jamie	user@email.com	Nurse	remove
Martinez, Mario	user@email.com	Nurse	remove
Ogle, Kimberly	user@email.com	Health Care Administrator	remove
Paxton, Marsha	user@email.com	Health Care Administrator	remove

User has ability to schedule a clinical event.

Continue

Remove a scheduler

To select a scheduler, for removal, click the associated "remove" link.

Submit & confirm

When you have completed identifying additions and removals, click **Continue** to view a confirmation pop-up and submit the updates.

Clinical scheduling permissions

A blue indicator beside a user's name shows that they have clinical scheduling permissions. They can schedule clinical events and see patient information.

For instructions about changing clinical scheduling permissions, see [Managing Scheduling Permissions](#).