

## Using the Dashboard

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 give you the ability to monitor and control the user accounts for your organization.

From the dashboard, you can:

- View all active and dormant user accounts registered for your organization.
- See at a glance who is registered for which OTNhub services.
- Filter the list and search for specific account names.
- Sort the list by name, contact email, and credential type.

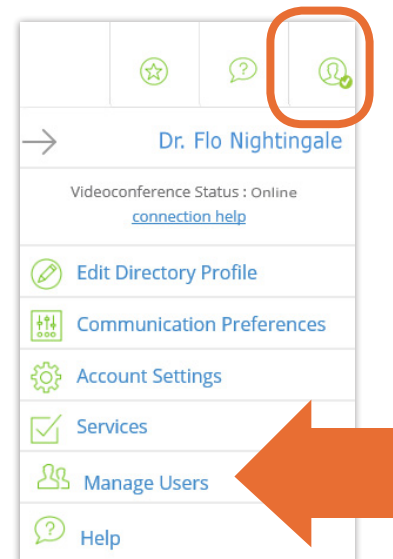
For each individual user account, you can do the following:

- Add or remove the ability schedule clinical events.
- Add or remove room-based and eVisit (PCVC) system associations.
- Deactivate a user account – permanently or temporarily.

### Accessing the Manage Users Feature

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

1. Sign in at [otnhub.ca](https://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.



## Dashboard Features and Overview

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

**Active:** The PCS has full access to all options for the account.

**Active (disabled):** The account has been temporarily deactivated.

The PCS needs to email [ContactUpdates@otn.ca](mailto:ContactUpdates@otn.ca) to re-enable the account.

**Dormant:** Usually, this means the account has not been accessed in over six months.

Please advise the user to log into their account to reactivate it.

**Dormant (disabled):** This account is temporarily disabled and is dormant.

The PCS needs to email [ContactUpdates@otn.ca](mailto:ContactUpdates@otn.ca) to re-activate the account and re-enable the login.

### 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

**Active User List**

These are the active and dormant user accounts in your organization. Select a user to manage which systems they can schedule for in your organization. You'll be able to add and remove systems for a user and submit the changes for immediate effect. This includes the ability to schedule for OTNinvite events on behalf of PCVC owners.

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

Search for a user by first or last name...

Show Credential type  Show Last Login  Show Account Status

Name	Email	Profession	OTNhub Services
Alpha, Anu	aa@hospital.org	Physician	[Icons]
Beta, Beemo	bb@hospital.org	Nurse Practitioner	[Icons]
Delta, Dieter	dd@hospital.org	Physician	[Icons]
Epsilon, Ekaterina	ee@hospital.org	Nurse	[Icons]
Gamma, Gerbux	gg@hospital.org	Physician	[Icons]
Iota, Ignacio	ii@hospital.org	Physician	[Icons]
Kappa, Kyoko	kk@hospital.org	Physician	[Icons]
Lambda, Li-Mei	ll@hospital.org	Nurse	[Icons]
Mu, Mbuto	mm@hospital.org	Physician	[Icons]
Omega, Ollie	oo@hospital.org	Physician	[Icons]

< 1-10 of 35 >

### Export List

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

View or hide additional columns.

### OTNhub services

- eVisit
- Scheduling
- eConsult
- Telederm

### Pagination

To view additional pages click < or >.

The dashboard displays a maximum of 10 user accounts per page.

### View user details

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

The user details screen enables you to:

- [Add or remove scheduling permissions](#)
- [Add or remove system associations](#)
- [Deactivate a user](#)

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	[Icons]	OTN		Dormant
Beta, Beemo	bb@hospital.org	Nurse Practitioner	[Icons]	OTN	07/17/2020	Active
Delta, Dieter	dd@hospital.org	Physician	[Icons]	OTN	07/14/2020	Active
Epsilon, Ekaterina	ee@hospital.org	Nurse	[Icons]	OTN	04/14/2020	Active
Gamma, Gerbux	gg@hospital.org	Physician	[Icons]	OTN	07/12/2020	Active
Iota, Ignacio	ii@hospital.org	Physician	[Icons]	OTN	07/17/2020	Active
Kappa, Kyoko	kk@hospital.org	Physician	[Icons]	OTN	07/14/2020	Active
Lambda, Li-Mei	ll@hospital.org	Nurse	[Icons]	OTN	04/14/2020	Active
Mu, Mbuto	mm@hospital.org	Physician	[Icons]	OTN	07/12/2020	Active
Omega, Ollie	oo@hospital.org	Physician	[Icons]	OTN	07/17/2020	Active

< 1-10 of 35 >

Dashboard with all columns displayed

< Back to all users

Manage scheduling permissions for OTNinvite or videoconference events in your organization. Here you can:

- 1) Add / remove the ability to schedule a clinical event
- 2) Add / remove scheduling permissions for PCVC or room-based systems within your organization
- 3) Deactivate a user (temporary or permanent)

**Ollie Omega**

Email: oo@hospital.org Profession: Physician  
 Credential type: OTN Last login: 07/17/2020 (account is active)

**OTNhub services:**  
 Non OTNhub services like Telederm, Telederm and others are not displayed here.

- eVisit (PCVC, Room-Based, OTNinvite)
- Scheduling
- eConsult

Phil Barns has the following scheduling permissions. Select the checkbox to make a change:

Ability to schedule a clinical event

**Add / Remove System Associations:**  
 Expand a site (plus) to view all systems

- ABC Hospital (114)
  - TOR\_ABC\_5555\_ASYS\_01 (0/1)
  - TOR\_ABC\_5555\_ASYS\_02 (0/1)
- ABC Clinic (Virtual) (112)
  - Anu Alpha
  - Ollie Omega

[Deactivate this user](#)

User details screen