



frontDesk

FrontDesk

(How to Create a New RPMS User for the
FrontDesk Application)

Ver. 1.0.1

www.frontdeskhealth.com

This document is the installation manual for installing the FrontDesk Server, Kiosk/Touch Screen, and License Management Tool applications. This document is intended for use by a qualified Microsoft system and database administrator.

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HOW TO CREATE A NEW RPMS USER FOR THE FRONTDESK APPLICATION

A FrontDesk RPMS user can be created by using the User Management option on the EVE or AKMOEVE menu that all site managers should have access to as their primary menu. The menu option is **Add a New User to the System**.

Figure 1

```
Select OPTION NAME: AKMOEVE      IHS Kernel

1      Core Applications ...
2      Device Management ...
3      VA FileMan ...
4      Manage Mailman ...
5      Menu Management ...
6      Programmer Options ...
7      Operations Management ...
8      User Management ...
9      AVA MENU ...
10     Taskman Management ...
11     Information Security Officer Menu ...
12     Admin Tools ...
BADE   Dental Interface Main Menu ...
HL7    HL7 Main Menu ...

Select IHS Kernel Option:
```

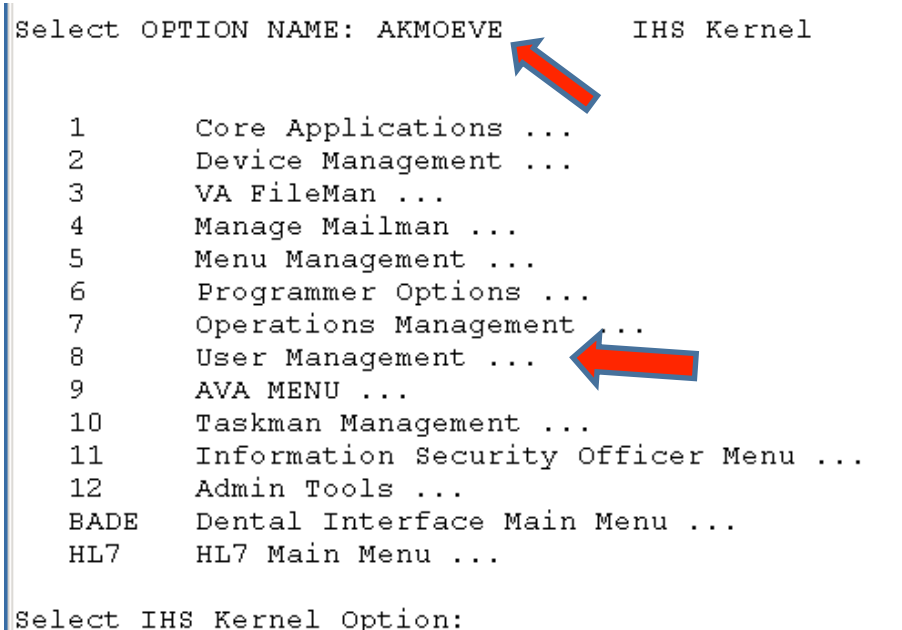

The image shows a terminal window with a list of menu options. At the top, it says 'Select OPTION NAME: AKMOEVE' followed by 'IHS Kernel'. Below this is a numbered list of options: 1 Core Applications ..., 2 Device Management ..., 3 VA FileMan ..., 4 Manage Mailman ..., 5 Menu Management ..., 6 Programmer Options ..., 7 Operations Management ..., 8 User Management ..., 9 AVA MENU ..., 10 Taskman Management ..., 11 Information Security Officer Menu ..., 12 Admin Tools ..., BADE Dental Interface Main Menu ..., and HL7 HL7 Main Menu Two red arrows with blue outlines are present: one points to 'AKMOEVE' in the header, and the other points to 'User Management ...' in the list. At the bottom of the list, it says 'Select IHS Kernel Option:'.

Figure 2

```
Select IHS Kernel Option: user Management
```

```
    Add a New User to the System
    Grant Access by Profile
    Edit an Existing User
    Deactivate a User
    Reactivate a User
    List users
    User Inquiry
    Switch Identities
    File Access Security ...
    **> Out of order:  ACCESS DISABLED
    Clear Electronic signature code
    Electronic Signature Block Edit
    List Inactive Person Class Users
    Manage User File ...
    OAA Trainee Registration Menu ...
    Person Class Edit
    Reprint Access agreement letter
```



```
Select User Management Option:
```

To add the new FrontDesk user simply choose the menu option and answer the prompts. In the example below the user name is FrontDesk,User, however, this can be whatever the site chooses. Confirm that a new user will be added and answer **Yes** to the **Do you still want to add this entry prompt if it appears**. Hit **<RET>** to move down through the fields. All the remaining fields are optional except the SSN field. There must be an entry in this field to allow viewing and editing of patient data.

Select User Management Option: **ADD a New User to the System**

Enter NEW PERSON's name (Family,Given Middle Suffix): **FRONTDESK,USER <RET>**

Are you adding 'FRONTDESK,USER' as a new NEW PERSON (the 3734TH)? No// **Y <RET>**

Checking SOUNDEX for matches.

No matches found

Do you still want to add this entry: NO//**Y <RET>**

Now for the Identifiers.

INITIAL: **<RET>**

SSN: **999999999** NOTE: an SSN must be added to allow viewing and editing of patient demographic data.

SEX: **<RET>**

NPI: **<RET>**

After the above data has been entered, the screen below (Figure 3) will appear asking to confirm the new user name. Hit **<RET>** until the NAME COMPONENTS box closes.

Figure 3

Edit an Existing User

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NAME: FRONT,DESK

NAME... FRONT,DESK	INITIAL: FD
TITLE:	NICK NAME:
SSN:	DOB:
DEGREE:	MAIL CODE:
DISUSER:	
Termination Reason:	NAME COMPONENTS

Prefix:

Given (First): DESK

Middle:

Family (Last): FRONT

Suffix:

FRONT,DESK

Select SEC
Want to edi
Want to edi

Close Refresh

Enter a command or '^' followed by a caption to jump to a specific field.

COMMAND: Close Press <PF1>H for help Insert

Figure 4 shows which fields will need to be filled in for the new FrontDesk user. The primary menu option should normally be AKMOCORE, however, your facility “may” have a different menu that would be used. Check with your IT or IRM department if in doubt. Use the TAB key to move through the menu fields.

Figure 4

Edit an Existing User

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NAME: FRONT,DESK

NAME... FRONT,DESK	INITIAL: FD
TITLE: FRONT DESK USER	NICK NAME:
SSN:	DOB:
DEGREE:	MAIL CODE:
DISUSER:	TERMINATION DATE:
Termination Reason:	

PRIMARY MENU OPTION: AKMOCORE

Select SECONDARY MENU OPTIONS:

Want to edit ACCESS CODE (Y/N): FILE MANAGER ACCESS CODE: M

Want to edit VERIFY CODE (Y/N):

Select DIVISION:

SERVICE/SECTION: MEDICINE

Exit Save Next Page Refresh

Enter a command or '^' followed by a caption to jump to a specific field.

COMMAND: Press <PF1>H for help Insert

Access & Verify codes – Both an Access and Verify code must be entered for the new user. The verify code will have to be changed upon the first login to RPMS.

- The access should be something easily associated with the FrontDesk application e.g. FRONTDESK1/ or FRONT.DESK3!
- The Verify code will be changed at the first login. An example of a temporary verify code to enter would be password.5 or asdf.123
- The Verify code for the FrontDesk user is subject to the same security requirements as all other RPMS users – including the number of days a Verify code is valid before expiration.

File Manager Access Code – The FM access code of “M” should allow access to all files utilized by the FrontDesk application.

Division – A Division or location needs to be entered for the FrontDesk user as shown in Figure 5. This is normally the location of the hospital or health center and would be the same as for all other RPMS users at that location. Make that location the Default for the FrontDesk user.

Figure 5

NAME: FRONT,DESK

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NAME... FRONT,DESK INITIAL: FD

TITLE: FRONT DESK USER NICK NAME:

SSN: DOB:

DEGREE: MAIL CODE:

DISUSER: DATE:

Termination R DIVISION

PRIM DIVISION: 2011 DEMO HOSPITAL

Select SECONDA DEFAULT: Yes

Want to edit AC ODE: M

Want to edit VERIFY CODE (Y/N):

Select DIVISION: 2011 DEMO HOSPITAL

SERVICE/SECTION:

SERVICE/SECTION – This field must have an entry in it. Each facility has different Services that can be selected. Type a ? at the SERVICE/SECTION prompt to get a list of those available at the facility.

When you have reached the COMMAND prompt shown in Figure 6 you must type in **SAVE** to save the changes to the FrontDesk user and then type in **EXIT** to exit this window.

Figure 6

```

Edit an Existing User
NAME: FRONT,DESK                                     Page 1 of 5

NAME... FRONT,DESK                                INITIAL: FD
TITLE: FRONT DESK USER                            NICK NAME:
SSN:                                                DOB:
DEGREE:                                            MAIL CODE:
DISUSER:                                          TERMINATION DATE:
Termination Reason:

PRIMARY MENU OPTION: AKMOCORE
Select SECONDARY MENU OPTIONS:
Want to edit ACCESS CODE (Y/N):                FILE MANAGER ACCESS CODE: M
Want to edit VERIFY CODE (Y/N):

Select DIVISION:
SERVICE/SECTION: MEDICINE

Exit  Save  Next Page  Refresh
Enter a command or '^' followed by a caption to jump to a specific field.

COMMAND:  Press <PF1>H for help  Insert
```

The next prompts after exiting the window shown in Figure 6 are shown below in Figure 7. Answer **NO** to printing the account letter and **YES** to assigning security keys. There are several keys which must be assigned to the FrontDesk user and those keys are shown in Figure 8. Input all of the security keys and then answer **YES** to the Do you wish to proceed prompt.

Figure 7

```
Print User Account Access Letter? NO
Do you wish to allocate security keys? NO// YES

Allocate key: DGZMENU

Another key: DGZSUP

Another key: DGZADT

Another key: DGZSYS

Another key: SDZMENU

Another key: SDZSUP
```




Figure 8


```
You've selected the following keys:
```

AGZMENU	AGZHOME	AGZMGR	APCDZMENU	SDZSUP
APCHZMGR	APCHZMENU	DGZSUP	DGZADT	DGZAUTH
DGZMENU	DGZSYS	SDZREGEDIT	SDZMENU	DGZNUR
DGZICE	BMXZMENU			

```
You've selected the following holders:
```

```
FRONT,DESK
```

```
You are allocating keys. Do you wish to proceed? YES//
```



Once you answer **YES** and hit **<RET>** the keys will be assigned as shown below. Once the keys are assigned type **NO** to the Mail Groups prompt. You will return to the RPMS User Management menu at this point and a FrontDesk user has been successfully created.

AGZMENU being assigned to:
FRONT,DESK

AGZHOME being assigned to:
FRONT,DESK

AGZMGR being assigned to:
FRONT,DESK

BMXZMENU being assigned to:
FRONT,DESK



Do you wish to add this user to mail groups? NO//

- Add a New User to the System
- Grant Access by Profile
- Edit an Existing User
- Deactivate a User
- Reactivate a User
- List users
- User Inquiry
- Switch Identities
- File Access Security ...
 - **> Out of order: ACCESS DISABLED
- Clear Electronic signature code
- Electronic Signature Block Edit
- List Inactive Person Class Users
- Manage User File ...
- OAA Trainee Registration Menu ...
- Person Class Edit
- Reprint Access agreement letter

Select User Management Option:

**PLEASE CONTACT THE IT OR IRM DEPARTMENT IF YOU HAVE PROBLEMS WITH
CREATING THE FRONTDESK USER.**

Important: Steps to follow once a FrontDesk user has been created

- RPMS account rules require a password change on the first login. Please login from the RPMS console and change the password.
- Communicate updated user name and password to FrontDesk IT representative and J.L. Ward and Associates as the access information is a prerequisite to proper software function. Also, refer to the user manual for password expiration updating which will occur every 90 days.

Security information: The password's expiration will be set to whatever the site currently is using for their system. "Normally" that is every 90 days and is dictated by the IHS for security reasons. That "can" be set to NEVER EXPIRE by making a change in the New Person file for the FrontDesk user; however, it would be wise to consult the site staff before doing that unilaterally.

Additional information required after RPMS has been created

The following steps need to be performed at the site and the information has to be communicated to J.L. Ward and Associates for proper FrontDesk configurations:

- **RPMS server IP**
- **BMXNET port**
- **Namespace of RPMS data (either custom or TRG) at the location**

RPMS server IP – The IP should be readily available to whoever is setting up the FrontDesk user.

Example: Most of the California area sites are on the 161.223.93.44 server unless they have their own separate server. If a site has its own server then this IP address is needed.

BMX Port - A new BMX port needs to be set up (or an existing one needs to be designated) on the RPMS system for the port number that FrontDesk will be utilizing for communications. RPMS site administrators should insure that the BMX port is also enabled.

RPMS Namespace – The site will need to know the namespace where their database resides in order for BMX to function. There are several ways the site staff can find the namespace and provide that info to you.