THE UNIVERSITY OF ALABAMA AT BIRMINGHAM
Knowledge that will change your world

External UAB Research/Clinical Trial Monitor
Requests for IMPACT Access (Monitor Instructions)

Below you will find directions for obtaining access to UAB's electronic health record (i.e. IMPACT). If you have problems obtaining access or questions, please contact your UAB Site Contact for assistance. This access will grant you View-Only access to IMPACT for your monitor visit.

Initial Visit: Part A: Access to the Medicine Learning System

1. Notify your UAB Site Contact of your upcoming initial visit and dates.
2. Your UAB Site Contact will obtain permission for you to access our training tool, Medicine Learning System. Once this has occurred, you will receive a series of three emails (screen shots below) notifying you that you have been granted Non-Employee Access to the learning system and then IMPACT. Please use the USERID in **EMAIL #1** to access the Medicine Learning System.

   Please note, these emails do not immediately follow one another and there may be a delay of several hours between each one. If you have any issues with the learning system. **Please call HSIS Help Desk at (205) 934-8888 for any questions.**

EMAIL #1:

From: TUCC.PRODUCTION.CONTROL@uab.edu
Sent: Wednesday, June 18, 2014 11:25 AM
To: [redacted]
Subject: Request for access to UAB system: IMPACT

Dear [redacted]

Your request for access to IMPACT has been APPROVED

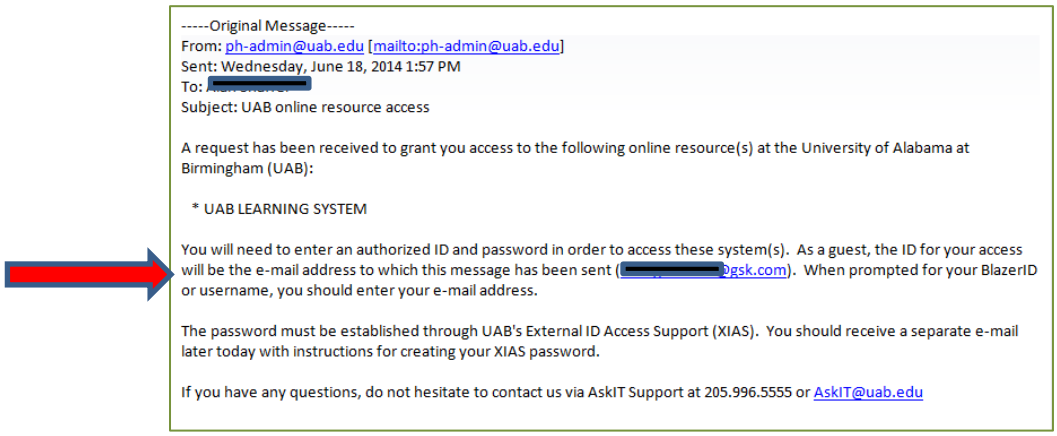
USERID: [redacted]@YAHOO.COM

NEXT STEPS (If Approved): You will receive an email from BlazerID central (ph-admin@uab.edu) to set your password. Once you have set your password, you will be able to log into the system within 2 business days.
For questions, please contact your sponsor listed above.

[redacted]: [redacted]@UAB.EDU

Thank you
System Administrator - Sponsored Guest User Application.

EMAIL #2:



-----Original Message-----
From: ph-admin@uab.edu [mailto:ph-admin@uab.edu]
Sent: Wednesday, June 18, 2014 1:57 PM
To: [redacted]
Subject: UAB online resource access

A request has been received to grant you access to the following online resource(s) at the University of Alabama at Birmingham (UAB):

* UAB LEARNING SYSTEM

You will need to enter an authorized ID and password in order to access these system(s). As a guest, the ID for your access will be the e-mail address to which this message has been sent ([redacted]@gsk.com). When prompted for your BlazerID or username, you should enter your e-mail address.

The password must be established through UAB's External ID Access Support (XIAS). You should receive a separate e-mail later today with instructions for creating your XIAS password.

If you have any questions, do not hesitate to contact us via AskIT Support at 205.996.5555 or AskIT@uab.edu

3. You will use this USERID from **EMAIL #1** and the password (to be established within the UAB External ID Access Support (XIAS) system (**FIGURE A**)) to access the IMPACT View-Only training assignment. **Please note this training is to be completed at least 14 days prior to your initial visit to ensure IMPACT access onsite**.

    a. Your password will be established through the UAB External ID Access Support (XIAS) system. To create your XIAS password, you will receive the email below with instructions for creating this password (**FIGURE A**).

    Please note, the code transmitted in the below email will expire 72 hours after being issued. You must complete your registration before then, or a new code will have to be requested.

FIGURE A:

-----Original Message-----
From: ph-admin@uab.edu [mailto:ph-admin@uab.edu]
Sent: Wednesday, June 18, 2014 2:57 PM
To: [redacted]
Subject: UAB External ID (XIAS) registration

At the request of a University of Alabama at Birmingham (UAB) department, you have been authorized as an external user to access one or more UAB online resources. (List shown below.)

To log in to these resources, you will need to register an External ID Access (XIAS) account. Please follow these instructions to complete the setup of your account:

1. Go to http://www.dpo.uab.edu/xias

2. Click on the link for "Enter Invite or Reset Code".

3. On the form, submit your e-mail address ([redacted]@gsk.com) and the code:

FTJ2QSD1LD

4. Provide the requested information on the screens which follow.

This code will expire in 72 hours. You must complete your registration before then, or a new code will have to be requested.

The person or department who sponsored your access should provide you with separate instructions for accessing the resource(s).

Note that since this is a new account, it may take some time for your access to be fully established after the registration is completed.

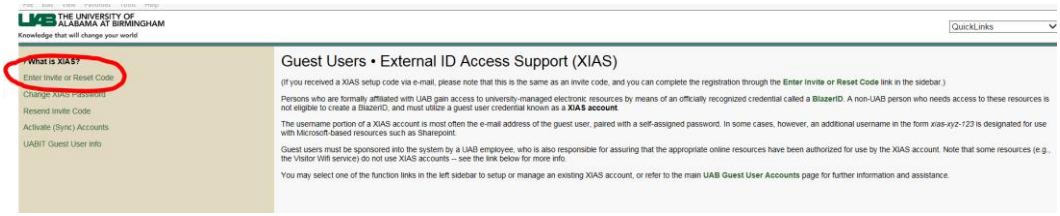
If you have any questions or encounter any difficulties with this process, please contact the AskIT Help Desk at 205.996.5555 or AskIT@uab.edu

---

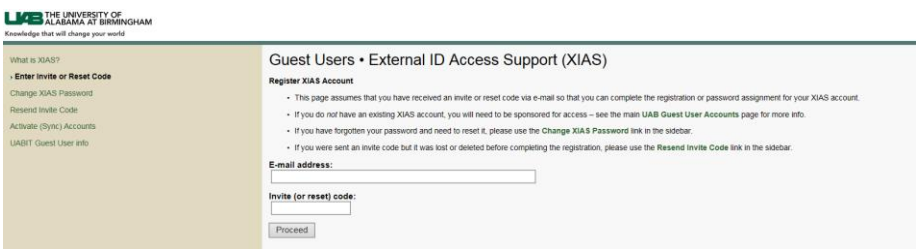
Resources to be authorized:

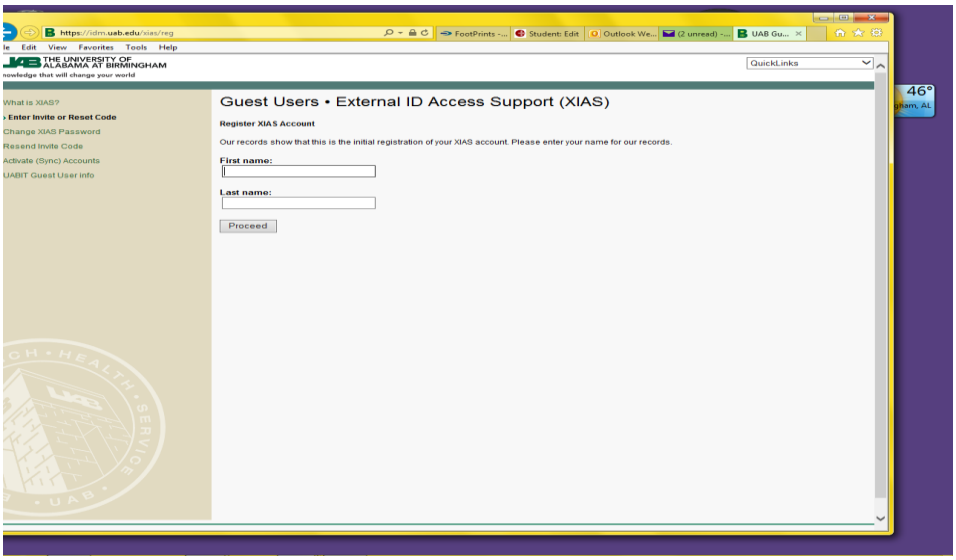
* UAB LEARNING SYSTEM

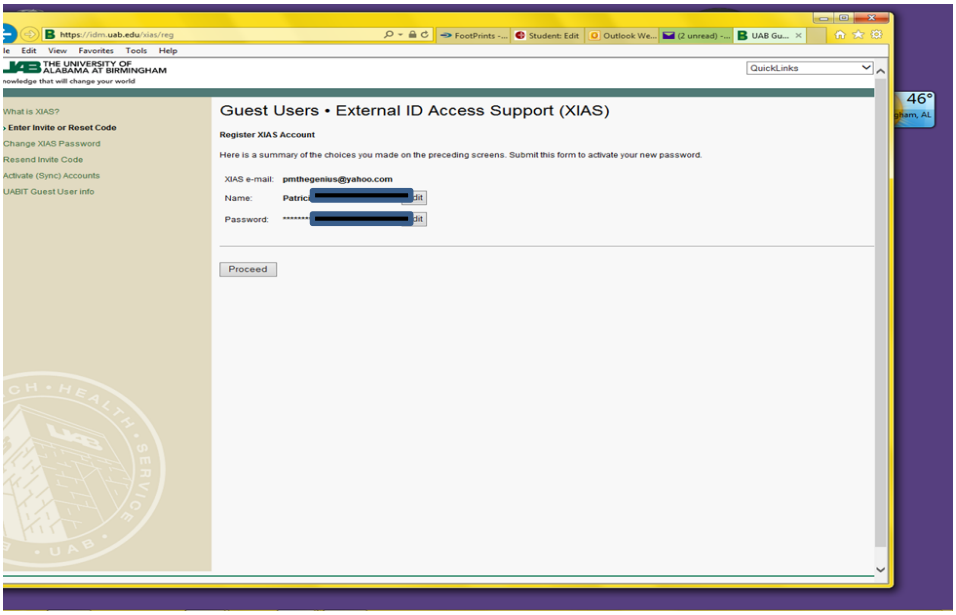
b. Please see screen shots below for the process of creating a password through XIAS. Click on 'Enter Invite or Reset Code'.

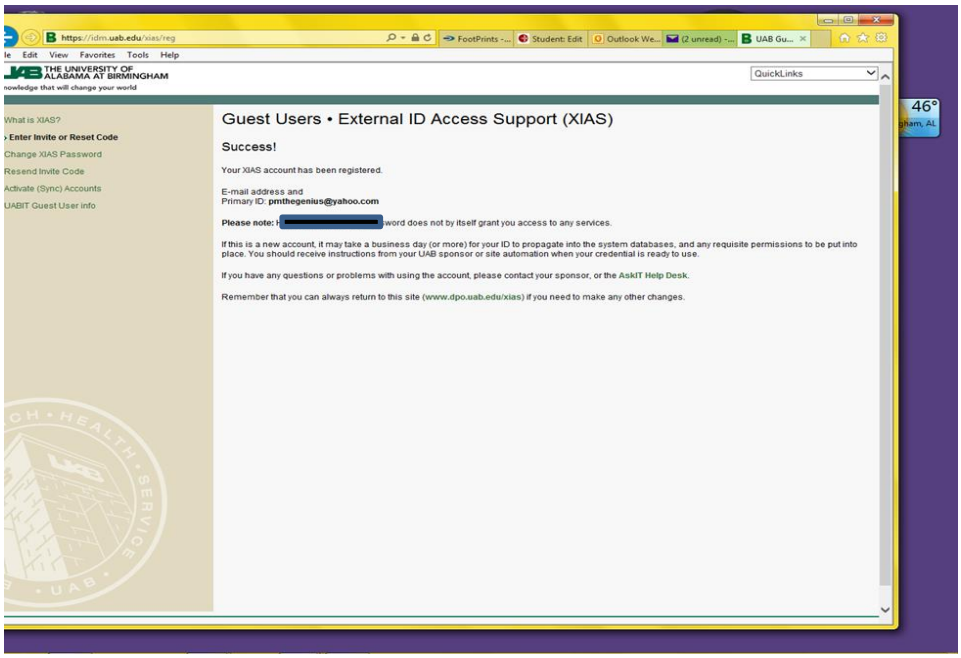


Follow instructions on the screens and enter requested information.



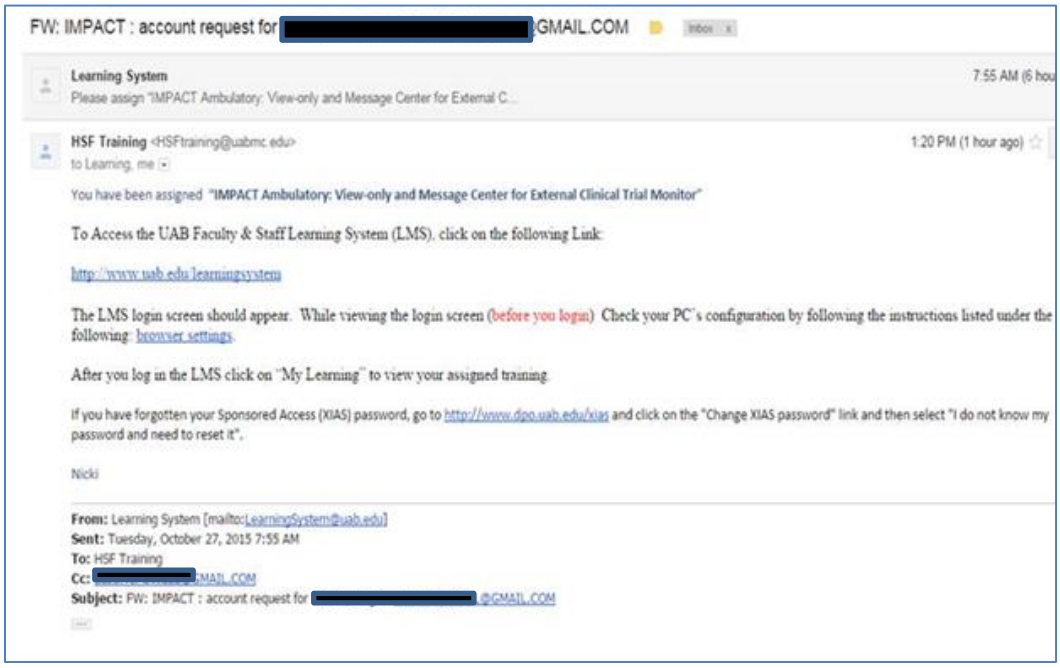

https://idm.uab.edu/xias/reg
THE UNIVERSITY OF ALABAMA AT BIRMINGHAM
QuickLinks
What is XIAS?
Enter Invite or Reset Code
Change XIAS Password
Resend Invite Code
Activate (Sync) Accounts
UABIT Guest User info
Guest Users • External ID Access Support (XIAS)
Register XIAS Account
Our records show that this is the initial registration of your XIAS account. Please enter your name for our records.
First name:
Last name:
Proceed

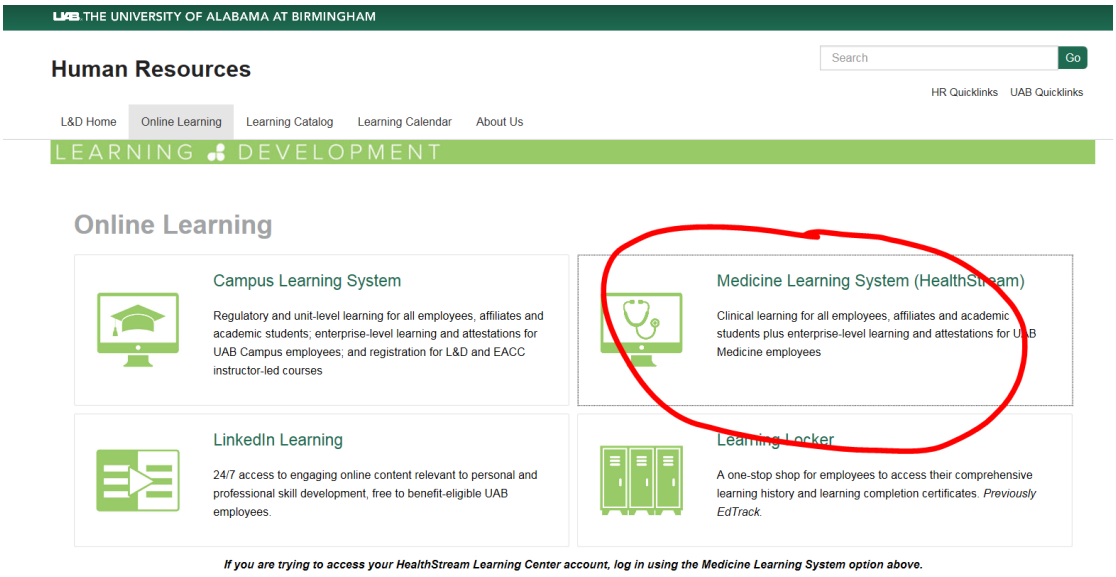

https://idm.uab.edu/xias/reg
THE UNIVERSITY OF ALABAMA AT BIRMINGHAM
QuickLinks
What is XIAS?
Enter Invite or Reset Code
Change XIAS Password
Resend Invite Code
Activate (Sync) Accounts
UABIT Guest User info
Guest Users • External ID Access Support (XIAS)
Register XIAS Account
Here is a summary of the choices you made on the preceding screens. Submit this form to activate your new password.
XIAS e-mail: pmthegenius@yahoo.com
Name:
Password:
Proceed



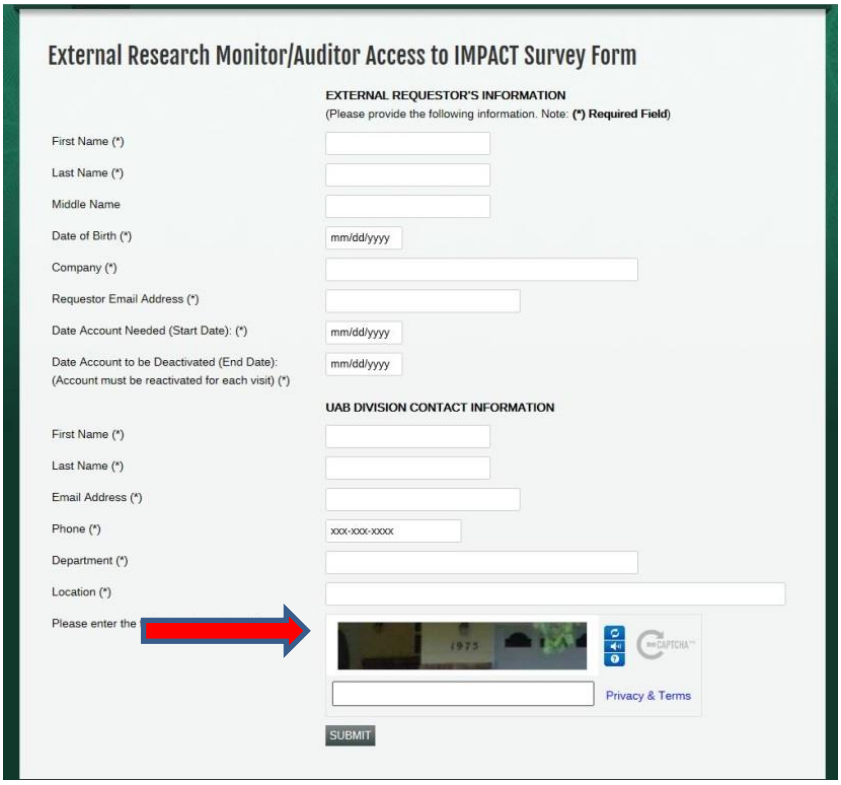
c. Once you have made it to the screen above you will receive the email below (**EMAIL #3**). Please go to: https://www.uab.edu/humanresources/home/learndev/online-learning (see screenshot below) and click on the Medicine Learning System (HealthStream) to access the *IMPACT Ambulatory: View-Only and Message Center for External Clinical Trial Monitor* training assignment using the USERID from **EMAIL #1** and the XIAS password created above.

EMAIL #3:





4. Successfully complete the following activities in the learning system:
    a. *IMPACT Ambulatory: View-Only and Message Center for External Clinical Trial Monitor*—assignment (See page 11 of these instructions for troubleshooting guidelines if the course will not properly load on your computer).
    b. Required "Survey" form (includes name, date of birth, company information, email address, UAB Site Contact info, start & end dates of your monitoring visit) as part of the training in LMS. **Incomplete forms cannot be processed. You must submit the survey form to be granted an IMPACT login.** Successful completion of this form will ensure that an IMPACT login name can be created for you.



Initial Visit: **Part B: Access to IMPACT**

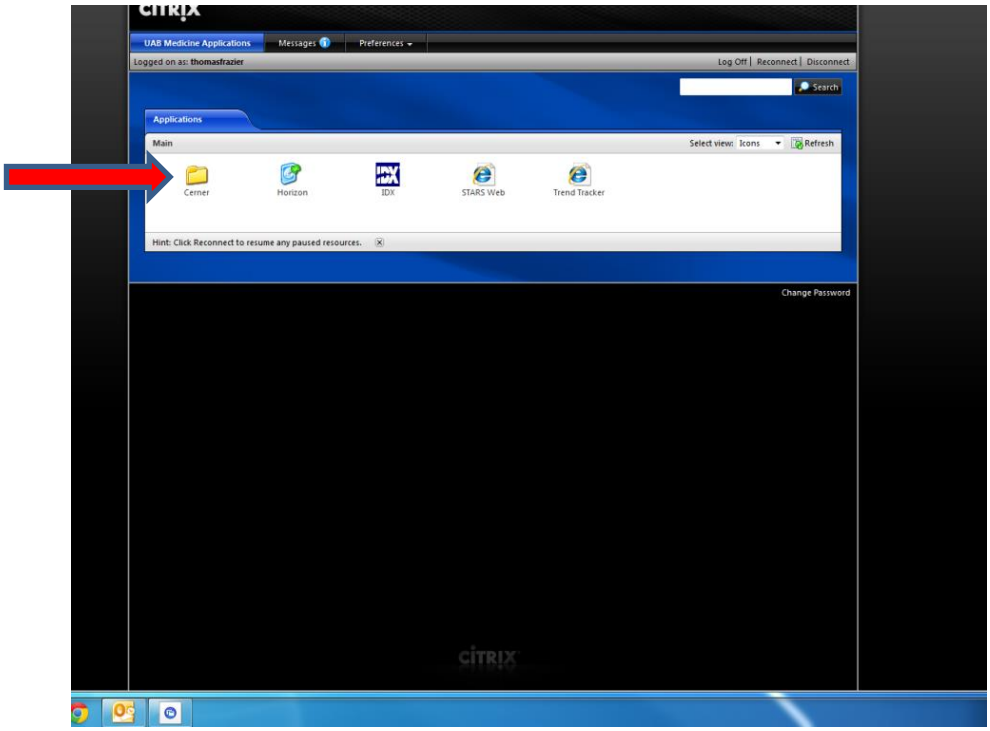
1. Once your training from 'Part A: Access to the Medicine Learning System' is completed, please forward a copy of your completion certificate to your UAB Site Contact.

   NOTE: *If learning system training and notifications are completed less than 14 days prior to arrival then an IMPACT account may not be established.

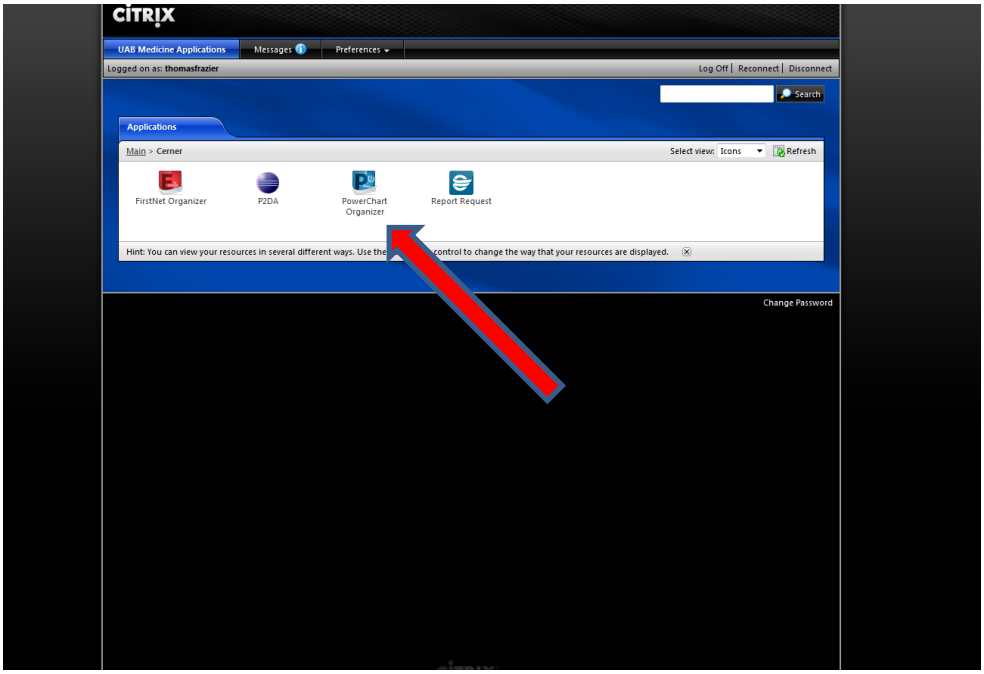
2. Upon your arrival to campus, you will be asked to show ID, for verification purposes.
3. After your ID has been verified, you will be given your IMPACT login information. **Retain your login information for all future visits.**
4. You can access IMPACT through the following link: http://cerner.hs.uab.edu/Citrix/XenApp/auth/login.aspx.

On the above screen, you will enter your Citrix/AD Username. **Your initial password is password#1**. You will be prompted to change it the first time you log into Citrix. Your new password must contain a minimum of 3 letters, one number, one special character, and a minimum of eight characters.

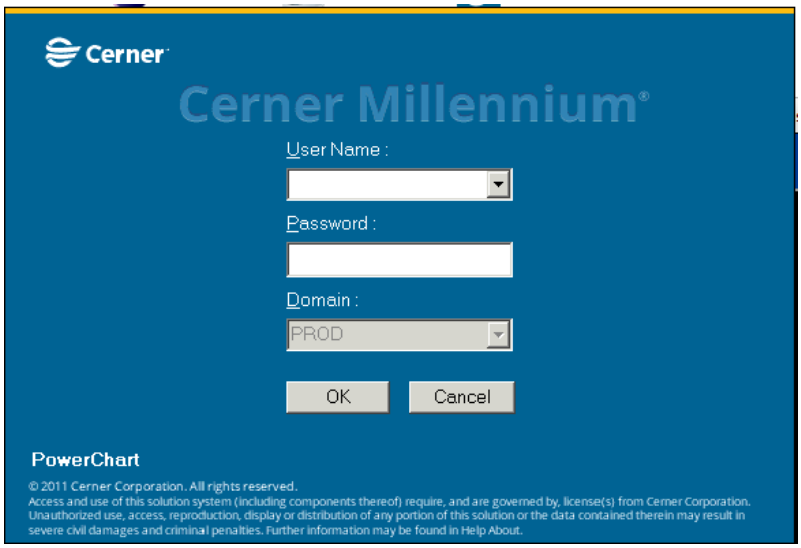
5. Upon logging in, you will come to the following screen. Choose the folder named Cerner.



6. On the next screen, choose PowerChart Organizer.



7. Finally, you will come to the Cerner Millennium screen below, where you will enter your Cerner Username. **Your initial password is the same as your username.**



NOTE: *Your screen may look different from the screens viewed in the training modules because you are now in a View-Only access position with the search function disabled. The data you are viewing is the same that is in the medical record. The only difference is how it is being presented to you in a more restricted version of IMPACT.

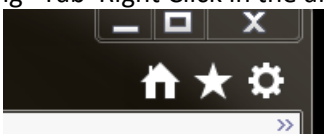
For any questions on 'Part B: Access to IMPACT', please call the HSIS Support Desk at 205-934-8888.

Subsequent Visits /Reactivation of an IMPACT account

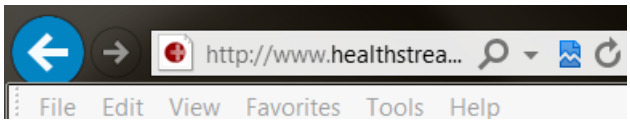
1. Notify your UAB Site Contact of your upcoming visit and dates and IMPACT user ID.
2. Your account will be reactivated for these dates by your UAB Site Contact.
3. Please utilize your previous IMPACT login information on the day of your visit.

TROUBLESHOOTING GUIDELINES:

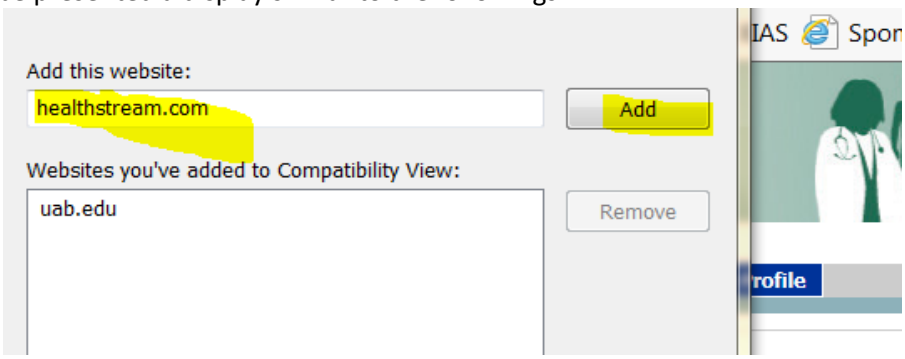
1. Login to the learning system using Internet Explorer 8 or above.
2. At the "My Learning" Tab Right Click in the area to the Left of the House Icon



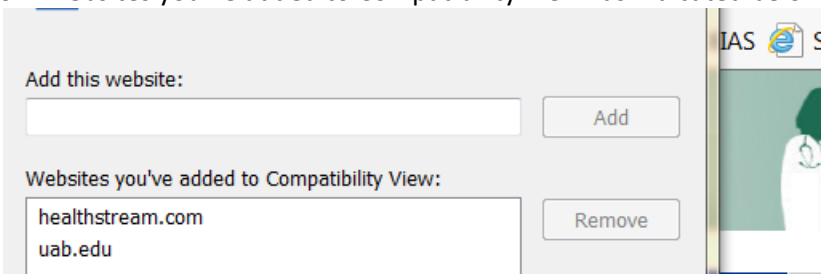
3. Make sure the "Menu Bar" is checked
4. If the "Menu Bar" is checked you will see the menu options "File, Edit, View, Favorites, Tools, and Help"



5. Under the tools option hover/hold the cursor over the "Pop-up Blocker" Option.
6. To the right you should see the statement "Turn On Pop-Up Blocker", but if it says "Turn Off Pop-Up Blocker", turn it off.
7. Three spaces beneath the "Pop-up Blocker" Option will be the "Compatibility View" option. Make sure there is a check mark by "Compatibility View".
8. If your display does not have a "Compatibility View" listing, but only a "Compatibility View Settings" option, click on the "Compatibility View Settings" option.
9. You will be presented a display similar to the followings.



10. Click on the Add button and your screen should have the "healthstream.com" website added to the list of "Websites you've added to Compatibility View" as indicated below.



11. Your Browser should be ready to work in the LMS. Proceed to your course.
12. Make sure your VPN is not in use.

If you continue to have problems, contact HSIS Support Desk at 205-934-8888. Be sure to include a phone number where you can be reached. This phone should be near your computer so that someone can assist you.