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 UAB 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, Learning Management System (LMS). 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 IMPACT. Please use the USERID in **EMAIL #1** to access the LMS 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 LMS, please do not call the AskIT Support number listed in **EMAIL #2**. Instead, please call LMS Support at (205) 996-4444 for any questions.

**EMAIL #1:**

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

Dear 

Your request for access to IMPACT has been APPROVED

**USERID:** @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.

: @UAB.EDU

Thank you

System Administrator - Sponsored Guest User Application.
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 on 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 (example@uab.edu) and the code: FT20301LLD

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.
c. Once you have made it to the screen above you will receive the email below (EMAIL #3). Please go to: http://www.uab.edu/learningsystem/ and 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:

```plaintext
From: Learning System [email:learning_system@uab.edu]
To: [email:SF Training]
Cc: [email:SF Training]
Subject: FW: IMPACT- account request for [email:EMAIL.COM]

You have been assigned "IMPACT Ambulatory: View-only and Message Center for External Clinical Trial Monitor"

To Access the UAB Faculty & Staff Learning System (LMS), click on the following Link:
http://www.ua.edu/learningsystem

The LMS login screen should appear. While viewing the login screen (before you login) Check your PC's configuration by following the instructions listed under the following: browser settings.

After you log into the LMS click on "My Learning" to view your assigned training.

If you have forgotten your Sponsored Access (XIAS) password, go to http://www.dpo.uab.edu/imp and click on the "Change XIAS password" link and then select "I do not know my password and need to reset it".

Nick

4. Successfully complete the following activities in the LMS:
   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 UAB Learning System’ is completed, please forward a copy of your completion certificate to your UAB Site Contact.

   **NOTE: *If LMS 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.**
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.

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 screen’s viewed in the training modules because you are now in a View-Only access 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 IMPACT 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 LMS 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 Larry Sweeney at 205-934-1273 (lsweeney@uab.edu) or Patricia Merchant at 205-975-3664 (merchpa@uab.edu). If you send an email, include a phone number where you can be reached. This phone should be near your computer so that someone can assist you.