

Common Support Requests

Participation in HealthIE Nevada's HIE is constantly expanding. With the launch of the Virtual Health Record (VHR) in September, new users are added almost daily. As new participants join the need for support increases. The HealthIE Nevada support desk is here to assist our participants with all of their support needs. This month we'll share some of the most common requests received.

Password Resets: The most common support request is for password resets. When users log in to the system for the very first time, they are prompted to create a complex password with a minimum of 8 characters, including 1 upper case letter, 1 lower case letter, 1 number, and 1 special character. Complex passwords help prevent unauthorized access to patient information. The down side to complex passwords is they are often easily forgotten. To reset your password, contact your organization's HIE Administrator and ask them to contact the support desk to request the password reset. If you know your current password but would like to create a new password, click on the Change Password link after logging in. The system will prompt you for your current password, your new password, and verification of your new password.

Locked Accounts: To further prevent unauthorized access, five unsuccessful log in attempts, or strikes, will lock the user account. Accounts can only be unlocked by the HealthIE Nevada support desk, upon request from your HIE Administrator. When the account is unlocked the strike count is cleared and users may once again log in to the HIE.

Browser Compatibility: One of the common issues experienced during training and often asked post training is "Why do I get a compatibility error?" Optum is working on enhancing the system to work with newer versions of Internet Explorer (IE) and other browsers in the future. Until the enhancements are released, access to the VHR through IE 9 or higher is available in compatibility mode. To view the VHR in compatibility mode select Tools from your browser tool bar, Compatibility View Settings, and add the HIE URL <https://hihie.axolotl.com>, then select Close. Once the website is added to the compatibility view, you should no longer receive errors or experience delays due to the IE version differences. Your IT staff should also be able to assist with this setting.