



Frequently Asked Questions

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# FAQs Post Log-In



## Frequently Asked Questions

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## Frequently Asked Questions

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### Account Profile

#### 1.1 What are the required fields in my account profile? What is this information used for?

The following fields are used to access your Florida Health Connect account:

- Username – Your login account name
- Password – One security measure associated with your username that allows you to login to Florida Health Connect.
- Second factor authentication – Personal security measure that requires confirmation of your identity using a secondary account or device you control.

Only one field is used in the My Message functions and is derived from your Username:

- Secure e-mail address – Used to send/receive secure e-mail between you and your providers.

Additional required demographic fields are used to auto-populate document forms (Clinical Care Document Architecture (CCDA), generated by Florida Health Connect, that you may send to your providers and include:

- Last Name
- First Name
- Birth Date
- Gender

**Note:** Although zip code is not a required field, it is used to define the weather widget display that indicates temperature and conditions. Therefore, if you leave the field blank, no weather widget information will display.



## Frequently Asked Questions

Prefix	<input type="text"/>	Race	<input type="text"/>
First Name	ASHLEY	Ethnicity	<input type="text"/>
Middle Name	<input type="text"/>	Preferred Language	Spanish
Last Name	GREEN	Home Phone	( ) - -
Previous Name	<input type="text"/>	Mobile Phone	( ) - -
Suffix	<input type="text"/>	Work Phone	( ) - -
Birth Date	01/01/1981	E-mail	<input type="text"/>
Gender	<input type="button" value="Male"/> <input type="button" value="Female"/>	Address	123 Main Street
Birth Sex	<input type="button" value="Male"/> <input type="button" value="Female"/>	City	Boston
County	<input type="text"/>	US State	MA
MRN	<input type="text"/>	Zip	02218 -

## Second Factor Authentication

### 1.2 What is the second factor authentication method?

User profile ✕

Username	testAshley1
Secure e-mail address	testAshley1 @ direct.fdh.medicasoftware.us
Password	<input type="text"/>
Retype Password	<input type="text"/>
Google Authentication Account	<input type="text"/>
Second factor authentication method	<input type="button" value="None"/> <input type="button" value="Email"/> <input type="button" value="SMS"/>
Demo Account	<input type="button" value="Yes"/>

Second factor authentication is a personal security measure that requires confirmation of your identity using a secondary account or device you control. This User Profile option allows you to select 'email' or 'SMS' as a second factor authentication method. By selecting 'email' or 'SMS', every time you attempt to login to Florida Health Connect, a unique, one-time use code will be sent to your personal email address or mobile device. You must type in this code to complete the login to your account.



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### Language Preference

#### 1.3 How do I change my Language Preference?

Florida Health Connect will be available to you in three different languages – English, Spanish and Haitian Creole. The preferred language that will be displayed on your profile, by default, will be the preferred language that appears on the initial CCD, a notification from HMS.

If you would like to change your preferred language, go to the top right-hand corner of the screen and click “Settings”. At the bottom of the screen that appears you will see “Preferred Interface Language” with a dropdown selection. Please select your preferred language and click “Save”.

The screenshot shows a 'Settings' dialog box with a list of options: Preferred units of measure, Notifications, Message receipts, Data export, Widgets, Modules, Health Profile Categories, My Appointments, and To Do's. At the bottom, the 'Preferred interface language' dropdown is highlighted with a red box, showing 'English US' selected. Below the dropdown are 'Close' and 'Save' buttons, with 'Save' highlighted in teal.

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### Direct Messaging

#### 1.4 What is Direct messaging?

Direct messaging is a way to securely send encrypted health information directly to known and trusted recipients over the internet.

You will find your Direct messaging address defined in your User Profile under “Secure e-mail address”. This address can be shared with healthcare providers to securely send Direct messages to your

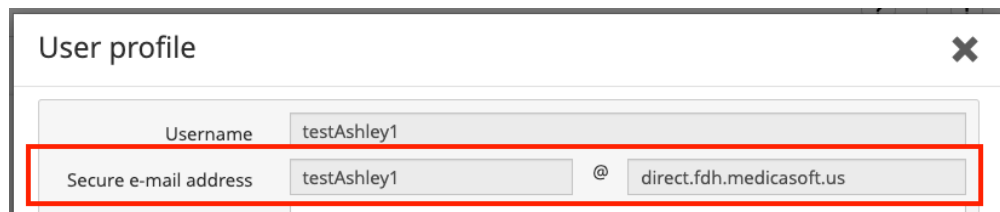


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Florida Health Connect account. This address is created by the Florida Health Connect system and may not be modified.

In the top right-hand corner, you will see your first name displayed with an arrow pointing downward. Click on your name and select “My Profile”. Your secure e-mail address will be displayed on the top half of the screen.



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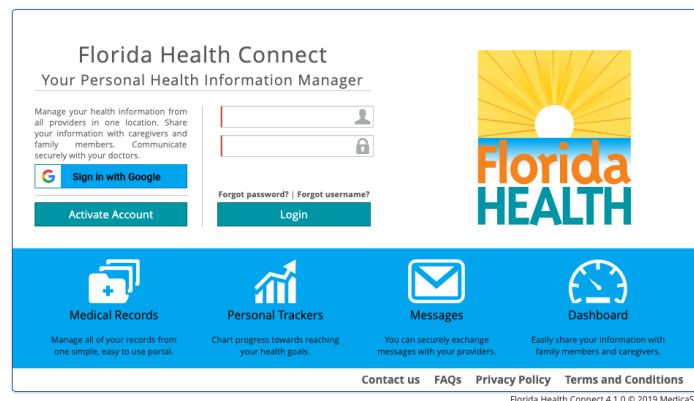
### 1.5 How is Direct messaging integrated within Florida Health Connect™?

Direct messaging is the form of messaging used within My Messages of Florida Health Connect. This is the way you can communicate securely with your providers. Direct messaging is the key way to send and receive messages from your account in Florida Health Connect.

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## Password / Username

### 1.6 I've forgotten my password. How do I reset it?



1. The WELCOME page provides access to “Forgot password?” just above the **Login** button



## Frequently Asked Questions

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Forgot password? |  
Forgot username?  
Login

2. When you click on the “Forgot password?” text, you will need to enter your Username, and click the “Send email” button. An email will be sent to your personal email address (the same one you used to register) in your Florida Health Connect user profile.

Forgotten password

Please enter your username. Check your email account for information on how to reset your password.

Username:

Close Send email

3. The following email will be delivered to your Inbox. (Check your SPAM folder if the email is not received in a few seconds.) Click on the “Change account password” link.

### Change account password

no-reply@medicasoft.us <no-reply@medicasoft.us>

Ashley George

Monday, July 1, 2019 at 3:01 PM

[Show Details](#)

Hello **ASHLEY GREEN**,

In order to access your Florida Health Connect account, that has the username **testAshley1**, please follow this link and set up a new password:

[Change account password.](#)

Thank you!

4. The “Change password” screen will allow you to create a new password.

The password must contain between 6 and 20 characters and *at least* one upper-case letter, lower-case letter, and a number.

Change password

New password

Retype password

Submit





## Frequently Asked Questions

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**NOTE:** The system keeps track of the last 24 passwords you have used so you must choose a new password.

Change password

New password: [password field]

Retype password: [password field]

An error has occurred!  
422 Unprocessable Entity: Password is invalid or the new password is the same as one of the previous.

Submit

### 1.7 I've forgotten my username. How do I retrieve it?

The WELCOME page provides access to “Forgot username?” just above the Login button.

[username field]

[password field]

Forgot password? | Forgot username?

Login

1. When you click on “Forgotten username?” you will need to enter the email address that you registered in your Florida Health Connect user profile. Click the “Send email” button and an email will be sent to your personal email account.

**Note:** If you have forgotten the email address you used for account activation, click the “Contact us” button so Help Desk staff may assist you.

Forgotten username

Please enter your email address. Check your email account for the username associated with your email address.

E-mail: [input field]

Close Send email

2. Access your personal email account and view the response from **no-reply@medicasoft.us**



## Frequently Asked Questions

### Account information



no-reply@medicasoft.us <no-reply@medicasoft.us>

Ashley George

Monday, July 1, 2019 at 5:10 PM

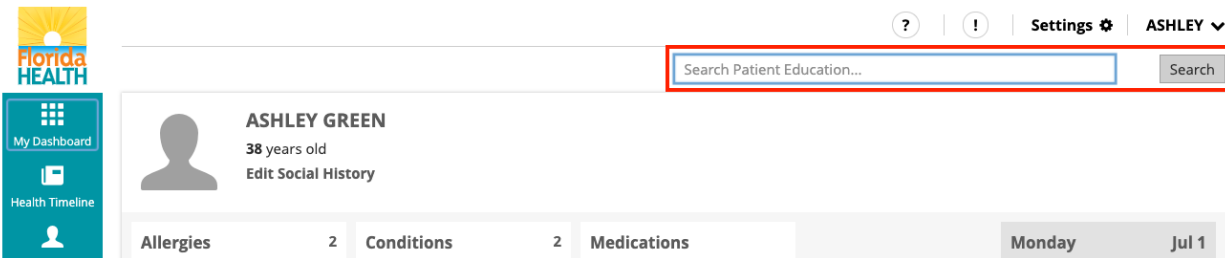
[Show Details](#)

Your Florida Health Connect username is: TomBrownTest

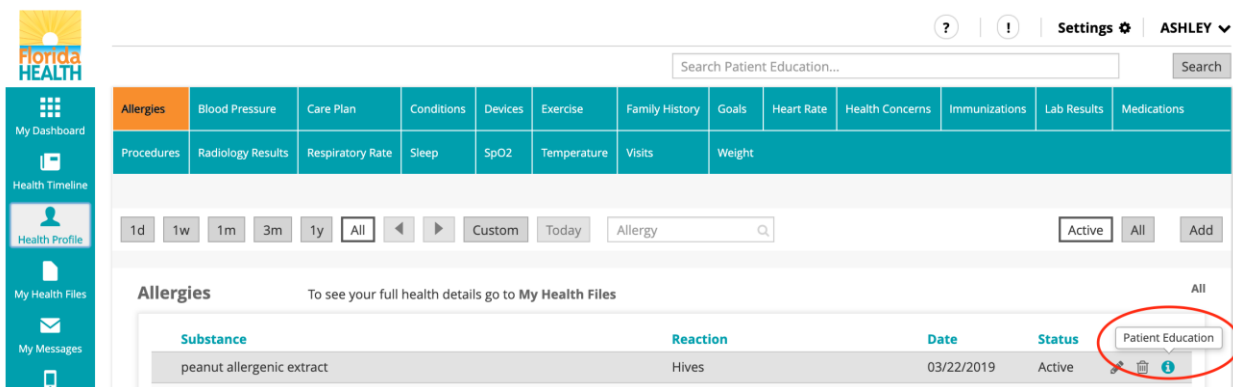
## Patient Education

### 1.8 What is the Patient Education search box used for?

The Patient Education prompt is available on most Florida Health Connect screens. You may type a term for a condition, drug, procedure, test, and more. Where available, the search engine will return documentation licensed from Wolters-Kluwer Lexicomp, a healthcare industry reference service.



The information icon (i) will access information from the same Patient Education data source to provide additional information related to items in your account.

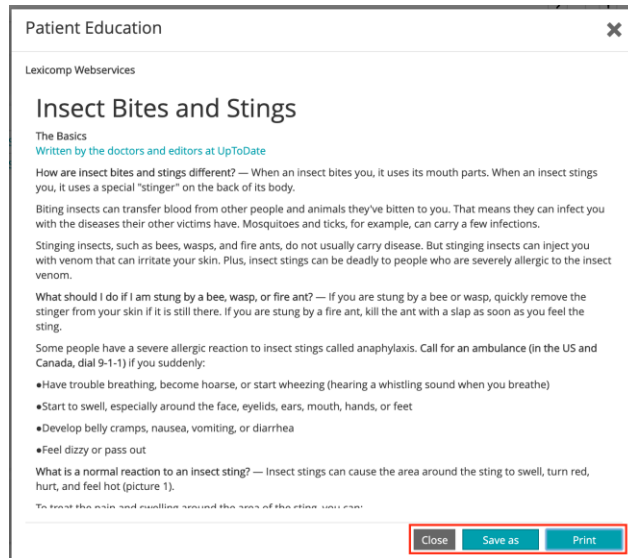




## Frequently Asked Questions

### 1.9 What does the Patient Education document look like?

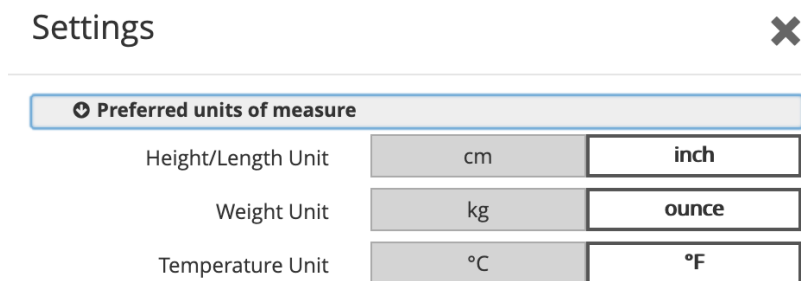
The document may be viewed online, saved, or printed for your convenience.



## Units of Measure

### 1.10 How do I change units of measure (height/length, weight, and temperature) settings?

Under 'Settings' at the top right of your Florida Health Connect screen, you may toggle between:



## Weather Widget

### 1.11 What geography is used for the weather widget?

The **zip code** entry in the **User Profile** defines the temperature widget information.



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Information is provided by Dark Sky <https://darksky.net>

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## Navigation Bar

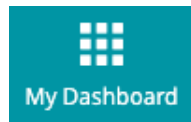
### 1.12 What are all of the widgets on the left side navigation bar of my Florida Health Connect™ account?

The widgets include: My Dashboard; Health Profile; My Health Files; My Messages; My Appointments; To Dos; My Apps & Devices; Health Timeline; Directory Services; and History

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## My Dashboard

### 1.13 What is the purpose of My Dashboard?



It is a user customizable screen that allows you to access what matters most to you:

- Blood Pressure
- Heart Rate
- Respiratory Rate
- Medications
- Temperature
- Allergies
- Lab Results
- Conditions
- Health Files
- Appointments
- To Do's
- Sleep
- Exercise

You may configure My Dashboard in 'Settings', at the top right of your Florida Health Connect™ screen. Select or deselect those Widgets you wish to display or not display on your My Dashboard.

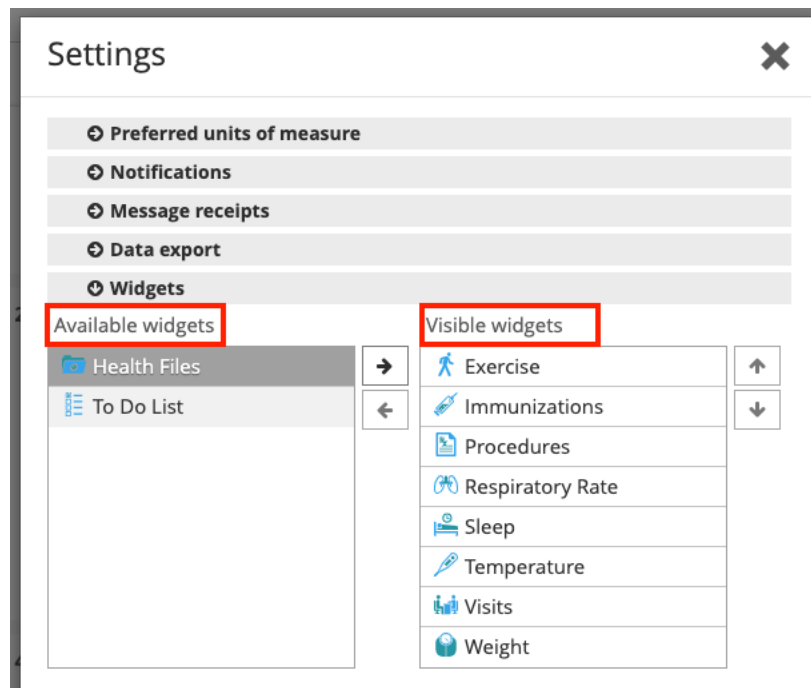


## Frequently Asked Questions

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### 1.14 How do I manage My Dashboard? I can't find my widget.

Under 'Settings' at the top right of your Florida Health Connect™ screen, moving a widget from the available column to visible will display the widget in the dashboard.



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## Health Profile

### 1.15 What is the purpose of Health Profile?



Health Profile provides all categories of health data that may be entered in your Florida Health Connect account.

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## Frequently Asked Questions

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### 1.16 What are the various actions I may perform with my health files?

By hovering over a line within the My Health Files widget, icons appear on the right side of the screen that allow you to **Download, Share, Rename, Delete** or modify **Permissions** of your health files. Keep in mind that if you delete your health file, it will simultaneously remove the data from your account dashboard and profile and will no longer appears in your detail views.

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## My Health Files

### 1.17 What is the purpose of My Health Files?



My Health Files provides a place to keep all of your health files. Health files may be sent to you in a Direct message by your provider or you may upload files to this location.

The screenshot shows the 'My Health Files' interface. At the top, there are filters for time periods (1d, 1w, 1m, 3m, 1y, All), navigation arrows, and buttons for 'Custom', 'Today', 'Active', 'All', 'Generate', and 'Add'. Below the filters is a table with the following data:

Title	Type	Date	Status	
<a href="#">Vitals.docx</a>	Unknown	03/22/2019 02:27 PM	Active	
Surgical Notes.docx	Unknown	03/22/2019 02:27 PM	Active	

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## My Messages

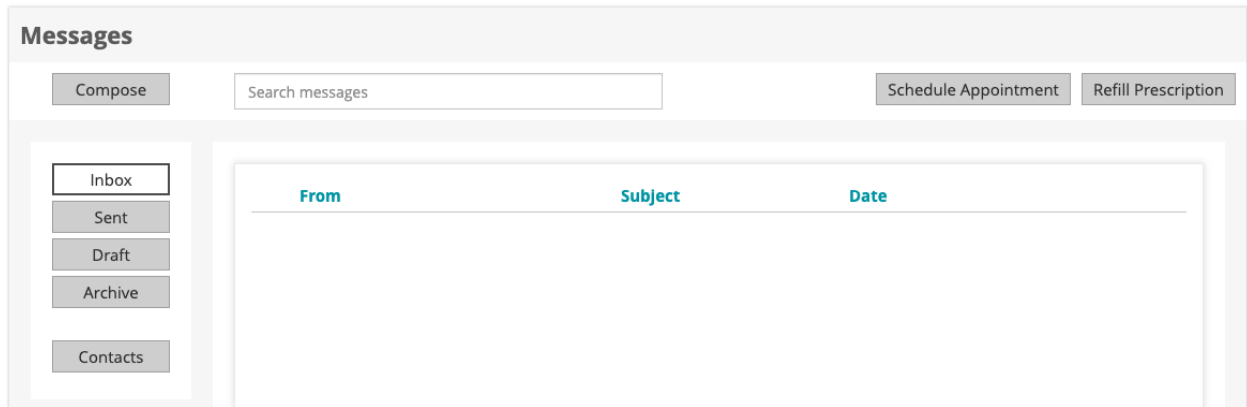
### 1.18 What is the purpose of My Messages?



My Messages provides an electronic messaging system for the sending and receiving of Direct messages.



## Frequently Asked Questions

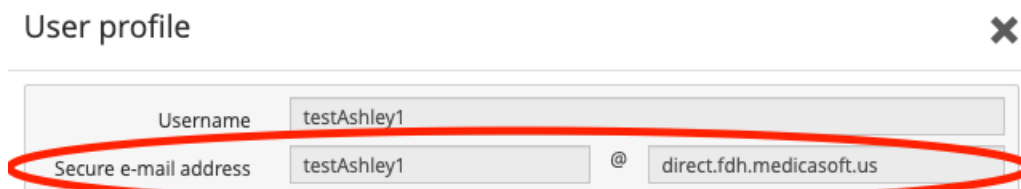


### Personal Email

#### 1.19 Why can't I send messages from Florida Health Connect to my personal email account?

The Florida Health Connect My Messages allows communication only between people and systems with Direct messaging accounts. Direct messaging is a format for transmitting data that specifies a simple, secure, scalable, standards-based way for participants to send authenticated, encrypted health information directly to known, trusted recipients over the Internet.

You will find your Direct messaging address defined in your User Profile under "Secure e-mail address". This address can be shared with healthcare providers to securely send Direct messages to your Florida Health Connect account. This address is created by the Florida Health Connect system and may not be modified.





## Frequently Asked Questions

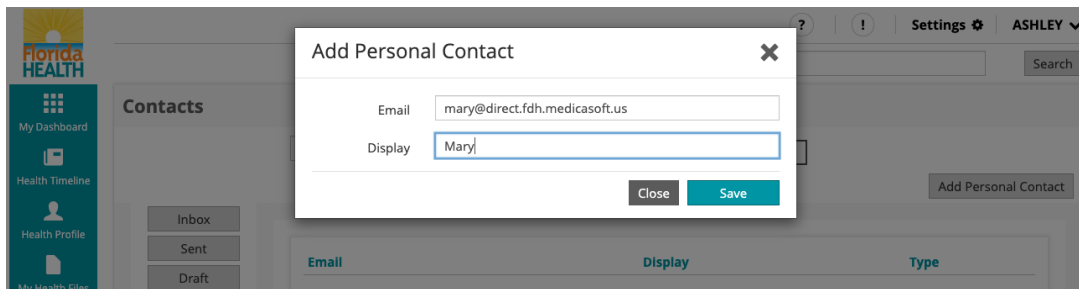
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### Contacts

#### 1.20 Can I import my contacts from my personal email account into my Florida Health Connect account?

The import functionality does not exist because only Direct messaging addresses are allowed to send/receive messages in the Florida Health Connect Messages system.

You may manually enter or copy/paste a Direct messaging address which has the format username@direct.fdh.medicasoftware.us.



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#### 1.21 What does it mean when a message is “Processed” and/or “Delivered”?

From	Subject
testashley1@direct.fdh.medicasoftware.us	Delivered: New appointment
testAshley1@direct.fdh.medicasoftware.us	New appointment
testashley1@direct.fdh.medicasoftware.us	Processed: New appointment
testashley@direct.fdh.medicasoftware.us	Delivered: Question

**Processed** = the message has been received by the Florida Health Connect SMTP server, has been successfully decrypted, the signature has been validated, and the sender was verified to be in a trusted partners list. This means that the partner has exchanged certificates with Florida Health Connect which is a method for securing communications between client (sender) and server (receiver).

**Delivered** = the message has been delivered to the intended recipient’s mailbox. This acknowledgement tells the sender that the message and attachment were received by the recipient.

**Failed** = the Direct specification (rules) require a “failed” notification be returned to the sender if the message fails to be delivered to the receiver.

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## Frequently Asked Questions

### 1.22 How do I clean up My Messages Inbox?

Click on the Archive icon to no longer view messages. Every message that you receive is maintained in your My Health connect account so those messages may be viewed at a later time.

The screenshot shows the 'Messages' interface with a sidebar on the left containing 'Inbox', 'Sent', 'Draft', 'Archive', and 'Contacts'. The main area displays a list of messages with columns for 'From', 'Subject', and 'Date'. An 'Archive' button with a folder icon is highlighted with a red box on the right side of the message list.

From	Subject	Date
testashley1@direct.fdh.medicasoftware.us	Delivered: New appointment	03/29/2019 11:36 AM
testAshley1@direct.fdh.medicasoftware.us	New appointment	03/29/2019 11:36 AM
testashley1@direct.fdh.medicasoftware.us	Processed: New appointment	03/29/2019 11:36 AM
testashley@direct.fdh.medicasoftware.us	Delivered: Question	03/25/2019 12:32 PM

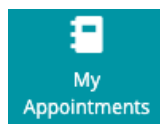
Your archived messages are moved to your own Archive folder for future reference. No messages are ever deleted. You may click on the Archive folder to display these messages as shown in the screen shot below.

The screenshot shows the 'Messages' interface with the 'Archive' folder selected in the sidebar, highlighted with a red box. The main area displays a list of messages with columns for 'Recipients', 'Subject', and 'Date'.

Recipients	Subject	Date
From: testashley@direct.fdh.medicasoftware.us To: testashley1@direct.fdh.medicasoftware.us	Processed: Question	03/25/2019 12:32 PM
From: ASHLEY GREEN (testAshley1@direct.fdh.medicasoftware.us) To: testAshley@direct.fdh.medicasoftware.us	Question	03/25/2019 12:32 PM

## My Appointments

### 1.23 What is the purpose of My Appointments?



Provides a tool to track your medical appointments.



## Frequently Asked Questions

### 1.24 How do I add appointments to my calendar in Florida Health Connect?

1. Select the Add button on the top right navigation bar, as shown below.
2. Populate fields regarding Appointment. Users have the ability to set-up a reminder leveraging the drop down shown below

The screenshot displays the Florida Health Connect user interface. On the left is a navigation sidebar with icons for My Dashboard, Health Timeline, Health Profile, My Health Files, My Messages, My Apps & Devices, and My Appointments (highlighted with a red box). The main area shows a calendar for March 2019 with an 'Add' button in the top right navigation bar (also highlighted with a red box). An 'Add Appointment' modal form is overlaid on the calendar, containing the following fields:

- Title: 3 month check-in
- Location: [Searchable field]
- Practitioner: Dr. John
- Date: 07/15/2019, 10:00 AM - 11:00 AM
- Priority: Normal (selected), High
- Type: Followup
- Description: [Text area]
- Status: Active (selected), Completed, Cancelled
- Remind me: [Dropdown menu]

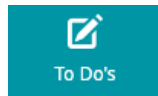
The 'Remind me' dropdown menu is open, showing the following options: Never, 1 hour before, 2 hours before, 4 hours before, 6 hours before, 8 hours before, and 12 hours before.



## Frequently Asked Questions

### To Do's

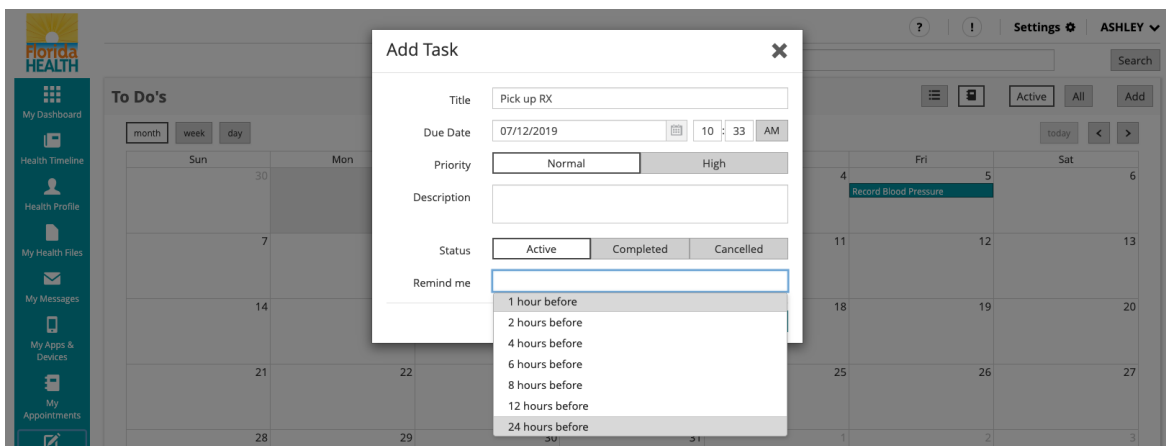
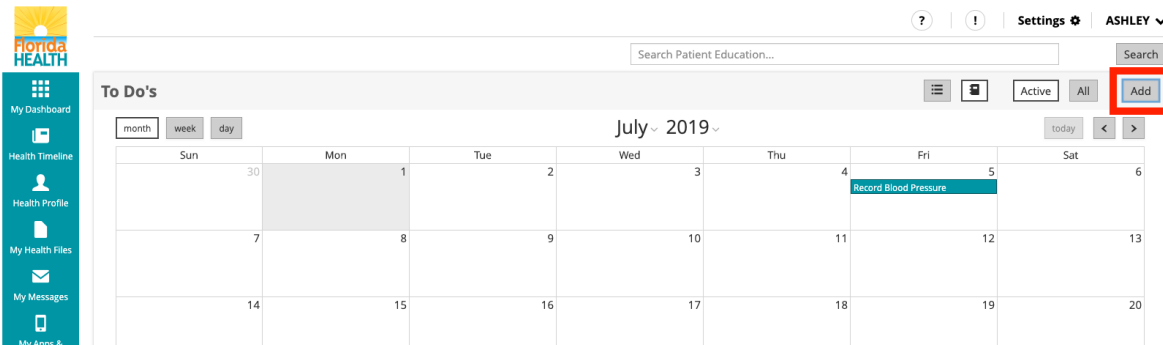
#### 1.25 What is the purpose of To Do's?



Provides a tool to track your personal actions and activities.

#### 1.26 How do I add To Do items to my calendar in Florida Health Connect?

3. Select the Add button on the top right navigation bar, as shown below.
4. Populate fields regarding To Do. Users have the ability to set-up a reminder leveraging the drop down shown below.

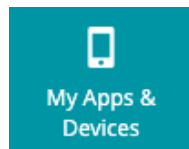




## Frequently Asked Questions

### My Apps & Devices

#### 1.27 What is the purpose of My Apps & Devices?



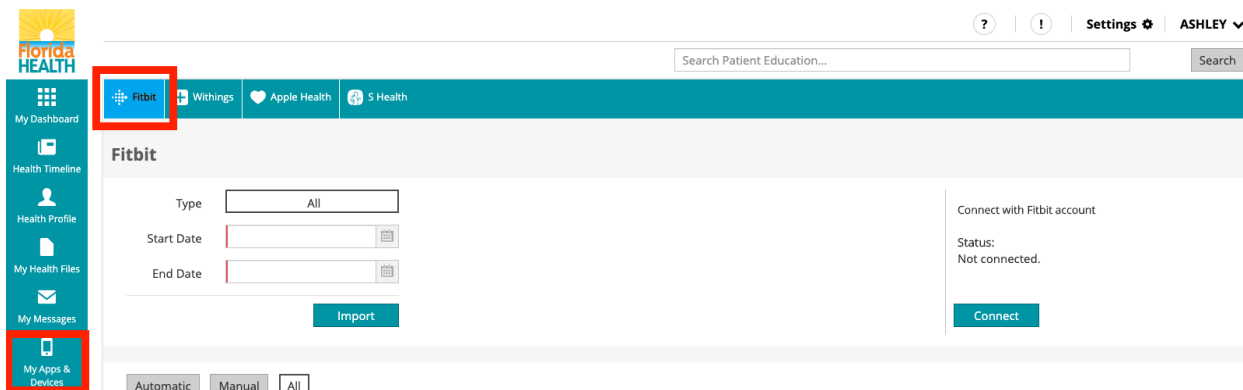
Five popular health tracking devices and apps have been integrated into the Florida Health Connect™ application that was designed for use with the FITBIT® platform; Withings; Apple Health; and Samsung's S Health.

The integration of each device may require you to establish an account with the device provider before linking your account.

### FITBIT® Platform

#### 1.28 How do I establish connectivity with my FITBIT® account?

1. Follow instructions to establish the FITBIT app on your handheld device.  
<https://www.fitbit.com/setup>
2. Select the My Apps & Devices widget on the left navigation bar.
3. Choose **Fitbit** from the top selection bar





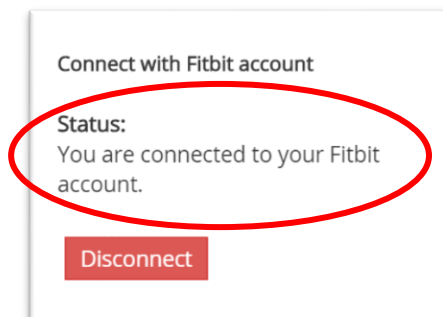
## Frequently Asked Questions

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4. Select the **Connect** button to Connect with Fitbit account
5. Enter the email and password that you provided when you established your Fitbit account.

A screenshot of the Fitbit authorization interface. At the top is the Fitbit logo. Below it, there is a "READ-ONLY ACCESS" section with a lock icon and a dropdown arrow. The text states: "Application will be able to read: activity, sleep and food entries, body and weight info, friends, groups and your device data." Below this are two input fields labeled "Email" and "Password". At the bottom left is a link for "FORGOT PASSWORD?" and at the bottom right is a pink "ALLOW" button.

6. Upon connection, you will be returned to Florida Health Connect and a status update will display, as shown below.



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### 1.29 Where may I find more information about FITBIT® functionality?

Go to your device's help page for more information.

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## Frequently Asked Questions

### History

#### 1.30 What is the purpose of History?



Provides a listing of all activities performed with your account in a chronological manner, along with the capability to view further details about the activity.

#### 1.31 What is the History tab used for?

The History tab tells you about each **Operation**, **Document type**, and **Document details** that were performed on your account, along with an associated date and time.

- **Operation types** include **Search-type**, **Read**, and **Import**.
- **Document type** includes everything from **Laboratory** results through **Vital Signs**.
- **Document details** indicate how many search results were returned.

In the example shown in the screen shot below, 9 results were returned and may be reviewed with the view icon

The screenshot shows the Florida Health user interface. On the left is a navigation sidebar with icons for My Dashboard, Health Timeline, Health Profile, My Health Files, My Messages, My Apps & Devices, My Appointments, To Do's, and History (highlighted with a red box). The main content area is titled 'History' and includes a search bar, filters for time range (1d, 1w, 1m, 3m, 1y, All), and filters for user type (All, Personal, Other Users) and document type (All, Read, Changes, VDT). Below these filters is a table with the following data:

Date	User	Operation	Application	Document type	Document details
07/01/2019 10:49:21 AM	testAshley1	read	phr-web	User	User: testAshley1 Status: active
07/01/2019 10:49:21 AM	testAshley1	read	phr-web	User	User: testAshley1 Status: active
07/01/2019 10:47:55 AM	testAshley1	Login	phr-web	User	Successful login.
07/01/2019 10:47:33 AM	testAshley1	Logout	phr-web	User	Successful logout.
07/01/2019 10:33:24 AM	testAshley1	update	phr-web	ToDo (Task)	Record Blood Pressure (07/05/2019 10:33 AM)
07/01/2019 10:33:19 AM	testAshley1	read	phr-web	ToDo (Task)	Record Blood Pressure (07/01/2019 10:33 AM)
07/01/2019 10:33:19 AM	testAshley1	update	phr-web	ToDo (Task)	Record Blood Pressure (07/01/2019 10:33 AM)
07/01/2019 10:33:17 AM	testAshley1	create	phr-web	ToDo (Task)	Record Blood Pressure (07/01/2019 10:33 AM)
07/01/2019 10:30:29 AM	testAshley1	read	phr-web	User	User: testAshley1 Status: active
07/01/2019 10:19:18 AM	testAshley1	Login	phr-web	User	Successful login.
07/01/2019 10:09:13 AM	testAshley1	Logout	phr-web	User	Successful logout.

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## Frequently Asked Questions

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