FAQs Post Log-In

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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.

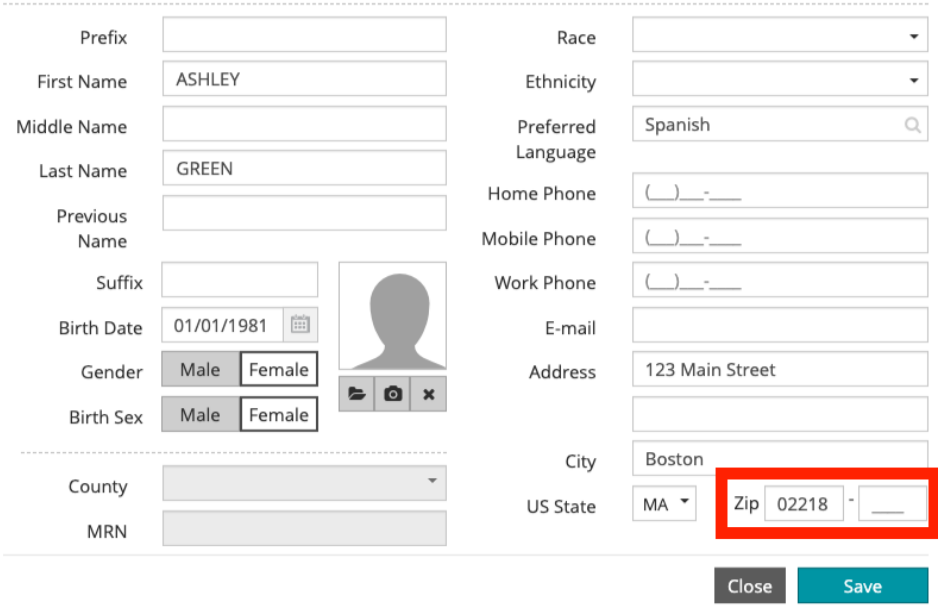
Only one field is used in the My Message functions and is derived from your Username:

- 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:

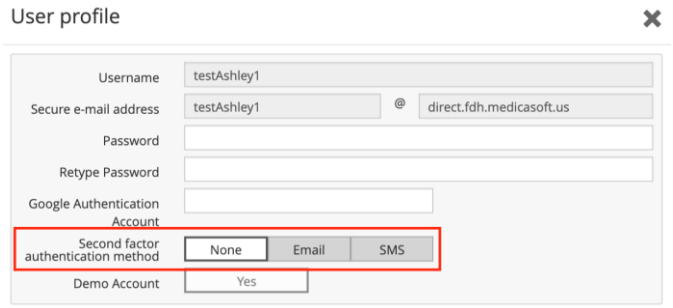
- Last Name
- First Name
- Birth Date
- Gender

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.



Second Factor Authentication

1.2 What is the second factor authentication method?



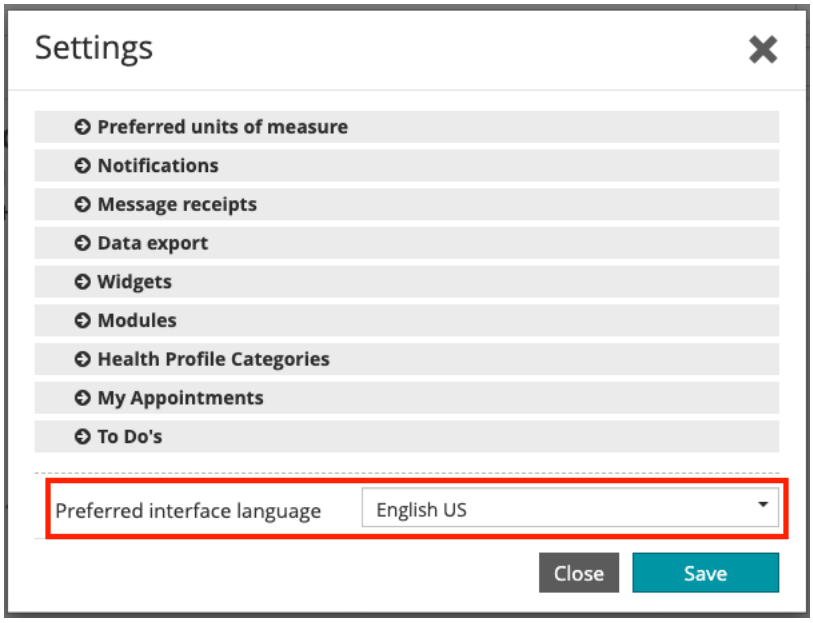
Second factor authentication is a personal security measure that requires confirmation of your identity using a secondary account or device you control. This User Profile option allows you to select 'email' or 'SMS' as a second factor authentication method. By selecting 'email' or 'SMS', every time you 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.

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”.



Direct Messaging

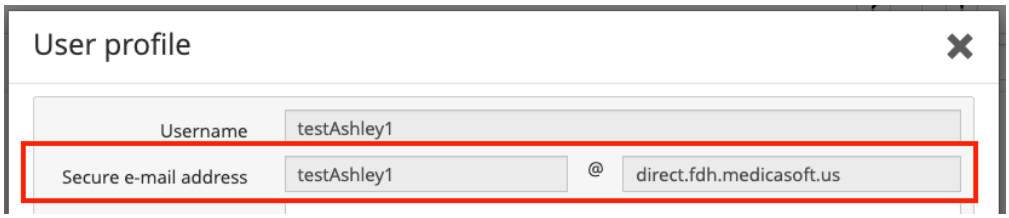
1.4 What is Direct messaging?

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

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.

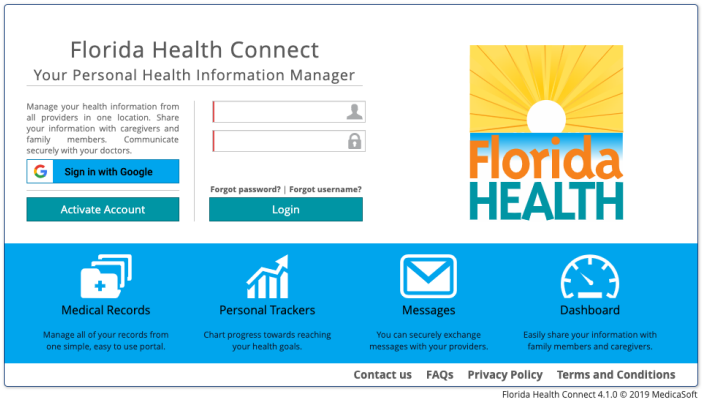


1.5 How is Direct messaging integrated within Florida Health Connect™?

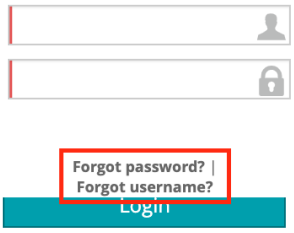
Direct messaging is the form of messaging used within My Messages of Florida Health Connect. This is the way you can communicate securely with your providers. Direct messaging is the key way to send and receive messages from your account in Florida Health Connect.

Password / Username

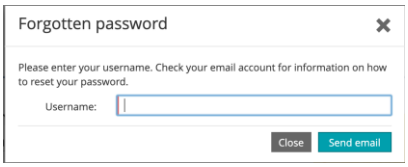
1.6 I’ve forgotten my password. How do I reset it?



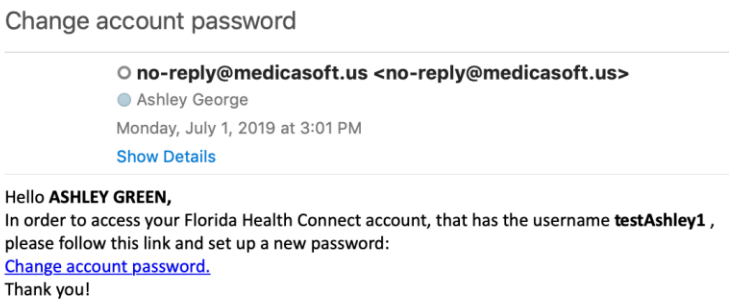
1. The WELCOME page provides access to “Forgot password?” just above the **Login** button



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.

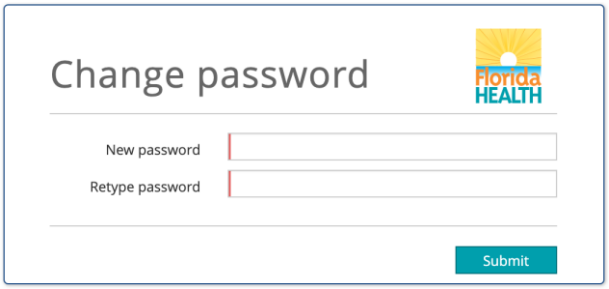


3. The following email will be delivered to your Inbox. (Check your SPAM folder if the email is not received in a few seconds.) Click on the "Change account password" link.

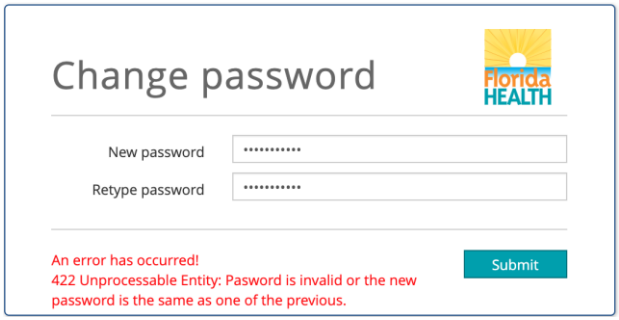


4. The "Change password" screen will allow you to create a new password.

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

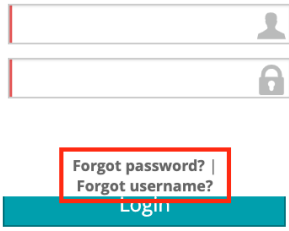


NOTE: The system keeps track of the last 24 passwords you have used so you must choose a new password.



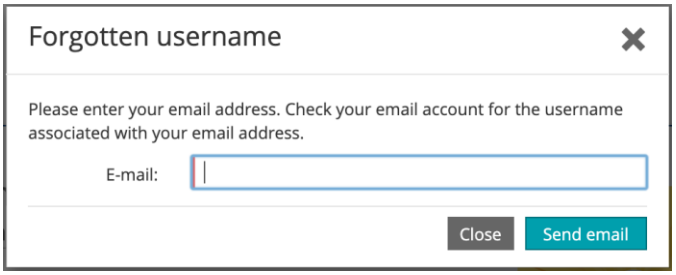
1.7 I've forgotten my username. How do I retrieve it?

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

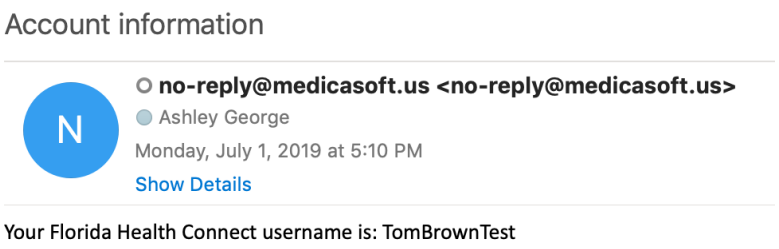


1. When you click on "Forgotten username?" you will need to enter the email address that you registered in your Florida Health Connect user profile. Click the "Send email" button and an email will be sent to your personal email account.

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.



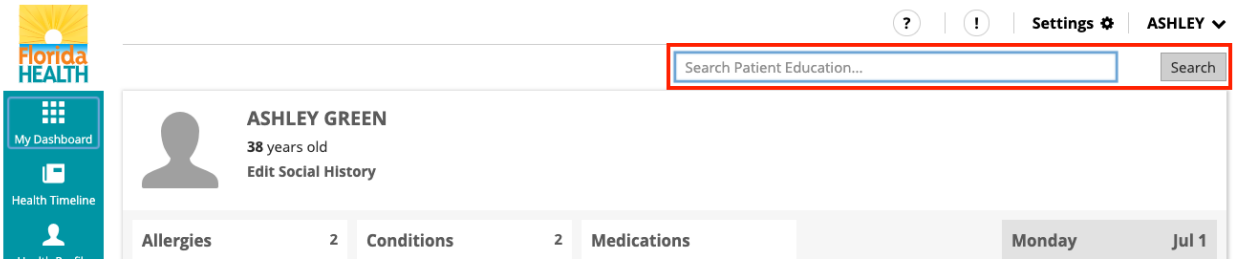
2. Access your personal email account and view the response from **no-reply@medicasoft.us**



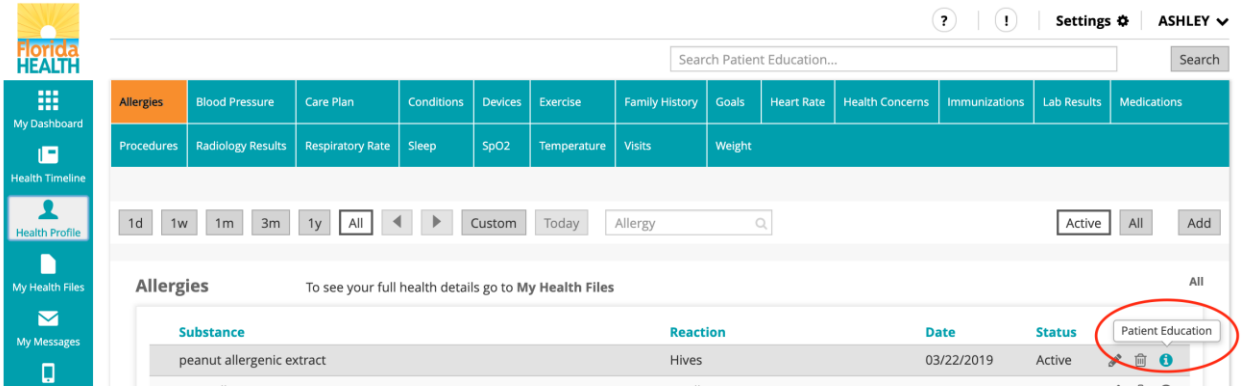
Patient Education

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.

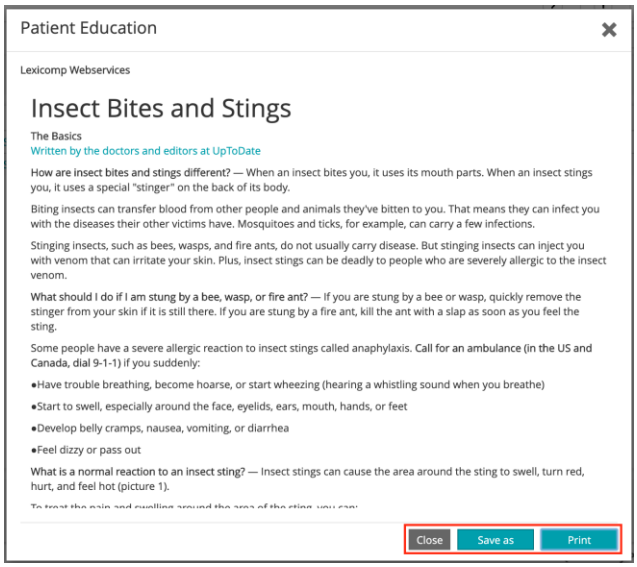


The information icon ( ) will access information from the same Patient Education data source to provide additional information related to items in your account.



1.9 What does the Patient Education document look like?

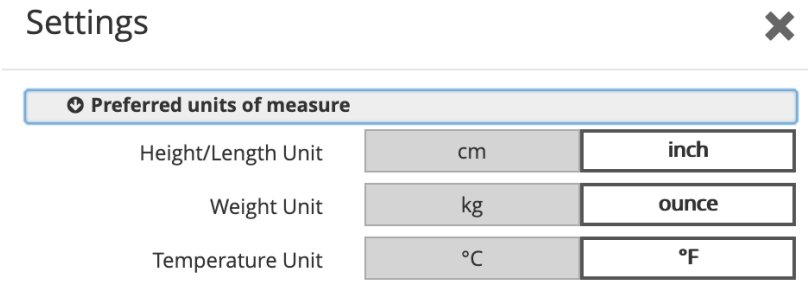
The document may be viewed online, saved, or printed for your convenience.



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.

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

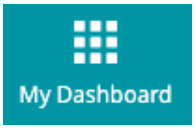
Navigation Bar

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

My Dashboard

1.13 What is the purpose of My Dashboard?



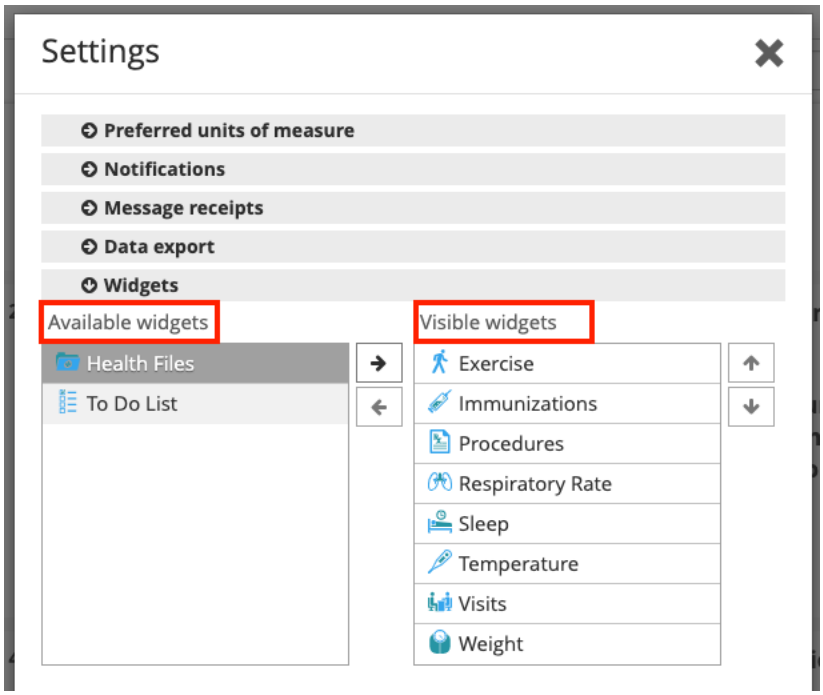
It is a user customizable screen that allows you to access what matters most to you:

- 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.

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.



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.

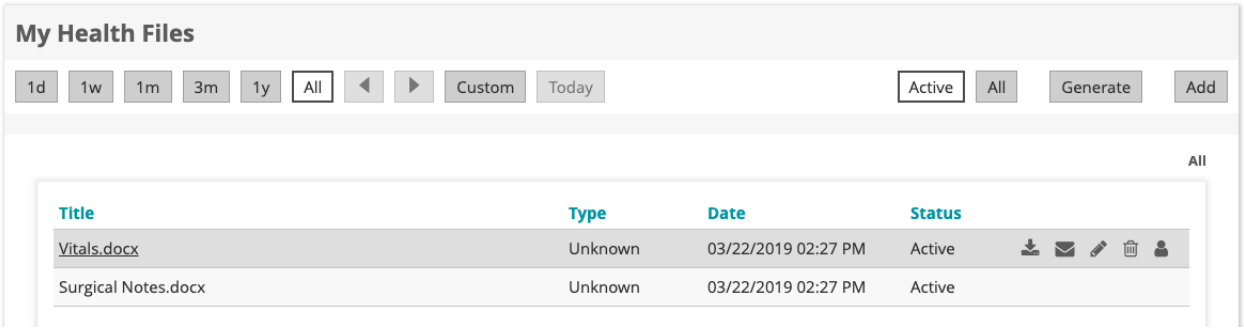
1.16 What are the various actions I may perform with my health files?

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.

My Health Files

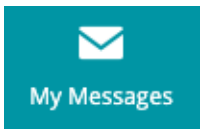
1.17 What is the purpose of My Health Files?

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.

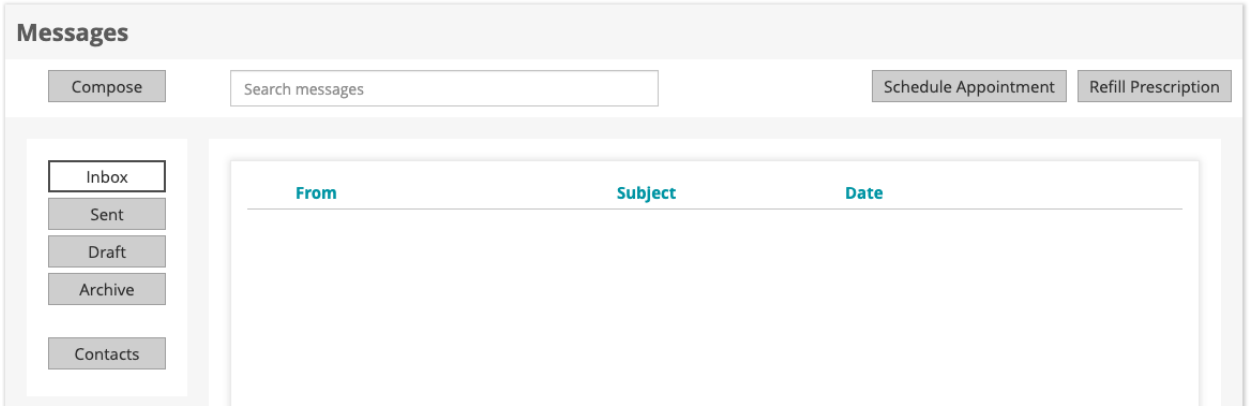


My Messages

1.18 What is the purpose of My Messages?



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

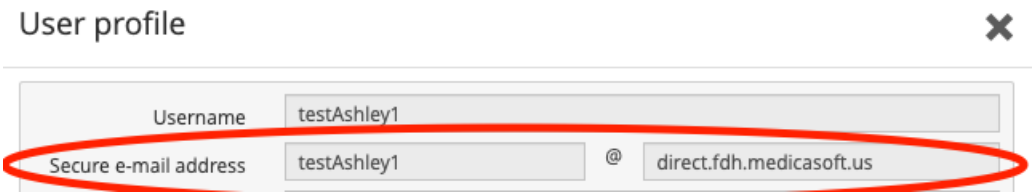


Personal Email

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.

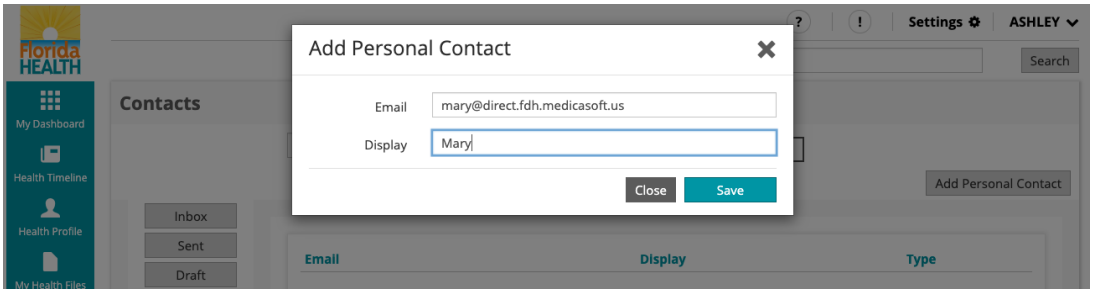


Contacts

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.medicasoft.us.



1.21 What does it mean when a message is "Processed" and/or "Delivered"?

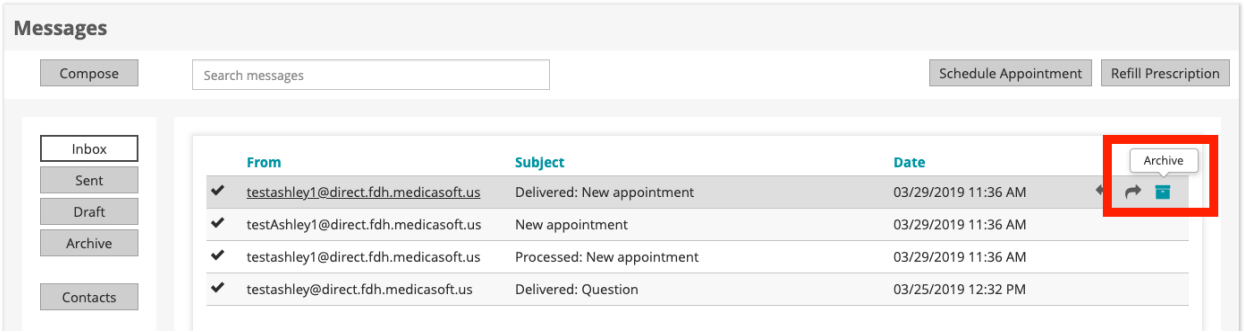
Processed = the message has been received by the Florida Health Connect SMTP server, has been successfully decrypted, the signature has been validated, and the sender was verified to be in a trusted partners list. This means that the partner has exchanged certificates with Florida Health Connect which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

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

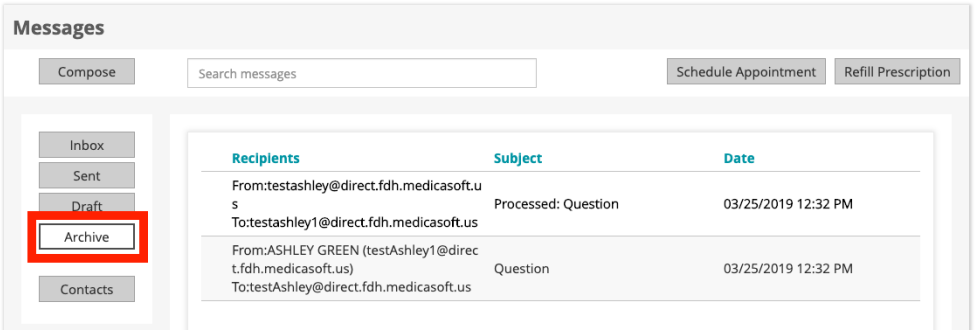
Failed = the Direct specification (rules) require a "failed" notification be returned to the sender if the message fails to be delivered to the receiver.

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.

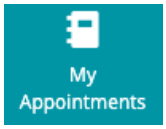


Your archived messages are moved to your own Archive folder for future reference. No messages are ever deleted. You may click on the Archive folder to display these messages as shown in the screen shot below.



My Appointments

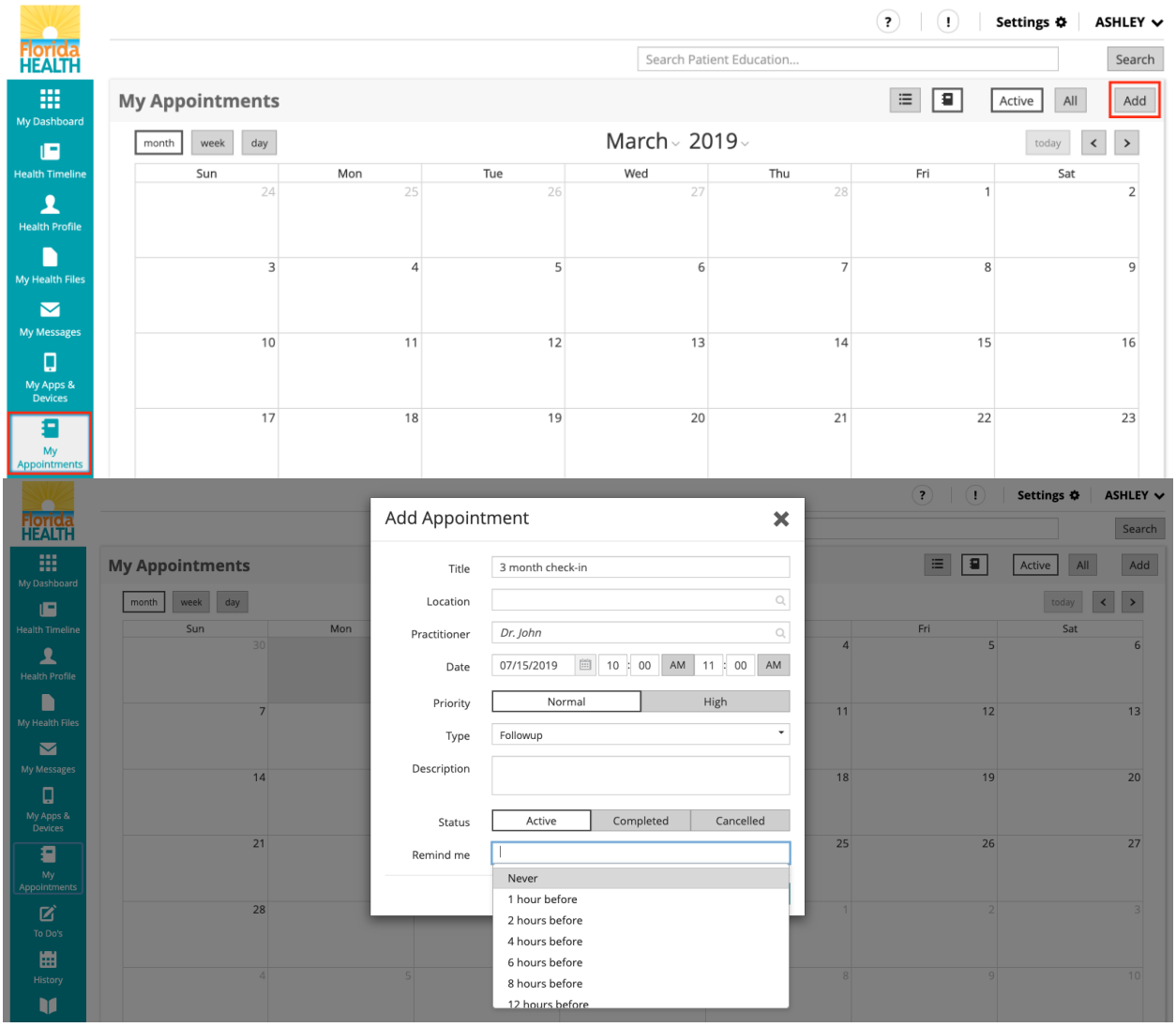
1.23 What is the purpose of My Appointments?



Provides a tool to track your medical appointments.

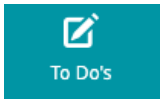
1.24 How do I add appointments to my calendar in Florida Health Connect?

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



To Do's

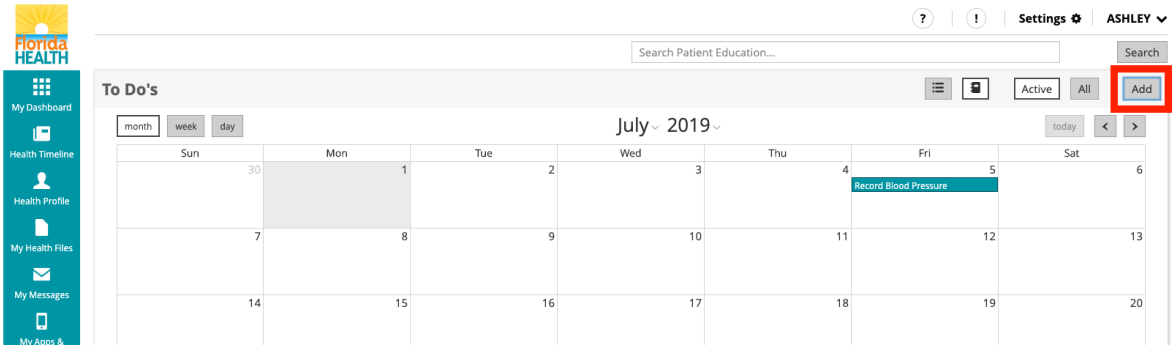
1.25 What is the purpose of To Do's?

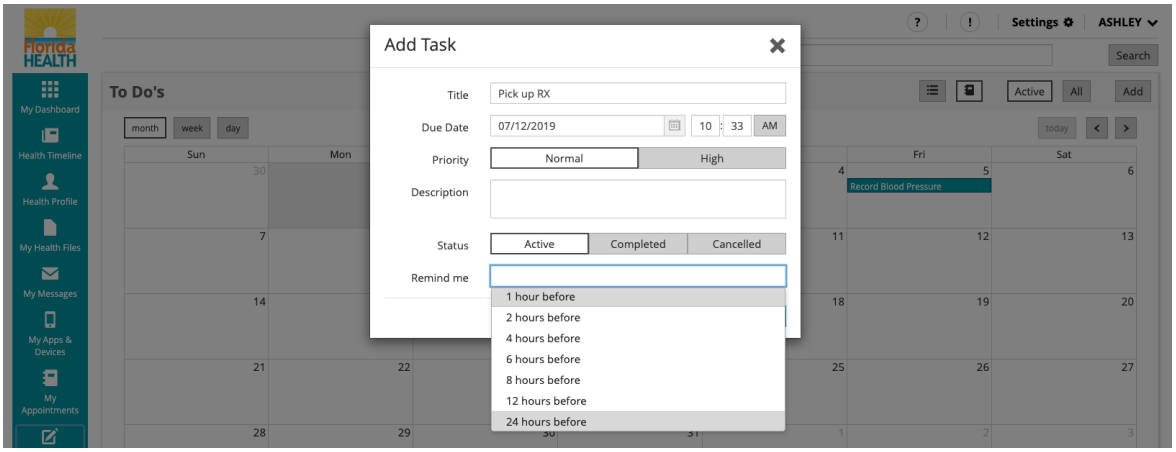


Provides a tool to track your personal actions and activities.

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

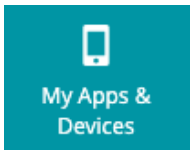
3. Select the Add button on the top right navigation bar, as shown below.
4. Populate fields regarding To Do. Users have the ability to set-up a reminder leveraging the drop down shown below.





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.

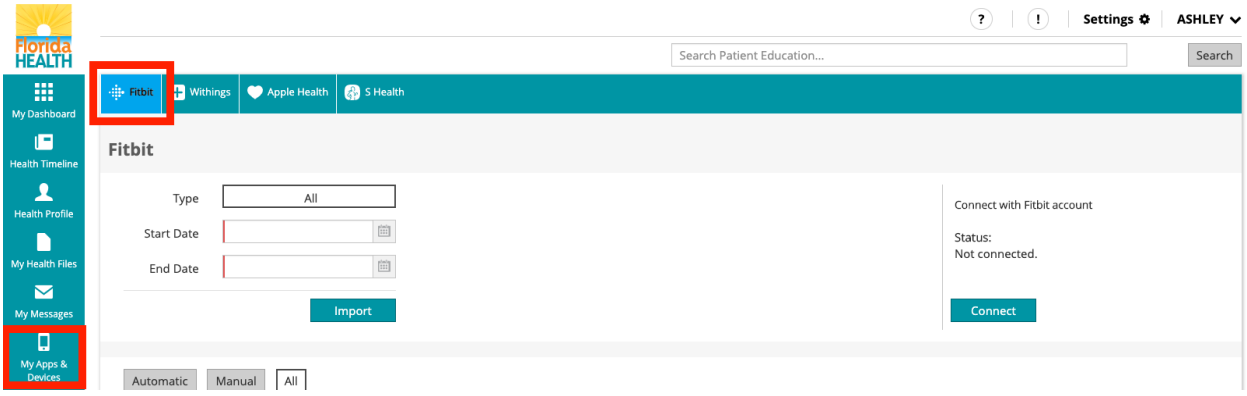
FITBIT® Platform

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

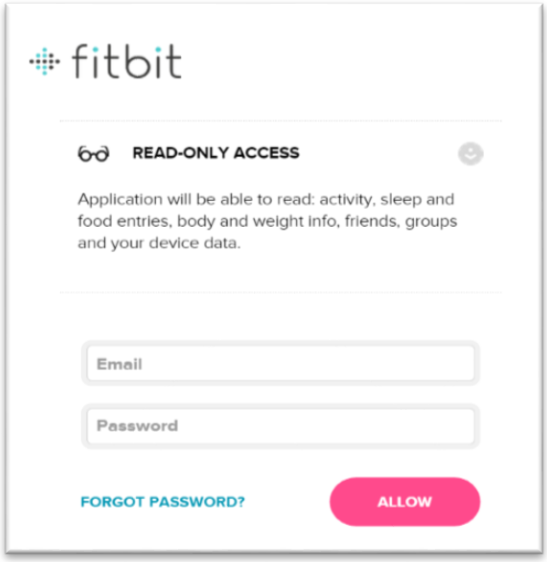
2. Select the My Apps & Devices widget on the left navigation bar.

3. Choose Fitbit from the top selection bar

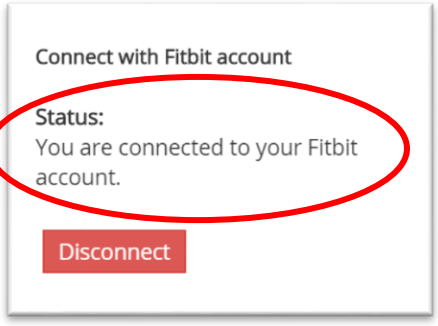


4. Select the **Connect** button to Connect with Fitbit account

5. Enter the email and password that you provided when you established your Fitbit account.



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



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

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

History

1.30 What is the purpose of History?

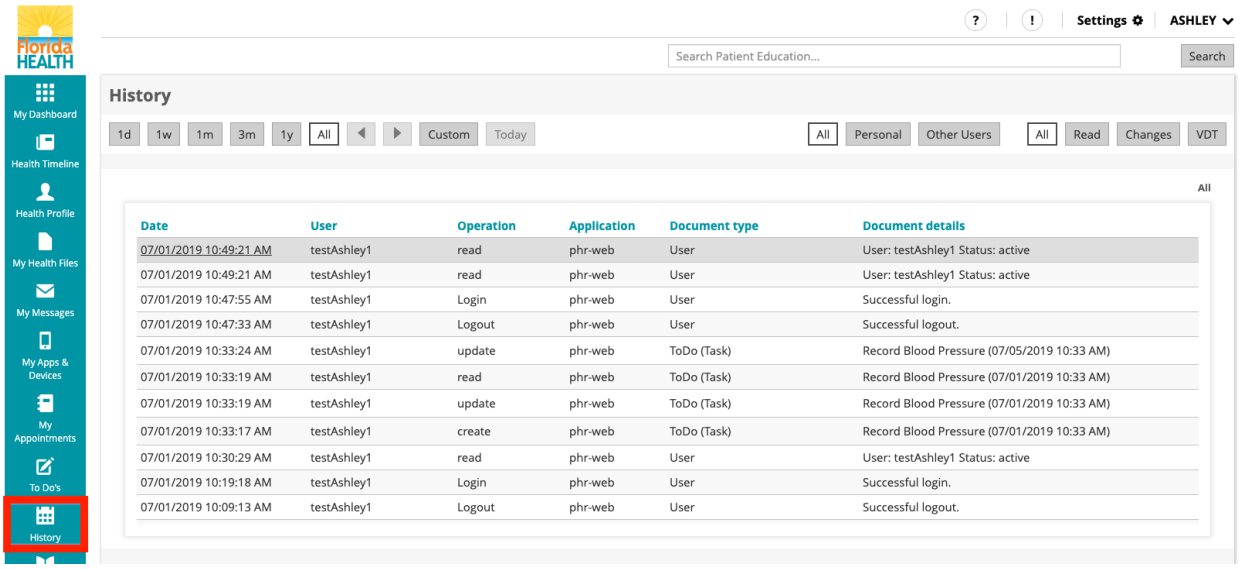
Provides a listing of all activities performed with your account in a chronological manner, along with the capability to view further details about the activity.

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 .



Updated: 7/10/2019

Revision History	
7/10/19	Page 8, Section 1.6