



NHHI

National Hand Hygiene Initiative

Managing Users for an Organisation

Scope: Organisation Administrators, Region Administrators, Organisation Group Administrators

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1.1 Screen overview

The screenshot shows the 'Users' management page in the NHHI system. It features a top navigation menu with 'Users' highlighted. Below the menu is a form for adding a new user, with fields for Username, First Name, Last Name, Keyword, Organisation, Department, and Role. A search button is located below the form. At the bottom, there is a table of existing users and a pagination control.

1) TOP LEVEL MENU points to the 'Users' button in the top navigation bar.

2) ADD NEW BUTTON points to the 'Add User +' button.

3) SEARCH FILTERS points to the search fields and the 'Search' button.

4) PAGE RESULTS points to the table of users and the pagination controls.

Username	Name	Email	Role
1 Auditor 1	Second Name, First Name	auditor1@hospitala.org.au	Auditor
2 Auditor 2	Bloggs, Joe	j.bloggs@hospitala.org.au	Auditor
3 Auditor 3	Auditor, Test	test.auditor@hospitala.org.au	Auditor

1.2 Viewing an Organisations' users

>Login to HHCApp

>Click the Organisations button in the top level menu

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>Click an organisation's name to select it.

Organisations

Code:

Name:

State: All

Search

Total results: 1

	Code	Name	Type	Depts	Beds	Parent
1	HOSP-A	Hospital A	Hospital		34	565 Metropolitan

N.B. If you are responsible for more than one organisation you can use the search filters to narrow down the list of organisations displayed and then select the required organisation.

Dashboard > Organisation List > Organisation Audits

TEST HOSPITAL - Audits Add Audit +

Name:

Audit Type: Any

Audit Period: Any

Audit Status: Any

Spans Date:

Search

ORGANISATION MENU

USERS

- Audits
- Audit Periods
- Sessions
- Departments
- HCW Types
- Users**
- Details

>Select Users from the Organisation Menu on the right hand side

This will take you to the Organisation Users page where you will see a list of all users for the selected organisation. From here you can add new users or detach users from the allocated role if they are attached at an organisation level.

Reporters and Data Entry users cannot be added or removed from this page unless they have been attached at the organisation level. If they are attached at the department level, go to the Departments tab and click on the required department.

>Click on the down arrow beside each role to view the list of added users.

Hospital A - Users

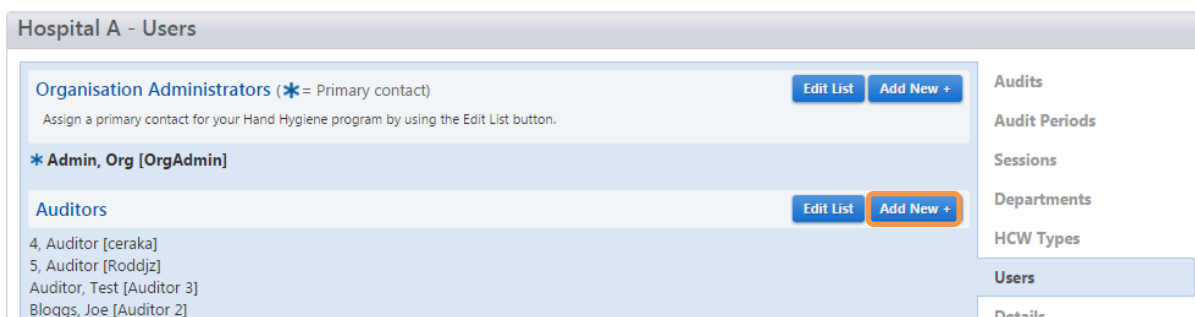
- Organisation Administrators (1) (* = Primary contact)
- Auditors (139)
- Reporter Users (0)
- Data Entry Users (0)

All 4 roles visible on the one page

- Audits
- Audit Periods
- Sessions
- Departments
- HCW Types
- Users**
- Details

1.3 Adding an existing User to the role of Auditor at an Organisation

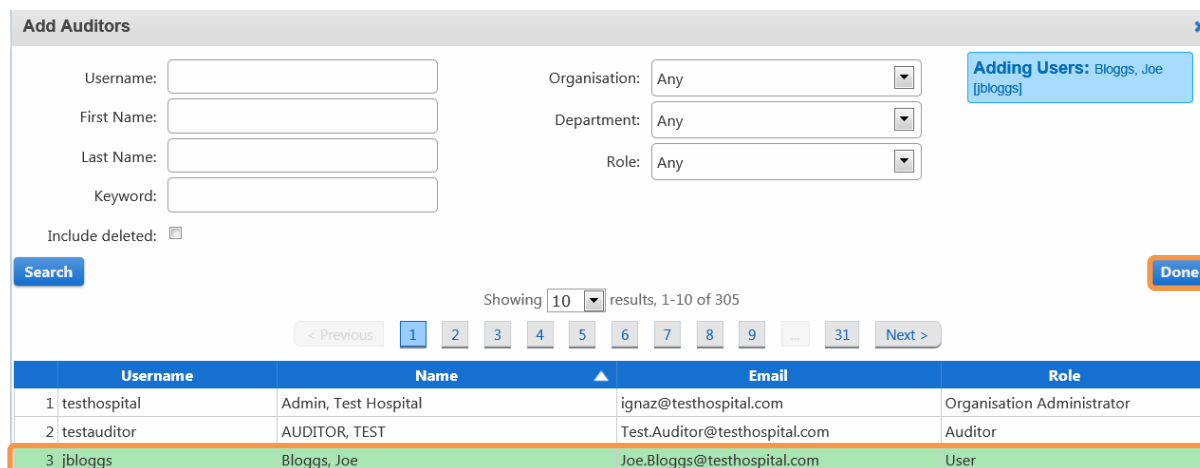
- >Select Users from the Organisation Menu on the right hand side
- >Click 'Add New+' next to Auditors



The list of users displayed contains all users that have previously been allocated roles to your organisation(s) along with any users that have not been allocated to a role at any organisation.

N.B. You can use the search criteria to filter the list to make it easier to find a user.

- >Click on the user(s) you wish to add as an auditor to select them. The selected user(s) will be highlighted green



	Username	Name	Email	Role
1	testhospital	Admin, Test Hospital	ignaz@testhospital.com	Organisation Administrator
2	testauditor	AUDITOR, TEST	Test.Auditor@testhospital.com	Auditor
3	jbloggs	Bloggs, Joe	Joe.Bloggs@testhospital.com	User

- >Click Done

If the auditor is not already a user in HHCApp you will need to create them as new user (see 1.8 Creating a new User).

If an auditor has already been added to HHCApp by an organisation that you are not an administrator for, you will need to contact a higher administrator who can access your organisation and the other organisation. For example, a region administrator would need to allocate a user from another organisation from the same region or a region group or state administrator would need to allocate a user from another region.



N.B. Reporter roles and Data Entry roles are added the same way by selecting the required dropdown list.

1.4 Detaching an Auditor

To remove an auditor from your organisation, go to the Users tab in the organisation menu

>Click Edit List

>Click on the red dot beside the auditor's name.

A screenshot of the 'Hospital A - Users' interface. The main content area is divided into two sections: 'Organisation Administrators' and 'Auditors'. The 'Organisation Administrators' section has a sub-header '* Admin, Org [OrgAdmin]' and a description: 'Assign a primary contact for your Hand Hygiene program by using the Edit List button.' It includes 'Edit List' and 'Add New +' buttons. The 'Auditors' section has a sub-header 'Auditors' and a description: 'Remove Role'. It includes 'Cancel' and 'Add New +' buttons. Below the 'Auditors' section, there is a list of auditors: 'Auditor, Test [Auditor 3]', 'Bloggs, Joe [Auditor 2]', and 'Second Name, First Name [Auditor 1]'. The 'Bloggs, Joe [Auditor 2]' entry is highlighted with an orange border, and a red dot is visible to its left. On the right side of the interface, there is a vertical menu with options: 'Audits', 'Audit Periods', 'Sessions', 'Departments', 'HCW Types', 'Users', and 'Details'. The 'Users' option is currently selected.

>Click Save

>Roles can also be detached directly from a users profile page (see 1.7 Adding/detaching roles from profile page.)

N.B. The auditor is only detached from the organisation, not deleted from HHCApp.

HHCApp will automatically detach auditors who have not collected data in more than 2 years. These auditors will become 'Users' (not deleted) and can be reattached by an Organisation Administrator on successful completion of the 'Lapsed Auditor Pathway'.
[See auditor validation requirements on the the NHHI website](#)

1.5 Adding an existing user to the role of Organisation Administrator

>Select Users from the Organisation Menu on the right hand side

>Click 'Add New+' next to Organisation Administrators

A screenshot of the 'Hospital A - Users' interface, similar to the previous one. The 'Organisation Administrators' section is visible, with the 'Add New +' button highlighted with an orange border. The 'Auditors' section is also visible, with a list of auditors: '4, Auditor [ceraka]', '5, Auditor [Roddjz]', 'Auditor, Test [Auditor 3]', and 'Bloggs, Joe [Auditor 2]'. The right-hand menu is also visible, with 'Users' selected.



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The list of users displayed contains all users that have previously been allocated roles to your organisation(s) along with any users that have not been allocated to a role at any organisation.

You can use the search criteria to filter the list to make it easier to find a user.

>Click on the user(s) you wish to add as an organisation administrator to select them. The selected user(s) will be highlighted green

Add Auditors

Username: Organisation:

First Name: Department:

Last Name: Role:

Keyword:

Include deleted:

Search **Done**

Showing 10 results, 1-10 of 305

< Previous 1 2 3 4 5 6 7 8 9 ... 31 Next >

Username	Name	Email	Role
1 testhospital	Admin, Test Hospital	ignaz@testhospital.com	Organisation Administrator
2 testauditor	AUDITOR, TEST	Test.Auditor@testhospital.com	Auditor
3 jbloggs	Bloggs, Joe	Joe.Bloggs@testhospital.com	User

>Click Done

If the organisation administrator is not already a user in HHCApp you will need to create them as new user (see 1.8 Creating a new User).

If an organisation administrator has already been added to HHCApp by an organisation that you are not an administrator for, you will need to contact a higher administrator who can access your organisation and the other organisation. For example, a region administrator would need to allocate a user from another organisation from the same region or a region group. A state administrator would need to allocate a user from another region. In some cases, the national office will need to assist you.

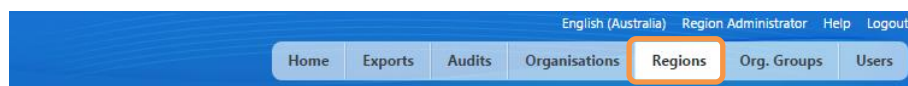
1.6 Adding a Region Administrator

A Region Administrator role allows a user to manage all the administrative functions of organisations within the region. A Region Administrator can also enter data for any auditor within the region.

>Login to HHCApp

>Click the Regions button in the top level menu

This button is only available to those with region or higher level access



>Select the region under the blue line

Code	Name	Level	Parent	Organisations
1 EAST-DIST	Eastern District	Region Group	Private Sector	4

>Select the Dependants tab from the Region Menu on the right hand side. Here you will see region administrators and also a list of all of the organisations in the region.

Eastern District - Dependants

Region Administrators Edit List Add New +

Administrator, Region [Region]

Organisations

Audits

Dependants

Details

>Click 'Add New+' next to Region Administrators

The list of users displayed contains all users previously allocated roles to your region(s) along with any users that have not been allocated to a role at any organisation.

Use the search criteria above the Search button to filter the list to make it easier to find a user.

>Click on the user(s) you wish to add as a Region Administrator to select them. The selected user(s) will be highlighted green

Add Region Administrators

Username: Jurisdiction: All

First Name: Region Group: All

Last Name: Region: All

Keyword: Organisation: All

Department: Select an Organisation

Role: All

Adding Users:

Search Showing 10 results, 1-10 of 5383 Done

< Previous 1 2 3 4 5 6 7 8 9 ... 539 Next >

Username	Name	Email	Role
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>Click Done

1.7 Adding or detaching roles for an existing user directly from the users profile page

Roles can be added (if they are already attached to your organisation) or removed, directly from a user's profile page

>Click the Users button in the top level menu

English (Australia) Org Admin Help Logout

Home Exports Sessions Audits Organisations Contacts **Users**



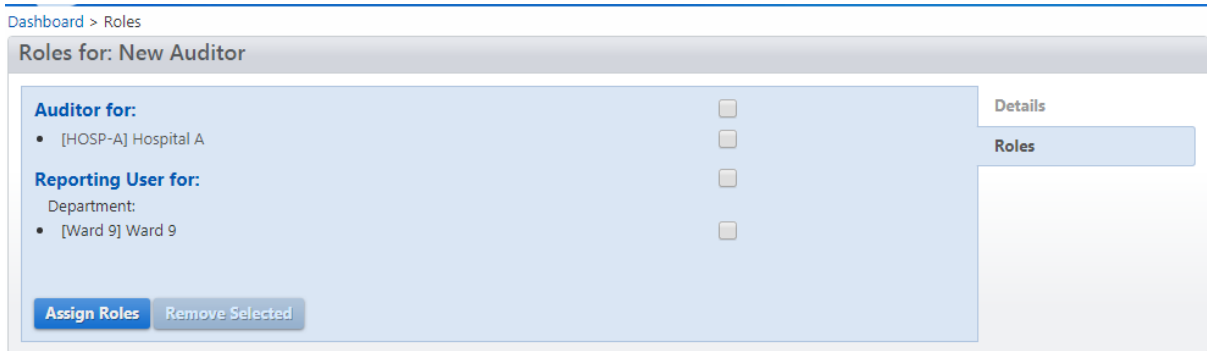
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>Use the search criteria above the Search button to filter the list

>Search

>Click on the name of the required user in the search results to open their profile page

>Click on the Roles tab



>To assign a new role, click on the Assign Roles button

>Select Role and level (e.g. organisation or department)

>Assign Role

>To detach a role, check the box beside the role to be removed

>Click Remove Selected

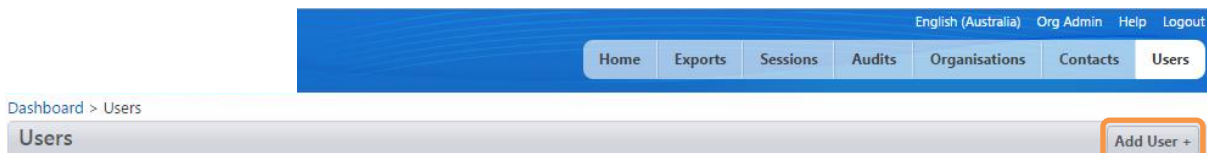
1.8 Creating a new User

>Login to HHCApp

>Click the Users button in the top level menu



>Click 'Add User +'



>Enter a **unique** Username for the Auditor to use when logging in to HHCApp. The username can be in any format you choose, eg. FirstNameLastName.



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>Enter the user's First Name.

>Enter the user's Last name

>Enter an email address that can be used to recover a lost password

>Enter the user's contact details (optional)

>Enter a Password of your choice.

>Confirm the Password by re-entering it.

N.B. Checking the Force password change box is an additional security measure that will allow you to tell the user a password that they will be made to change the first time they login.

>Click Save to add the user to HHCApp.

[Dashboard](#) > [Users](#) > [User Details](#)

Add User

Main Details

System Access:*

Default System:*

Username:* Anauditor

First Names:* Anne

Last Name:* Auditor

Email:* Anne.Auditor@testhospital.com.au

Phone:

Street:

Suburb:

Password

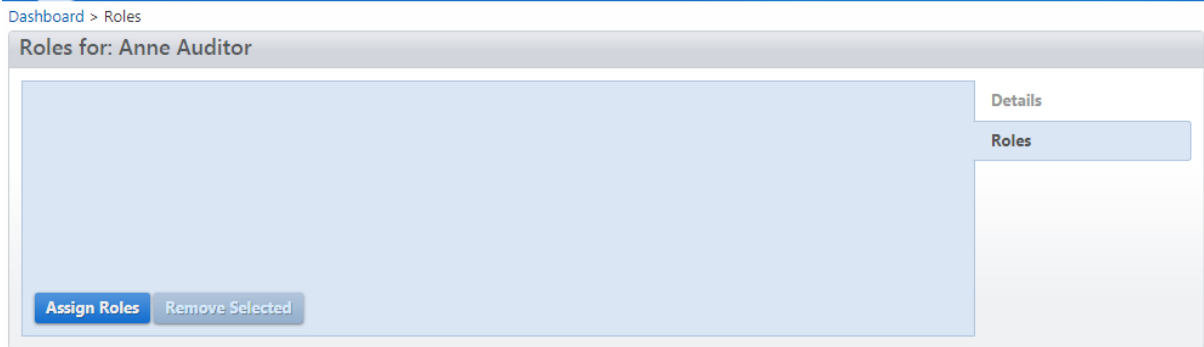
New Password:*

Confirm Password:*

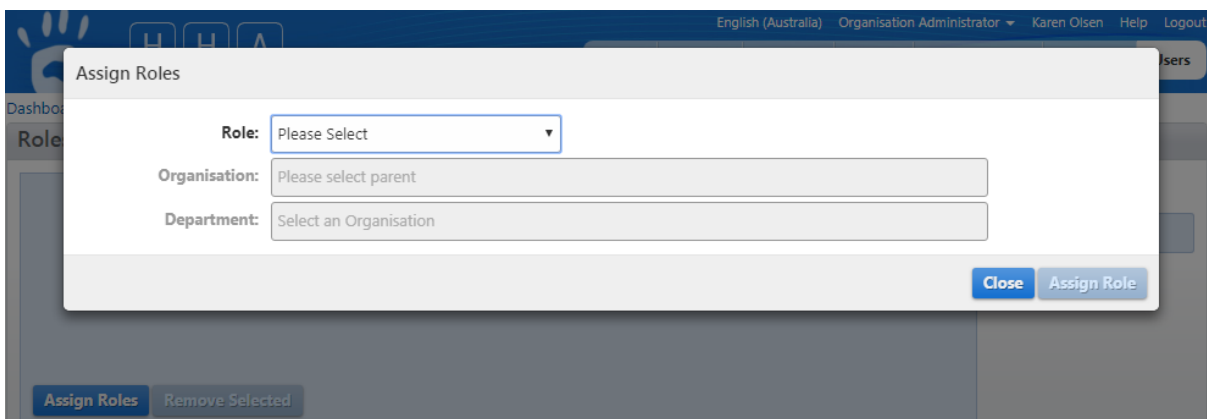
Force password change:

The new user can now be allocated to a role

>Click Assign Role



>Select Role and level (organisation +/- department depending on level of access required)



>Assign Role

1.9 Downloading a list of users

Administrators can download a list of all users attached to their organisation

>Click the Users button in the top level menu



>Use the search criteria above the Search button to filter the list

>Search

Users Add User +

Username:
 First Name:
 Last Name:
 Keyword:

Organisation:
 Department:
 Role:

Include deleted:

Showing 10 results, 1-10 of 22

< Previous 1 2 3 Next >

	Username	Name	Email	Role
1	Auditor 3	Auditor, Test	test.auditor@hospitala.org.au	Auditor
2	Auditor 2	Bloggs, Joe	j.bloggs@hospitala.org.au	Auditor
3	Auditor 1	Second Name, First Name	auditor1@hospitala.org.au	Auditor
4	Auditor 4	Semmelweis, Ignaz	i.semmelweis@hospitala.org.au	Auditor

To download all users attached to an Organisation/Region leave the Role filter at 'All'.

>Select the download file underneath the search results.

Download as

>To open the details page of any attached users, click on their name in the search results

1.10 Update User details

1.10.1 Updating an organisations users details

The details page for all users attached to an organisation is available by clicking on the name of the user in the search results (1.9).

To update user details

>Click on the user's name in the search results

Dashboard > Users > User Details

Add User

Main Details

Username:
 First Names:
 Last Name:
 Email:
 Phone:
 Street:
 Suburb:

>Update details

>Save

1.10.2 Password reset

If a password reset is required, mobile device users must confirm that all sessions are synchronised and devices are logged out. (See mobile device troubleshooting guides for further information).

Password

Please ensure this user has synchronised all sessions on their mobile devices AND has logged out of ALL mobile devices (even if there were no sessions to be synchronised) BEFORE you change the password.
To log out of a mobile device you need to press the logout button. Simply closing the browser/navigating to a new page is not sufficient.

I confirm all sessions are synchronised AND devices are logged out

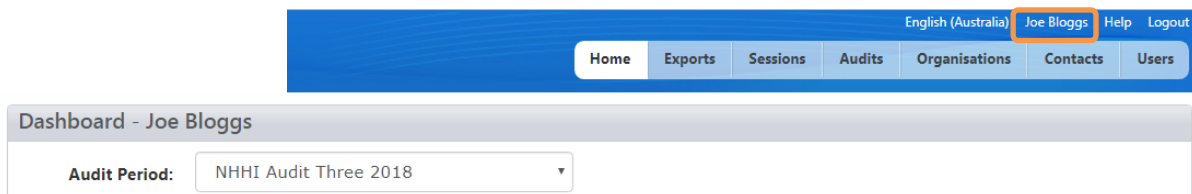
New Password:

Confirm Password:

Force password change:

1.10.3 Updating your own details

- >Login to HHCApp
- >Click on your own name in the top right corner



- >Update details
- >Save

1.11 Add Primary Contact

Assigning a Primary Contact to one of your Organisation Administrators advises the NHHI who the hand hygiene lead is for that organisation. This ensures that the NHHI contacts the appropriate person at your site if there are any queries.

View the organisations Users page (see 1.2)

- >Click Edit List



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>Select the blue star beside the Organisation Administrators name

>Save

1.13 Users with multiple roles – switching between roles

HHCApp users can have multiple roles at different levels however only one login in required. To toggle between assigned roles

>Click on the role dropdown list beside your name in the top right hand corner

>Select the role you wish to change to

The home page will change to correlate with the selected role