



Accessing LTC Providers Reporting Portal

Administrator Users and
Non-Administrator Users

Two distinct User Types

- ▶ Administrator/System Administrator User
 - ▶ Must be created by Bureau of Facility Standards
 - ▶ Ability to add reportable events, investigations, and new facility users
- ▶ Non-Administrator User
 - ▶ Created by facility Administrator
 - ▶ Ability to add reportable events and investigation results

Administrator User View

Zesty Care and Rehab

File Upload

Reportable Incident | File Upload | Users ← There are three tabs

Show Active Show All

Incident ID	Incident Date	File Type	File Description	File Name	Submitted
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Non-administrator User View

HEALTH & WELFARE

Zesty Care and Rehab [Moore, MT](#) Logout

Reportable Incidents List

Incident ID	Person Reporting	Situation	Incident Date	Investigation Due Date	Status	Doc Sent	Sent On Time	Overdue	Open	Delete
8283	Brown, Jim Bob	Resident was discovered missing from the day room	04/18/2018	04/25/2018	Submitted	✓	✓			
8286	Brown, Jim Bob	Facility staff member was found to be shouting at one of the residents relating to using the call light.	04/18/2018	04/25/2018	Submitted					
8287	Brown, Jim Bob	Smoldering ashes discovered in waste receptacle on back loading dock	04/19/2018	04/26/2018	Draft					

Non-administrator accounts have only two tabs. They are able to use Reportable Incidents and File Uploads but not create new Users.

Administrator: Initial Access

- ▶ Bureau of Facility Standards must have been officially notified the individual is the designated facility administrator
- ▶ Administrator contacts the Bureau; which should be done by email to FSB@dhw.idaho.gov to request new/initial access to the portal
- ▶ BFS staff will create the administrator account and notify the administrator via two separate emails (usernames and passwords should never be sent in the same email, for security purposes)
- ▶ The administrator has the ability to change the initial password after logging into the portal

Non-administrator User Access

- ▶ Granted and accomplished by the facility administrator
- ▶ Each user must have a unique email address (as this serves as the username for the portal)
- ▶ **Administrator:** Log on to portal > select Users tab > click the “New” icon (upper right of screen) > enter new user’s Last Name, First Name, unique email address, and create a new Password > check the Active box > click the Save icon. Notify the new user of the portal URL as well as their username and password

Creating a non-administrator user account

HEALTH & WELFARE

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New User

Reportable Incident | File Upload | **Users**

*Last Name ①

Address

City

*Email Address ③


Active ⑤

First Name ②

Address 2

State ④

Zip

⑥ 

Changing password and/or email

- ▶ Any user: log on to portal
- ▶ Locate and click on user's name (upper right of screen, underscored and blue in color)
- ▶ Click in the Password box and enter a new password
- ▶ Click in the Confirm Password box and re-enter the new password
- ▶ Click the Save icon (upper right of screen)
- ▶ The new password will then be needed to log onto the portal

- ▶ The email address can be changed in the same manner; the email address is the person's username and is necessary for accessing the portal.

User profile view – accessed by clicking on user's name found in upper right of screen

*First Name:	<input type="text" value="Jim Bob"/>
*Last Name:	<input type="text" value="Brown"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State/Zip:	<input type="text" value="-- Please Select --"/> <input type="text"/>
Phone:	<input type="text"/>
*Email:	<input type="text" value="JBBrown@dhw.idaho.gov"/>
*Password:	<input type="password" value="•••••"/>
*Confirm Password:	<input type="password" value="•••••"/>