



CRISP LogOnce Training

User Management for CRISP Reporting Services – Panel POCs

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CRS POC Responsibilities

- Manage user activation and CRS report permissions for your Panel
- Deactivate users as appropriate
- Respond to CRISP audit requests as appropriate
- Recertify users every 90 days per CRISP security requirement



Why LogOnce?

- Existing CRS Credentialing
 - Email-based approvals with back-and-forth between CRISP, users & POCs
 - Users experience access delays
 - Security concerns
- Why LogOnce?
 - Streamlines and decentralizes the credentialing process
 - POCs have more control over users
 - Shortens turnaround time for report access
 - Enhanced security



CRS Portal Login Page - <https://reports.crisphealth.org>

Welcome to the New CRISP Reporting Services (CRS) Log in Page!
We are excited to work with our partner hMetrix to bring you this streamlined experience, and we are ready to help if you have any issues. If you have any issues that are not resolved by the "Reset your password?" link below, our Customer Care Team is standing by at support@crisphealth.org and 877-952-7477

Cordially
The CRISP Reporting Services and Customer Care Teams

Log in to CRISP Reporting Services (CRS) Portal 

[Reset your password?](#)

Warning: CRISP policy prohibits username and password sharing.
Violation could result in account termination.

[Next](#)

Questions or Concerns? Please contact the [CRISP Customer Care Team](#) at support@crisphealth.org or 877-952-7477.

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CRISP Credentialing = LogOnce

The screenshot shows the CRISP Reporting Services dashboard. At the top left is the CRISP logo and the text 'CRISP REPORTING SERVICES'. Below this is a 'Your Dashboard' section with a grid of cards: 'All-Payer Population', 'Medicare Population', 'HSCRC Regulatory Reports', 'MDPCP Reports', 'Administration Reports' (highlighted with a red box), 'Public Health', 'Introduction', and 'Favorites'. A red arrow points from a text box to the wrench and spanner icon in the top left corner of the dashboard. Another red arrow points from a text box to the 'Administration Reports' card. A third red arrow points from a text box to the 'CRISP Credentialing' link in the 'Favorites' section. The 'Favorites' section is titled 'Favorites' and contains a link 'CRISP Credentialing' with the sub-link 'Administration Reports'.

Click the wrench and spanner icon to view a full list of cards available to you.

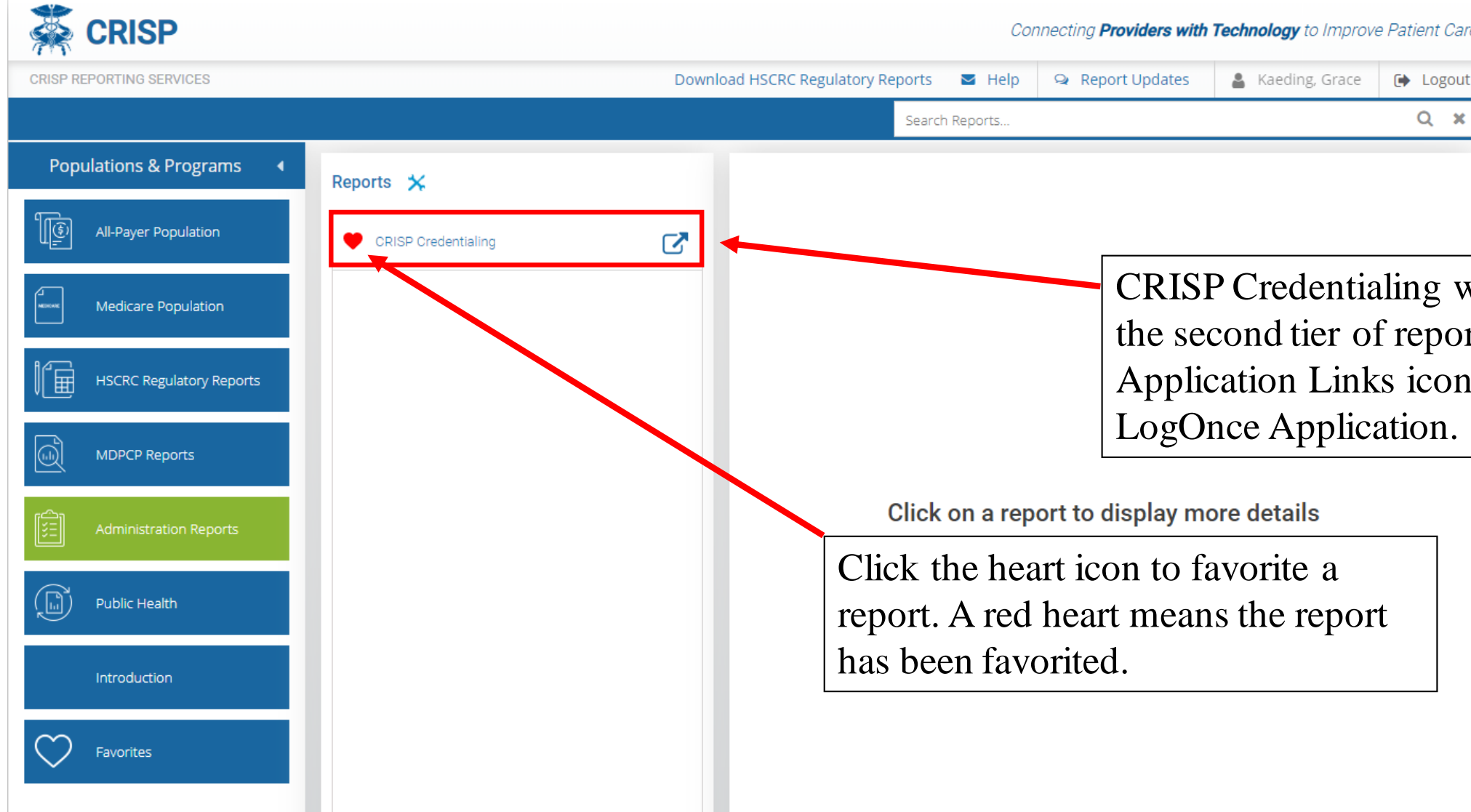
Favorites

CRISP Credentialing
[Administration Reports](#)

The card titled 'Administration Reports' will take you to the Report Finder Page. 'CRISP Credentialing' will appear, which is the access point for the LogOnce credentialing system.



POC User Management Tools in LogOnce



CRISP

Connecting **Providers with Technology** to Improve Patient Care

CRISP REPORTING SERVICES

Download HSCRC Regulatory Reports | Help | Report Updates | Kaeding, Grace | Logout

Search Reports...

Populations & Programs

- All-Payer Population
- Medicare Population
- HSCRC Regulatory Reports
- MDPCP Reports
- Administration Reports
- Public Health
- Introduction
- Favorites

Reports

- CRISP Credentialing

CRISP Credentialing will appear in the second tier of reports. Click the Application Links icon to launch the LogOnce Application.

Click on a report to display more details

Click the heart icon to favorite a report. A red heart means the report has been favorited.



Accessing a Panel

Click on the name of your Panel on the left side-bar.

The screenshot displays the CRISP Credentiaing web application. The top navigation bar is dark blue with the 'CRISP Credentiaing' logo on the left and a user profile 'Kevin Test' on the right. Below the navigation bar, a light blue header contains a 'Utilization Reports' link and a 'Search User...' input field. The main content area is titled 'Test Organization - User Management'. On the left, a dark sidebar lists 'Test Organization' with a red highlight. The main area features a toolbar with buttons: 'Add User', 'Edit User', 'Assign User', 'Reset Password', and 'Deactivate User'. To the right of these buttons are 'Export Users' and 'Upload User' links. Below the toolbar is a table with the following columns: 'User Name', 'First Name', 'Last Name', 'Email', 'Active', 'EUA Submi...', 'Photo ID S...', 'Update Date', 'User Class', and 'Primary Account Na...'. A single row of data is visible:

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1@umbc.edu ★	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	



Creating a User

CRISP Credentiaing

Utilization Reports Search User...

Test Organization - User Management

Search

Test Organization

Add User Edit User Assign User Reset Password Deactivate User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1@umbc.edu	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	

Export Users Upload User

Create a user by clicking the 'Add User' button. Enter the information in the popup box to create the user. The email address entered will become the username.

Create User

User Class: ☐ End User

Email:

First Name:

Last Name:

User ID:

Phone:

Cancel Save



Assigning User Permissions

Edit User

User Class: ☒ End User

Email: User ID:

First Name: Phone:

Last Name:

Applications & User Attributes

Casemix Reports Medicare CCLF

Attribute:

Note: Changes done to below grid are saved automatically.

	Name	Description
<input type="checkbox"/>	PanelID_PanelNonPHI	User can access pre/post analytic report.
<input type="checkbox"/>	PanelID_PanelPHI	User can access panel for practices report
<input type="checkbox"/>	Test_User	Access to Test User reports

Cancel

Save

Once a User is created, a POC will be able to assign report permissions to a user.



Granularity of Reporting Roles

- Reporting Roles is broken up by type and by PHI or non-PHI
- Types:
 - Panel Reports





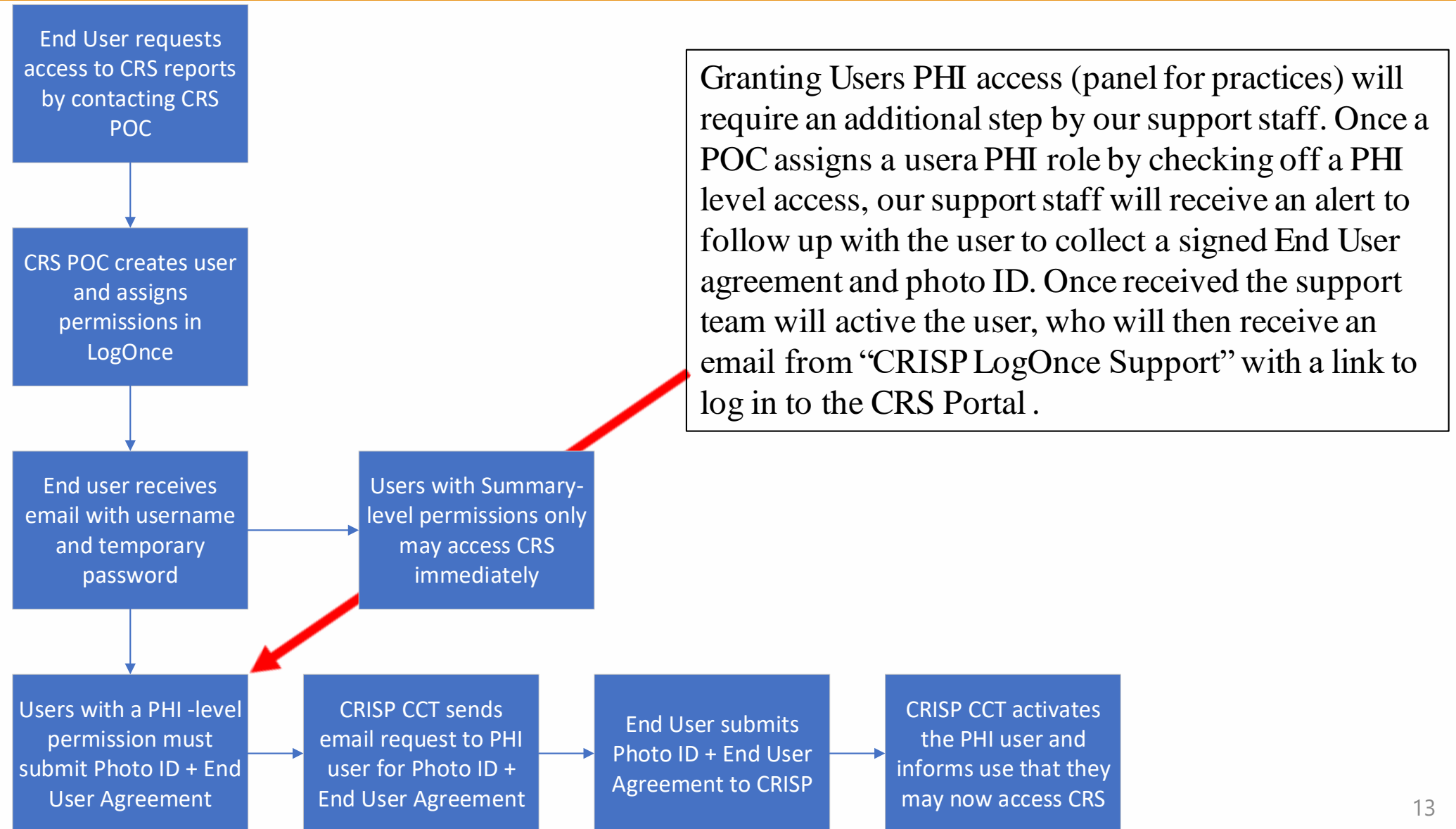
Granularity of Reporting Roles – All Payer Reports

All-Payer Reports

Report	Description	Credentialing Application Role
Panels for Practices	Panels for Practices enables users with an ENS panel, and specifically Ambulatory Providers, to monitor the utilization and cost of their patients.	<u>PanelID_PanelPHI</u>
Pre/Post Analysis	Pre/Post is used to monitor care management programs. It compares utilization and charges for a given panel of patients before and after enrollment in a program.	<u>PanelID_PanelNonPHI</u> <u>PanelID_PanelPHI</u>



CRS Credentialing Workflow





Assigning User Permissions

CRISP Credentialed

Utilization Reports Search User...

Kevin Test

Search

Test Organization

Test Organization - User Management

Add User Edit User Assign User Reset Password Deactivate User

Export Users Upload User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1-test1@umbc.edu	Kev	test 2	kephil1-test1@umbc.edu	No	No	No	05/11/2018	End User	
kephil1@umbc.edu ★	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	

To assign additional role once a user has been created, **Double click** on the user that you just created in the grid to edit the user's permissions.



Assigning User Permissions

Under 'Applications & User Attributes' choose Attribute = usergroup. Next, select report permissions for the user. Tabs separate the groups of permissions by data source.

Click Save.

Edit User

User Class: ☒ End User

Email: kephil1+test1@umbc.edu User ID: kephil1+test1@umbc.edu

First Name: Kev Phone:

Last Name: test 2

Applications & User Attributes

Casemix Reports **Medicare CCLF**

Attribute: usergroup *Note: Changes done to below grid are saved automatically.*

	Name	Description
<input checked="" type="checkbox"/>	PanelID_PanelNonPHI	User can access pre/post analytic report.
<input checked="" type="checkbox"/>	PanelID_PanelPHI	User can access panel for practices report
<input type="checkbox"/>	Test_User	Access to Test User reports

Cancel **Save**



Assigning User Permissions to Multiple Hospitals/Panels

CRISP Credentialing

Utilization Reports

Kevin Phillip

Search

Fort Washington Hospital

Frederick Memorial Hos...

Garrett County Memori...

Greater Baltimore Medi...

Holy Cross Germantow...

Holy Cross Hospital

Howard County General...

Johns Hopkins Bayview ...

Johns Hopkins Hospital

Levindale Hospital

McCready Memorial Ho...

MedStar Franklin Squar...

MedStar Good Samarita...

MedStar Harbor Hospital

MedStar Montgomery ...

MedStar Saint Marys Ho...

MedStar Southern Mary...

MedStar Union Memori...

Mercy Medical Center

Meritus Medical Center

Northwest Hospital Cen...

Other Hospital

Peninsula Regional Med...

Saint Agnes Hospital

MedStar Harbor Hospital - User Management

Add User Assign User Reset Password Activate User Deactivate User Update Documents

Export Users Upload User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Recertify
kephil1@umbc.edu ★	Kevin	Phillip	kephil1@umbc.edu	Yes	No	No	01/22/2018	Hospital POC	✓ ↻
kephil1@umbc.edu	Kevin	Phillip	kephil1@umbc.edu	Yes	No	No	01/17/2018	End User	✓ ↻
phillip.kevin@gmail.com	Kevin	Phillip	phillip.kevin@gmail.com	Yes	Yes	Yes	01/22/2018	End User	✓ ↻
kephil1@umbc.edu	Kevin	Phillip	kephil1@umbc.edu	Yes	No	No	01/17/2018	End User	✓ ↻
phillip.kevin@gmail.com	Kevin	Phillip	phillip.kevin@gmail.com	Yes	Yes	Yes	01/17/2018	End User	✓ ↻

If you are POC for more than one hospital facility or panel organization, you may assign an existing user to a second hospital using the Assign User button.

To assign a user to a second hospital, click the Assign User button. Enter the user ID (the email of the user) and click ‘Assign.’ You must be the POC for both organization take this action. If you are not POC for both organizations, you will get an error message.

*Pro Tip - users who are assigned across multiple hospitals will be noted with a star symbol after their username.

Page 1 of 1

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Displaying 1 - 5 of 5



Password Resets

There are 2 options for password resets:

- User may reset password on CRS Portal login screen at <https://reports.crisphealth.org>
- POC may reset password within LogOnce



Password Resets – via LogOnce

CRISP Credentialing

Utilization Reports Search User...

Test Organization

Test Organization - User Management

Add User Edit User Assign User **Reset Password** Deactivate User Export Users Upload User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1+test1@umbc.edu	Kev	test 2	kephil1+test1@umbc.edu	No	No	No	05/11/2018	End User	
kephil1@umbc.edu ★	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	

To reset a user's password, select the user and click the reset password button. The user will receive an email to reset their password.



Password Resets – via <https://reports.crisphealth.org>

The screenshot shows the 'Log in to CRISP Reporting Services (CRS) Portal' page. It includes a welcome message, a login form with a password field (highlighted in yellow), a 'Login' button, and a 'Reset your password?' link. A red arrow points from the 'Reset your password?' link to a text box on the right. The text box explains that a user can reset their password on reports.crisphealth.org by clicking the reset password button, which will trigger a popup to send a link to the user's email address.

Welcome to the New CRISP Reporting Services (CRS) Log in Page!
We are excited to work with our partner hMetrix to bring you this streamlined experience, and we are ready to help if you have any issues. If you have any issues that are not resolved by the "Reset your password?" link below, our Customer Care Team is standing by at support@crisphealth.org and 877-952-7477.

Cordially
The CRISP Reporting Services and Customer Care Teams

Log in to CRISP Reporting Services (CRS) Portal

.....

Login

[Reset your password?](#)

Warning: CRISP policy prohibits username and password sharing. Violation could result in account termination.

Questions or Concerns? Please contact the [CRISP Customer Care Team](#) at support@crisphealth.org or 877-952-7477.

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Reset Password?

Enter the email address associated with your account and we will send you a link to reset your password

kevin.phillip@maryland.gov

Send Link

A user can reset their password on reports.crisphealth.org by clicking the reset password button. The user will receive a popup to send a link to the email address associated with their account.



Password Resets – via <https://reports.crisphealth.org>

An e-mail has been sent

The e-mail contains the instructions for resetting your password. If you don't receive this e-mail, please check your junk mail folder or contact us for further assistance.

Ok

A user will receive a confirmation that an email has been sent. The email provides a link for the user to reset their password and an URL to that page.

Password Reset Request Inbox x



CRISP LogOnce Support <donotreply@hmetrix.com>
to me ▾

10:29 AM (0 minutes ago) ☆



Dear Kevin Phillip,

To reset your password, please [click here](#). If it is not clickable, please copy and paste the URL given below into your browser's address bar. This link is valid for the next 24 hours.

<http://crisplogoncedemo1.hmetrix.com:80/#account/reset-password/38/378516ccd4be4718abc8178b31c2b16c>

Thank You,
CRISP Reporting Services

This is a system-generated e-mail. Please do not respond to this e-mail address.



Locked Out Users

CRISP Credentialing

Utilization Reports Search User... Kevin Test

Search Test Organization

Test Organization - User Management

Add User Edit User Assign User Reset Password Deactivate User Export Users Upload User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1@umbc.edu ★	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	

All Users accounts that have had no activity or account logins in 90 consecutive days will be locked out due to inactivity. This counter resets for each user every login.

You can confirm the user is locked out through the User Provisioning Log by clicking the clock symbol on the right side of the user row. Please contact support@crisphealth.org to have our staff unlock these accounts.



User Provisioning Log

User History



Action	Updated By	Updated On
User deactivated from MedStar Good Samaritan Hospital 01/22/2018 09:58 AM	Kevin Phillip	01/22/2018
User activated in MedStar Good Samaritan Hospital on 01/22/2018 09:48 AM	Kevin Phillip	01/22/2018
User deactivated from MedStar Good Samaritan Hospital 01/22/2018 09:47 AM	Kevin Phillip	01/22/2018
User activated in MedStar Good Samaritan Hospital on 01/18/2018 04:06 PM	Kevin Phillip	01/18/2018
User deactivated from MedStar Good Samaritan Hospital 01/18/2018 04:06 PM	Kevin Phillip	01/18/2018
User assigned to MedStar Good Samaritan Hospital on 01/17/2018 11:51 AM	Kevin Phillip	01/17/2018
Password updated on 01/16/2018 12:17 PM	Kevin Phillip	01/16/2018
User assigned to MedStar Harbor Hospital on 01/16/2018 11:38 AM	Kevin Phillip	01/16/2018



Deactivating a User

Utilization Reports Search User... Kevin Test

Test Organization - User Management

Add User Edit User Assign User Reset Password **Deactivate User** Export Users Upload User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1+test1@umbc.edu	Kev	test 2	kephil1+test1@umbc.edu	Yes	Yes	Yes	05/11/2018	End User	
kephil1@umbc.edu ★	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	

To deactivate a user, select the user and click the 'Deactivate User' button. A 'Confirm' box will popup asking for confirmation of deactivation.

Confirm

Do you want to deactivate this user?

Deactivate from this hospital Cancel



Bulk Uploading Users

CRISP Credentialing

Utilization Reports Search User...

Test Organization

Add User Edit User Assign User Reset Password Deactivate User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1@umbc.edu ★	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	

Export Users Upload User

Upload

Browse...

Download Template

Cancel Save

To bulk upload users to a hospital, click the 'Upload User' button. Next, download the template and complete required data into the template. Save the file on your local computer (do not change the column headings and file extension). Then, upload your completed template using the 'Browse' button and click 'Save'.



Recertify Users

Click on the "Recertify Users" tab at the top of the page

Utilization Reports Company User Management **Recertify Users** Search User... Kevin Phillip

Test Organization - User Management

Add User Edit User Assign User Reset Password Activate User Deactivate User Update Documents Move User Export Users Upload User

User Name	First Name	Last Name	Email	Active	EUA Submi...	Photo ID S...	Update Date	User Class	Primary Account Na...
kephil1+test1@umbc.edu	Kev	test 2	kephil1+test1@umbc.edu	Yes	Yes	Yes	05/11/2018	End User	
kephil1@umbc.edu ★	Kevin	Test	kephil1@umbc.edu	Yes	No	No	05/11/2018	Hospital POC	

As part of CRISP's Security Process, POCs are required to review their list of active users of CRISP Reporting Services (CRS) every 90 Days and recertify that their users should still have access. This is an opportunity to deactivate users who should no longer have access to reports (e.g. due to termination of employment, etc).



Recertify Users

Recertify Users				
*Users need to be recertified every 90 days. If these users are not recertified by 05/22/2018 they will lose access to the CRS Portal.				
Recertify Selected				
<input type="checkbox"/> User ID	First Name ↑	Last Name	Organization	User Class
<input type="checkbox"/> kephil1@umbc.edu	Kevin	Test	Test Organization	Hospital POC
<input type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	Care for Your Health Inc	Hospital POC
<input type="checkbox"/> kevin.phillip@crisphealth.org	Kevin	Phillip	Crisp Admin	End User
<input type="checkbox"/> kevin.phillip@crisphealth.org	Kevin	Phillip		Company Administrator
<input type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	HSCRC Organization	Hospital POC
<input type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	University of Maryland Shock Trauma	Hospital POC
<input type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	Cornerstone Montgomery	Hospital POC
<input type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	Crisp Admin	End User

This tab shows you all active users for all Organizations you need to review. Note: if a user is connected to multiple organizations, the user may show up on your list multiple times.



Recertify Users

Recertify Users				
*Users need to be recertified every 90 days. If these users are not recertified by 05/22/2018 they will lose access to the CRS Portal.				
<input checked="" type="checkbox"/>	User ID	First Name ↑	Last Name	User Class
<input checked="" type="checkbox"/>	kephil1@umbc.edu	Kevin	Test	Hospital POC
<input checked="" type="checkbox"/>	kevin.phillip@maryland.gov	Kevin	PhilTest	Hospital POC
<input checked="" type="checkbox"/>	kevin.phillip@crisphealth.org	Kevin	Phillip	End User
<input checked="" type="checkbox"/>	kevin.phillip@crisphealth.org	Kevin	Phillip	Company Administrator
<input checked="" type="checkbox"/>	kevin.phillip@maryland.gov	Kevin	PhilTest	HSCRC Organization
<input checked="" type="checkbox"/>	kevin.phillip@maryland.gov	Kevin	PhilTest	University of Maryland Shock Trauma
<input checked="" type="checkbox"/>	kevin.phillip@maryland.gov	Kevin	PhilTest	Cornerstone Montgomery

Recertify Selected

Select All, or a subset of your users to recertify (non-recertified users will lose access unless you take further action)



Recertify Users

Recertify Users				
*Users need to be recertified every 90 days. If these users are not recertified by 05/22/2018 they will lose access to the CRS Portal				
<input checked="" type="checkbox"/> User ID	First Name ↑	Last Name	Organization	User Class
<input checked="" type="checkbox"/> kephil1@umbc.edu	Kevin	Test	Test Organization	Hospital POC
<input checked="" type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	Care for Your Health Inc	Hospital POC
<input checked="" type="checkbox"/> kevin.phillip@crisphealth.org	Kevin	Phillip	Crisp Admin	End User
<input checked="" type="checkbox"/> kevin.phillip@crisphealth.org	Kevin	Phillip	Company Administrator	
<input checked="" type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	HSCRC Organization	Hospital POC
<input checked="" type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	University of Maryland Shock Trauma	Hospital POC
<input checked="" type="checkbox"/> kevin.phillip@maryland.gov	Kevin	PhilTest	Cornerstone Montgomery	Hospital POC

Recertify Selected

Click “Recertify Selected” in the upper-right corner



Changing a User's Email

- POCs and users cannot change their email address in the LogOnce system.
- If a POC or user needs to change an email address in their LogOnce account, the user must be deactivated and a new user with the new email address must be created within the LogOnce system



CRISP Support Contact

Contact for LogOnce Questions

- support@crisphealth.org
- 1-877-952-7477

