

## Technical Support

**Website:** [www.e-phab.org](http://www.e-phab.org)

**Username:** Your email

**Password:** Sent to your email when you are added into e-PHAB.

### Browser Requirements:

- Internet Explorer 8.0 or higher;
- Firefox 4.0 or higher;
- Safari 5.1 or higher;
- Chrome 10.0 or higher

### Other IT Requirements:

- JavaScript must be enabled;
- Cookies must be enabled;
- Pop-up windows are used, so pop-up blockers must be disabled;
- Computer monitor resolution of at least 800x600 is required but 1024x768 or larger is preferred;
- Adobe Acrobat Reader 9.0 or higher

### If e-PHAB is slow:

- Log out of and back into e-PHAB;
- Open e-PHAB in a different browser (Firefox, Internet Explorer, or Google Chrome);
- Restart your computer and log in;
- Contact your Accreditation Specialist

**To update e-PHAB:** Click the control key and the refresh webpage button at the same time to delete the cache



## What information can I find in e-PHAB?

Use the Navigation Bar to access information.



- **Home:** displays any action needed and a summary of previous actions;
- **SOI:** the Statement of Intent, filled out by the Health Department;
- **Application:** find background information such as the Health Department's website, overview, list of public health programs offered in the jurisdiction, and other key information;
- **Doc. Submission:** contains the Standards and Measures, all uploaded documentation, measure narratives, the Pre-Site Visit Review, and Build the Site Visit Report. You will spend the majority of your time in this Tab;
- **Notes:** a summary page of all the notes taken by you and your Team;
- **Reports:** view the Site Visit Report as it's being built;
- **Email:** use this function to email your Team or your Accreditation Specialist (emails will be delivered to your "username" email inbox);
- **Help:** contains basic troubleshooting information.

## What is the FIRST thing my Team should do after gaining access to e-PHAB?

The first thing your Team needs to do to get started is to set up a conference call to determine Domain Assignments. Remember, the Chair must assign Domains within e-PHAB. Prior to Domain Assignments, Team Members will have "read only" access to the documentation.

To request the use of a PHAB Conference Line, contact your Accreditation Specialist. Please identify the day and time your Team would like to meet. Your Accreditation Specialist is happy to provide assistance on any conference call; be sure to let us know if you would like us to be on the conference call with your Team.

## Who is my Accreditation Specialist?

Your Accreditation Specialist's name and contact information can be found on the Home Tab. The Site Visit Team Chair should contact your Accreditation Specialist with any questions about the process or Standards and Measures.

## I'm the Chair, how do I edit the Domain Assignments?

From the Home Tab, select the hyperlink "Edit Site Visitor Domain Assignment" located under the "Site Visit Team Assignment" header. Select the appropriate name from the drop down menu for each Domain Assignment.

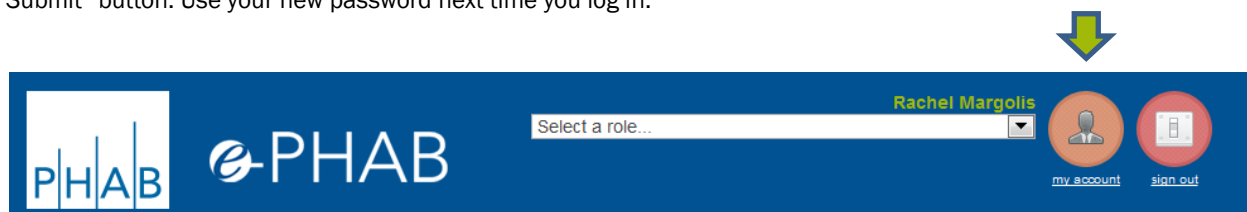
⚡ Navigate to "[Edit Site Visitor Domain Assignment](#)" page to assign Domains to Site Visit team members for review.

### What are the steps I should take when reviewing documentation for a measure?

1. Review the Domain, standard, and measure language.
2. Open the “Required Documentation & Guidance” section, read the Required Documentation and Guidance language, and click on the upload(s) to open the documentation. Refer back to the Domain, standard, and measure language as you review the documentation to determine if the upload(s) meet conformity with the measure.
3. Type your initial thoughts into the “Build Site Visit Report” text boxes. Remember, a Conformity comment will be required for every measure. The other text boxes (areas of excellence, opportunities for improvement, overall standard comments, and overall Domain comments) are optional, but will be instrumental for the Accreditation Committee’s decision and the Health Department’s CQI.
4. Select a “Pre-Site Visit Score,” found in the “Pre-Site Visit Review” section. While the selection of a score is not required to submit the Pre-Site Visit Questions and Requests for Additional Documentation to the Health Department, making an initial selection will help the Team know what measures should be discussed. Remember, all measures with a score other than “Fully Demonstrated” must be discussed by the entire Team.
5. Select a “Pre-Site Visit Review Status” for the measure. If you have enough information to review the measure, select “Reviewed;” if you have a question, select “Reviewed with Questions;” if you would like to open the measure for additional documentation uploads, select “Reopened” (the Health Department will have a text box to reply to questions for “Reviewed with Questions” and “Reopened”). Please see the “Pre-Site Visit Review of Documentation: Questions and Requests for Additional Documentation” Addendum to Public Health Accreditation Site Visitor Guide for more specific information.
6. Type any “Site Visitor Notes” or “Private Notes” into the appropriate notes section as needed. Use Notes to keep track of questions or talking points you plan to discuss with your Team or during on-site interviews.
7. The Chair must “Accept” the measure after the Domain Lead has completed the Pre-Site Visit Review. Accepting the measure will lock the Pre-Site Visit Review section, and no further changes can be made unless the Chair changes the “Site Visit Chair Pre-Site Visit Review Status” back to “Pending.” Remember, you can continue to build the Site Visit Report and type Notes after the Chair has accepted the Pre-Site Visit Review.

### How can I change my password?

When logged into e-PHAB, you can change your password by clicking on the “My Account” button on the top right of the page. Type a new password into the “Password” and “Confirm Password” fields and press the “Submit” button. Use your new password next time you log in.



### I forgot my password, how can I reset it?

From the e-PHAB homepage login screen, select “Forgotten your password? [Click here.](#)” Enter your username (email) and a new password will be emailed to you. Return to the e-PHAB homepage, enter your email and the new password that was emailed to you. Passwords are case-sensitive, so copy and paste the password from your email. Passwords are randomly generated characters, so you may wish to change your password once logged in.

Please contact your assigned Accreditation Specialist if you have questions.