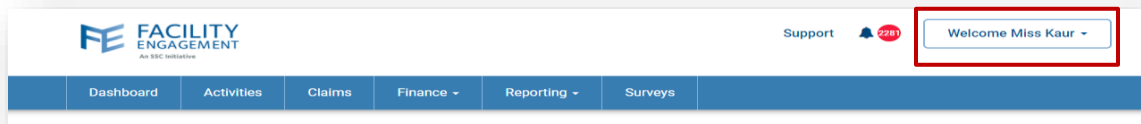


FEMS Tip Sheet: How to Activate an Expired User Account

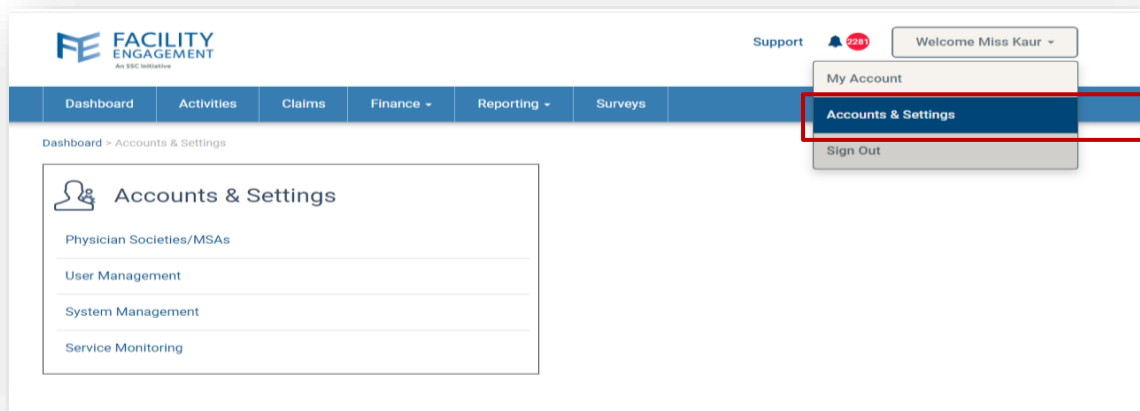
How to solve it in FEMS

In FEMS, a user's account status changes to "Expired" if there is no activity for one year.

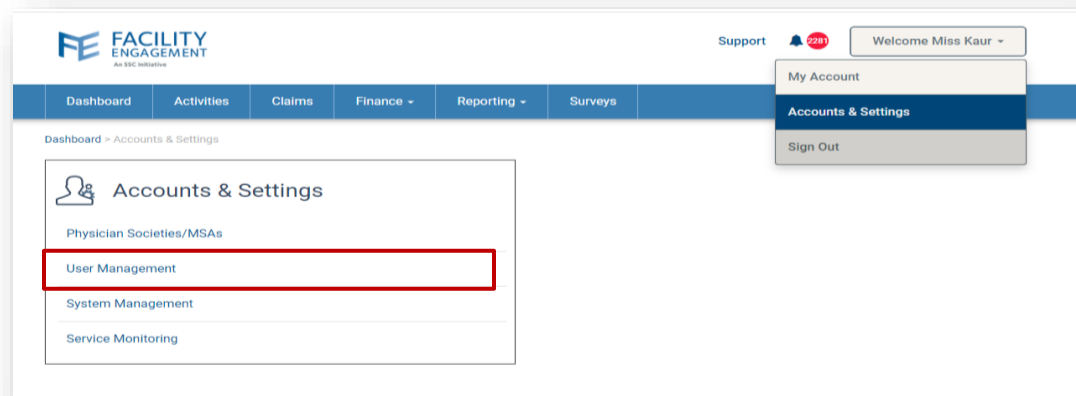
1. Click on the Welcome Username button at the top right corner in FEMS dashboard.



2. Select the Account and Settings option from the drop down.



3. Select the User Management option from the Accounts and Settings Menu.



FEMS Tip Sheet: How to Activate an Expired User Account

- Search for the user for whom the FEMS account needs to be activated using the filter options in the user grid. **NOTE:** ensure all other filters are cleared prior to searching.

The screenshot shows the 'User Management' page in the Facility Engagement system. At the top, there is a navigation bar with 'Dashboard', 'Activities', 'Claims', 'Finance', 'Reporting', and 'Surveys'. Below this, the breadcrumb trail reads 'Dashboard > Accounts & Settings > User Management'. A 'Back to Accounts & Settings' link is visible on the right. The main heading is 'User Management' with an 'Add User' button. Below the heading is a filter bar with dropdown menus for 'Names', 'Email', 'Login', 'Physician Society/MSA', 'Roles', 'Engagement Activities', and 'Status'. A 'Clear All Filters' button is also present. The table below has columns for 'LAST NAME', 'FIRST NAME', 'EMAIL', 'LOGIN DETAILS', 'SOCIETY/MSA & ROLES', 'ENGAGEMENT ACTIVITIES', and 'ACCOUNT STATUS'. Four users are listed, all with 'Active' status. A red box highlights the filter bar in the original image.

LAST NAME	FIRST NAME	EMAIL	LOGIN DETAILS	SOCIETY/MSA & ROLES	ENGAGEMENT ACTIVITIES	ACCOUNT STATUS
Dr. Tavassoli	Dr. Tavassoli	ABC@yaz.com	Never Logged In	Richmond Hospital Physician Society; • Supplier		Active
Fraser Valley Trauma Education Foundation	Fraser Valley Trauma Education Foundation	jhendry2001@gmail.com	Never Logged In	Peace Arch Hospital Physician Society; • Supplier		Active
Mainra	Nikhail	nmainra1@gmail.com	Never Logged In	Children's and Women's Hospitals Medical and Allied Staff Engagement Society; • Supplier		Active
Serafini	Gabrielle	gabby@weltel.org	Never Logged In	Haida Gwaii Hospital and Health Centre (Queen Charlotte Islands General Hospital);		Active

- Double click on the user record to open the user's account profile.

This screenshot shows a different view of the 'User Management' page, focusing on users with expired accounts. The filter bar and 'Add User' button are visible at the top. The table below has the same columns as the previous screenshot. Two users are listed, both with 'Expired' status. A red box highlights the filter bar in the original image.

LAST NAME	FIRST NAME	EMAIL	LOGIN DETAILS	SOCIETY/MSA & ROLES	ENGAGEMENT ACTIVITIES	ACCOUNT STATUS
Abou-Gareeb	Iman	iman_abougareeb@yahoo.com	Last Login: 02/15/2018 23:07:58	Richmond Hospital Physician Society; • Member		Expired
Abraham	Alan	alan.abraham@yahoo.ca	Last Login: 11/09/2018 12:22:07	Langley Memorial Hospital Physician Association; • Member	Langley Memorial Hospital Physician Association; • Leadership Series of Meetings • The Difficult Airway Course - Anesthesia	Expired

FEMS Tip Sheet: How to Activate an Expired User Account

6. Click on the Activate button to activate the user's account.

The screenshot displays a user profile interface. At the top, the profile name 'Profile: Iman Abou-Gareeb' is shown next to an orange 'Expired' status tag. Below this, a navigation bar contains tabs for 'Profile', 'Physician Societies/MSAs', 'Engagement Activity Roles', 'Claims', and 'Permissions'. Under the 'Profile' tab, there are three buttons: 'Update', 'Delete', and 'Activate'. The 'Activate' button is highlighted with a red rectangular border. Below the buttons is a section titled 'PROFILE OF DETAILS' which contains a table of user information.

PROFILE OF DETAILS	
Type of User	Medical Professional
Profession	General Practitioner
Full Name	Dr. Iman Abou-Gareeb