

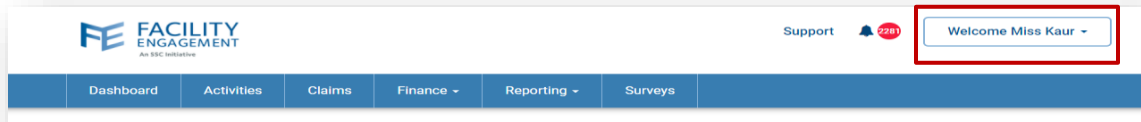
FEMS Tip Sheet:

How to Activate an Expired User Account

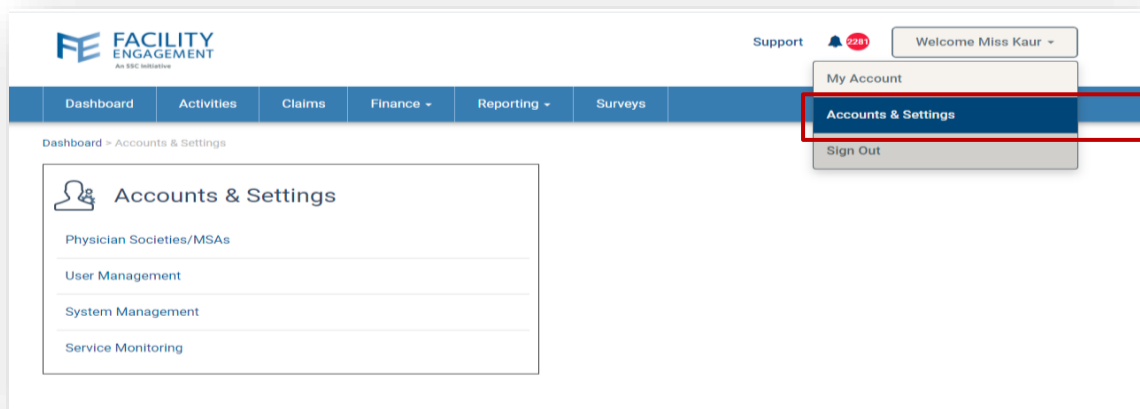
How to solve it in FEMS

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

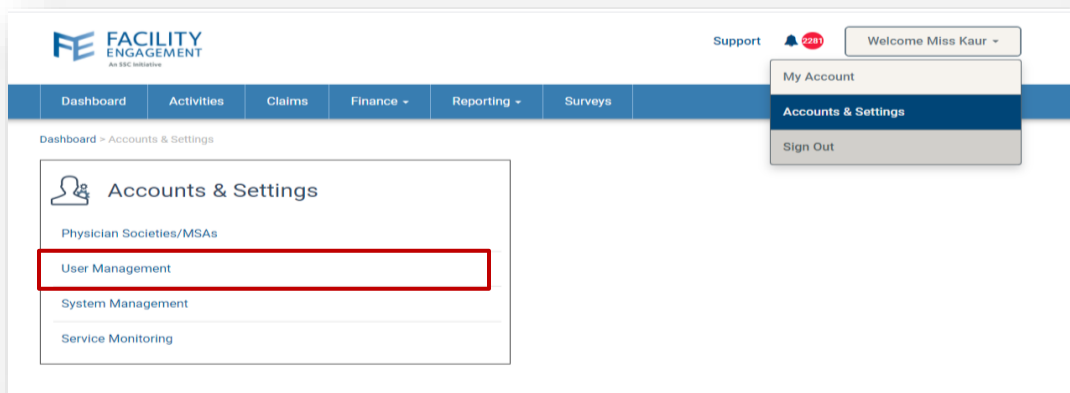
1. Click on the Welcome Username button at the top right corner in FEMS dashboard.



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



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



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4. 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 FEMS User Management interface. At the top, there's a navigation bar with 'Dashboard', 'Activities', 'Claims', 'Finance', 'Reporting', and 'Surveys'. Below this, a breadcrumb trail reads 'Dashboard > Accounts & Settings > User Management'. A 'Back to Accounts & Settings' link is on the right. The main heading is 'User Management', with an 'Add User' button below it. A filter bar contains dropdowns for 'Names', 'Email', 'Login', 'Physician Society/MSA', 'Roles', 'Engagement Activities', and 'Status', along with a 'Clear All Filters' button. Below the filters is a table with columns: 'LAST NAME', 'FIRST NAME', 'EMAIL', 'LOGIN DETAILS', 'SOCIETY/MSA & ROLES', 'ENGAGEMENT ACTIVITIES', and 'ACCOUNT STATUS'. The table lists four users, all with 'Active' status. The first user is 'Richmond Hospital Physician Society; Supplier'. The second is 'Peace Arch Hospital Physician Society; Supplier'. The third is 'Children's and Women's Hospitals Medical and Allied Staff Engagement Society; Supplier'. The fourth is 'Haida Gwaii Hospital and Health Centre (Queen Charlotte Islands General Hospital)'. A URL fragment 'agement/viewuserdetail/5221b653-ed76-4689-94e5-541323ae5fb2' is visible at the bottom left.

LAST NAME	FIRST NAME	EMAIL	LOGIN DETAILS	SOCIETY/MSA & ROLES	ENGAGEMENT ACTIVITIES	ACCOUNT STATUS
				Richmond Hospital Physician Society; Supplier		Active
				Peace Arch Hospital Physician Society; Supplier		Active
				Children's and Women's Hospitals Medical and Allied Staff Engagement Society; Supplier		Active
				Haida Gwaii Hospital and Health Centre (Queen Charlotte Islands General Hospital)		Active

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

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User Management

Add User

Names Email Login Physician Society/MSA Roles Engagement Activities Status Clear All Filters

LAST NAME	FIRST NAME	EMAIL	LOGIN DETAILS	SOCIETY/MSA & ROLES	ENGAGEMENT ACTIVITIES	ACCOUNT STATUS
			Last Login: 02/15/2018 23:07:58	Richmond Hospital Physician Society; • Member		Expired
			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

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

Profile: **Expired**

Profile Physician Societies/MSAs Engagement Activity Roles Claims Permissions

Update Delete **Activate**

PROFILE OF DETAILS

Type of User	Medical Professional
Profession	General Practitioner
Full Name	