Overview

Fairbanks Memorial Hospital allows remote access to applications containing patient medical data to ensure accurate and responsive patient care. This document describes how to manage user accounts for your Medical Office staff so that they can access applications provided by Fairbanks Memorial Hospital.

Instructions

1) Open a web browser and type https://fairbanks.foundationhealth.org/facesheet/outer/ into your Address bar

2) The Online Facesheet Login screen appears. Enter your Online Facesheet User Name and Password, then click Login

3) The Electronic Transmission Agreement will appear. Read the agreement and click I ACCEPT.
4) Once you have accepted the agreement, click on Manage my group.

5) On this screen you can click on Add, Edit, or Delete Members to add your staff members to the system.

6) This screen lists all the members that have already been added to your group. Click Add Staff.

7) Fill in the requested information and click on Request Login.

8) You will receive a confirmation message. Click OK.
9) You will receive an email with the new staff member’s login information for the Facesheet Application ONLY. If the staff does not need to use the Facesheet billing system, you can discard this information. However, the Facesheet account is required in order to register for Remote User accounts in Cerner or other clinical applications.

![User Login Request Submitted 7/2/2009
User's Name: New Staff
Username: NStaff
Password: BookComputer674
Admin’s E-Mail Address: andrea.miller@bannerhealth.com]

10) Repeat steps 18-22 for each staff member in your office who needs to be registered for either Facesheet or another clinical application (e.g. Cerner Remote Access).

11) Once all your staff members have been registered into the system, return to this screen and click Manage Application Permissions.

![Manage Application Permissions:
- Test Doctor
  - Add Profile
- Andrea Miller
  - Add Profile
- New Staff
  - Add Profile]

12) On this screen, you can request Cerner (FMH’s EHR) accounts for each of your staff members that need Remote Access to the FMH Electronic Medical Record – simply click Add under the Cerner column.

![Manage Application Permissions:
- Member Name
  - Test Doctor
  - Andrea Miller
  - New Staff
- Cerner
  - Add (for each)]

13) After requesting Cerner accounts, you will receive these new user names and passwords via email as you did for the Facesheet accounts. **NOTE:** If you are simply registering users who already have Cerner Remote Access accounts, they will not receive new user names/passwords. Instead, you will simply receive an email confirming their existing usernames in Cerner. Their existing passwords will not be reset!
14) The email containing new Cerner account information will also include documents with detailed instructions for installing the Citrix Client (for Windows computers only) and for accessing the FMH EMR via the Physician Portal.

15) Anytime changes are made to accounts via this Facesheet “Manage my group” tool (e.g., adding or removing users, adding or removing application access, etc.) the FMH Support Desk will receive an email notifying them of the changes to be made. The Support Desk will make the necessary changes and the Administrator and the user will receive an email with the necessary information – including username, password, and instructions.

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**Getting Help**

If are unable to log into either [https://fairbanks.foundationhealth.org](https://fairbanks.foundationhealth.org) or Alaska PowerChart, please contact the FMH Support Desk at 907-458-5460.

If you have questions regarding navigating in the Online Facesheet Application or adding or removing Users from your group, please contact:

Sheryl Barnett RN  
Clinical Informatics Coordinator  
Fairbanks Memorial Hospital  
Phone: 907-458-6496