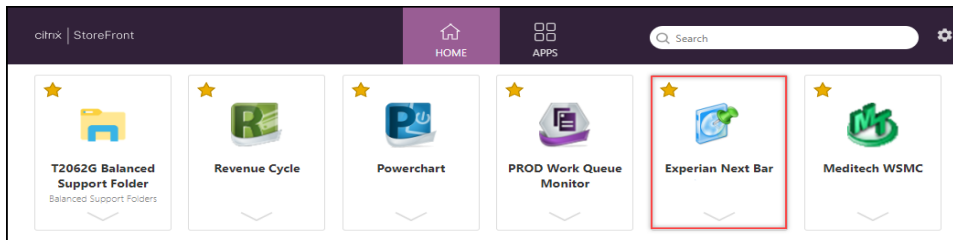


eCare NEXT Login and NEXT Bar Options for Clerical Staff

Experian eCare NEXT EDUCATION

Log In Process

From the Citrix Workspace/Storefront, double-click the Experian NEXT Bar icon.

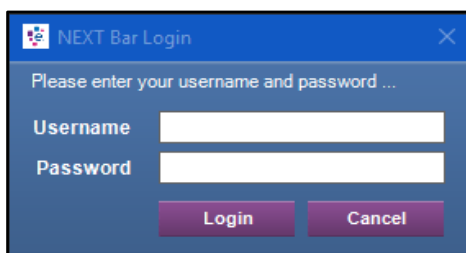


IMPORTANT: Be sure to log into the eCare NEXT Bar **BEFORE** logging into Cerner Revenue Cycle to ensure proper connection between the products.

For first-time users, the NEXT Bar will open. Enter the user's credentials and click Login. *See the Experian OneSource Password Update job aid for more information.*



For subsequent logins, a pop-up window will appear. After entering the user's credentials and clicking Login, the NEXT Bar will open.



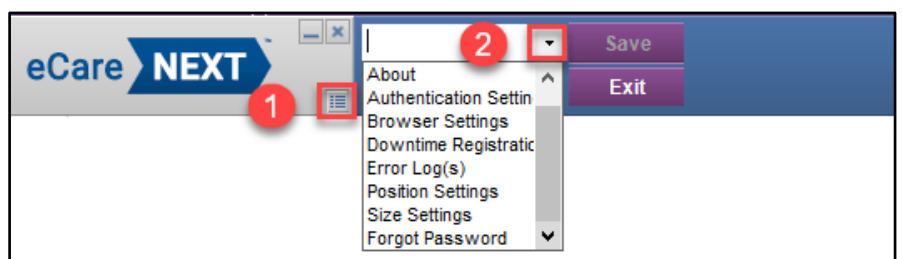
If the password has been forgotten, click Cancel and follow the instructions under Forgot Password.

After logging into the NEXT Bar, log in to Cerner Revenue Cycle using the normal log in procedures.

NEXT Bar Options

Menu Picklist - Access to view, edit, and select user options.

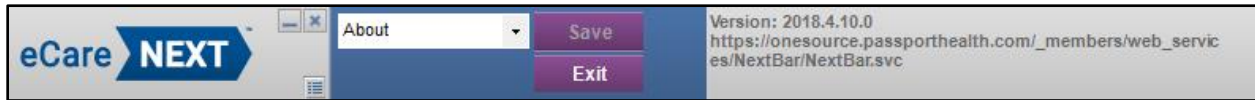
1. Click the Menu Picklist icon.
2. Click the options drop-down to display and view the available options.



eCare NEXT Login and NEXT Bar Options for Clerical Staff

Experian eCare NEXT EDUCATION

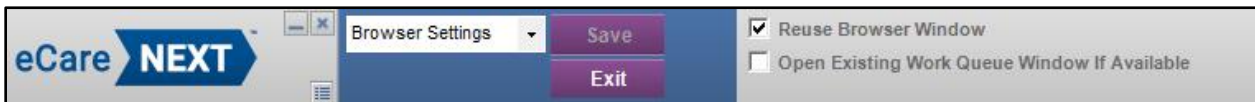
- **About** – Displays NEXT Bar version information.



- **Authentication Settings** – Displays Active Directory Authentication information. This is not used by Munson Healthcare.



- **Browser Settings**



- When Reuse Browser Window is checked, this setting will open new instances of eCare NEXT (eCN) pages in the same browser window. When unchecked, new instances will open in a new window.
- If Open Existing Work Queue Window If Available is **not checked**, eCN will open a new window each time the **Work Queue** link is clicked.
- If this option is **checked**, eCN will check for open instances of the work queue before opening a new work queue window.



- **Downtime Registration** - Downtime Registration is a feature that is currently unavailable.



- **Error Log(s)** – When troubleshooting with Ambulatory Informatics, the user may be asked to check Enable NEXT Bar Logging. This option allows AI to see additional details that may be helpful in diagnosing and resolving certain action items related to the NEXT Bar.



- A log is created each day that the NEXT Bar is used. Informatics may ask users to provide logs for troubleshooting purposes. Click View Error Logs to open the Error Logs folder.

Name	Date modified
 2013-12-02	12/2/2013 11:30 PM
 2013-12-03	12/3/2013 4:39 PM
 2013-12-04	12/4/2013 4:21 PM

eCare NEXT Login and NEXT Bar Options for Clerical Staff

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- **Logout** – To log out of the NEXT Bar, click logout from the Menu Picklist or click the X on the NEXT Bar.



- **Position Settings** – There are four location/positioning options for the NEXT Bar. The selection of these radio buttons determines where on the screen the NEXT Bar will displayed. Choose one of the four positions.



1. **Bottom** - By default, the NEXT Bar will be anchored to the bottom of the screen.
2. **Top** – Pins the NEXT Bar to the top of the screen.
3. **Free** – The user can move the NEXT Bar by clicking and dragging it across the screen.
4. **Manual** - Allows the user to manually set the location of the NEXT Bar. To set it manually, choose Manual and enter coordinates in the **X Position** and **Y Position** fields.

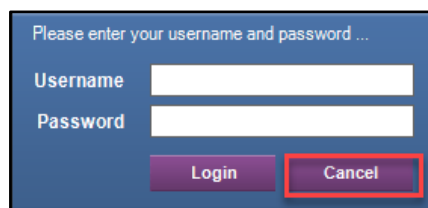
Always on Top – By checking this box the NEXT Bar will always be visible, even when you navigate to a different application. This option provides the convenience of always being able to see the NEXT Bar without having to click on it to bring it into focus when toggling between applications. Some users may prefer that the NEXT Bar is not always on top, particularly if they are using a smaller monitor.

After selecting the desired position, click **Save**.

- **Size Settings** – Allows users to alter the width of the NEXT Bar. This setting is useful for monitors with low resolutions, such as 1024x768. Enter the desired width, which should generally be equal to the resolution width. If your monitor resolution is 1024x768, enter 1024 in the width field and click **Save** for the changes to take effect.



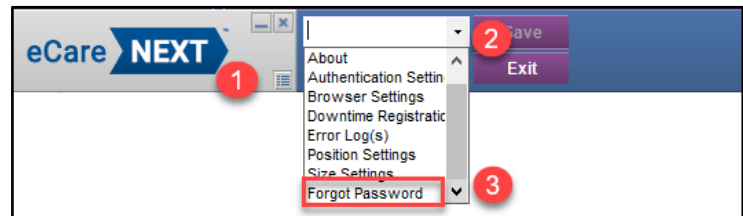
- **Forgot Password** – If the password is forgotten, you can still open the NEXT Bar by clicking **Cancel** on the login prompt.



eCare NEXT Login and NEXT Bar Options for Clerical Staff

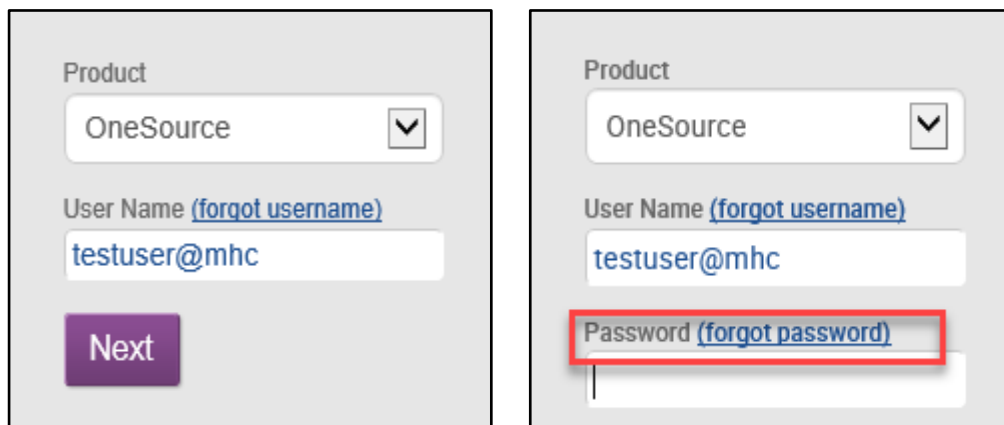
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1. Click on the Menu Picklist.
2. Click the options drop-down.
3. Select Forgot Password.



A new web browser window will open and prompt the user to answer the challenge questions. Once these questions have been answered successfully, the user will be asked to choose a new password.

Alternately, the user may navigate to onesource.passporthealth.com, enter the User Name, click NEXT and choose the forgot password link.

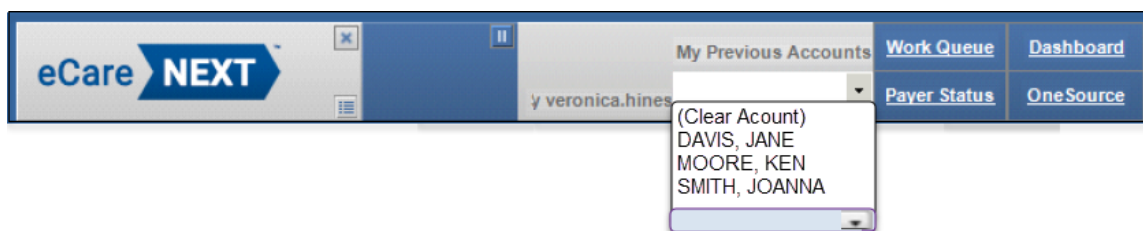


If you are unable to reset your password, contact the Help Desk at 231-935-6053 or submit a request through the Customer Service Portal.

[IS Customer Portal - New IS Customer Portal: Cherwell Service Management \(mhc.net\)](https://mhc.net)

NEXT Bar Features

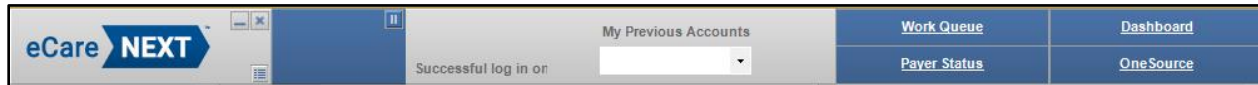
Previous Accounts - The My Previous Accounts drop-down menu contains the names of patients who were registered during a user's **current** NEXT Bar session. A user can repopulate the NEXT Bar with a previous patient's information by selecting the name from the dropdown menu. To clear the NEXT Bar of any information currently listed, select (Clear Account).



eCare NEXT Login and NEXT Bar Options for Clerical Staff

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Shortcuts - The right side of the NEXT Bar contains shortcuts to several frequently used links. Clicking on a link will open the page in an Internet Explorer window.



- **Work Queue** – Opens the default work queue. More information on Work Queues can be found on the eCare NEXT Work Queues Education
- **Dashboard** – Opens the product dashboard, which displays statuses, announcements, and issues pertaining to all Experian Health products.
- **Payer Status** – Opens the payer status page, which lists any payers experiencing downtime.
- **OneSource** – Opens OneSource, the standalone web-based platform for manual submissions.

Exit – Close the NEXT Bar by clicking the X on the NEXT Bar. Users close the NEXT Bar when their terminal is unattended or used by another user.

