

WELCOME ONBOARD



medhub

LOGIN GUIDE FOR FACULTY

VERSION 2.0
NOV 2022

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4. NAVIGATE TO LEARNING PORTAL ON HOW TO USE MEDHUB
5. WHERE TO FIND MORE GUIDES AND HELP
6. LINK MULTIPLE ACCOUNTS

1

STEP-BY-STEP FIRST TIME LOGIN

IMPORTANT NOTE:

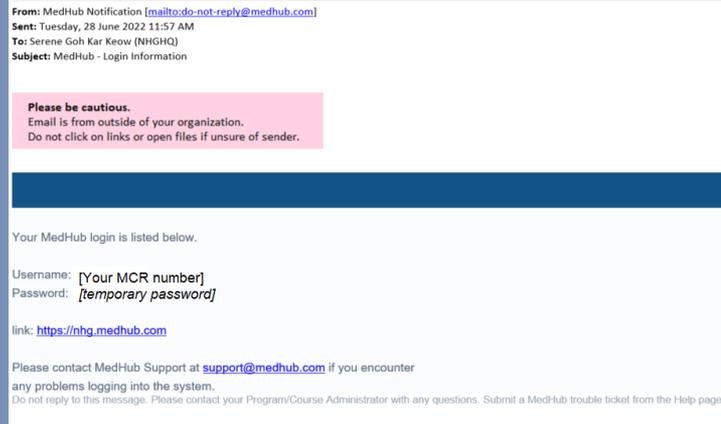
First Time Login must be done using browser on your desktop/laptop/phone but not mobile app

NHG MedHub URL

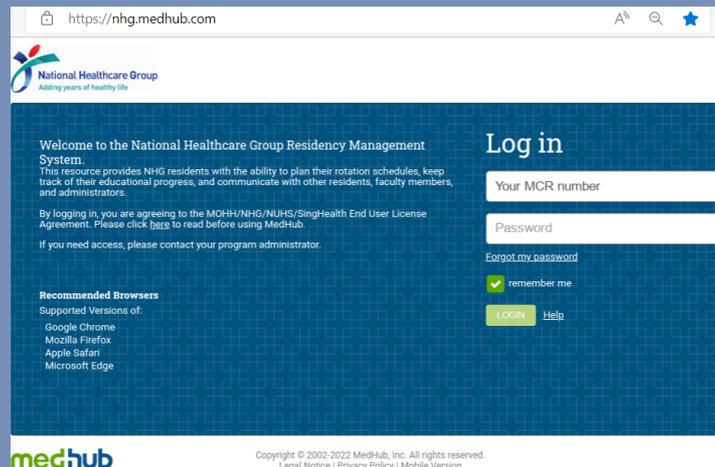
<https://nhg.medhub.com>



1. Check your Outlook Email Inbox
MedHub login username and temporary password are sent to your employee email



2. Click on the link and login with your MCR number



1

STEP-BY-STEP FIRST TIME LOGIN

IMPORTANT NOTE:

First Time Login must be done using browser on your desktop/laptop/phone but not mobile app

NHG MedHub URL

<https://nhg.medhub.com>



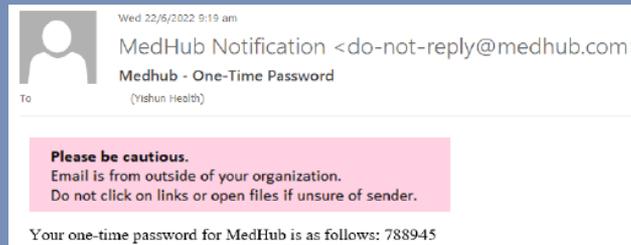
3. Click "**Send**" to receive OTP (One-Time-Password) on your email address



*Note:
Email address is being obfuscated for security reasons*



4. Open the OTP email from MedHub



5. Enter the OTP and click "Login"



1

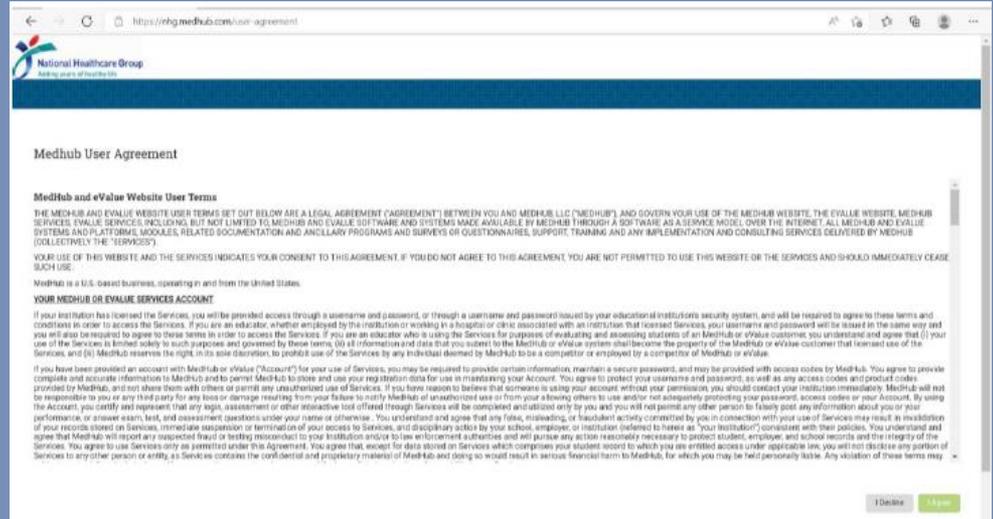
STEP-BY-STEP FIRST TIME LOGIN

IMPORTANT NOTE:
First Time Login must be done using browser on your desktop/laptop/phone but not mobile app

NHG MedHub URL
<https://nhg.medhub.com>



6. Review and click “I agree” to accept MedHub User Agreement



7. Set your new password

Password Expired

This is either the first time you have logged into MedHub or your password has expired. Please change your password using the form.

Change Password

Use this form to change your password.

Current Password:	<input type="password"/>
New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>
<input type="button" value="Change Password"/>	

Password Guidelines:

1. Cannot be the same as the current password
2. Must be 8-64 characters in length
3. Must contain at least two letters, one number, and one special character (such as an asterisk)
4. Cannot contain your username
5. Cannot contain the word "MedHub"
6. Can not reuse a past password (from last 5 changes)

1

STEP-BY-STEP FIRST TIME LOGIN



8. Final Step: MedHub Home Page for Faculty

Wednesday, June 29, 2022 Dr. Faculty TestAccount | Faculty Member | Account ▾ | Log Off

AAA-NHG GME Home Portfolio Schedules Procedures Evaluations Conferences Help

Welcome, Faculty TestAccount - AAA-NHG GME ▾

Urgent Tasks

Incomplete Evaluations (7)

Personal Calendar

Wednesday, June 29
(No activities)

Thursday, June 30
(No activities)

Friday, July 1
(No activities)

Saturday, July 2
(No activities)

Sunday, July 3
(No activities)

[View myCalendar](#)

Faculty Access

[Learning Modules](#)

Resources/Documents

- [Faculty Directory](#)
- [Resident/Fellow Directory](#)
- [Student Directory](#)
- [Residency Program Directory](#)

- [Curriculum Objectives](#)
- [MedHub Community](#)
- [MedHub CCC Training for Administrators](#)
- [PTAS Program EPA Specifications and Limitations](#)

MedHub Announcement

HIGHER VOLUME OF INCOMING SUPPORT TICKETS
MedHub is receiving a high volume of support tickets and may take longer than the usual 24 hours to respond to requests for assistance. We understand that this is a busy time of year for you, and we are working diligently to assist you. Thank you for your patience.

Known Issue: Low Score Alert urgent task
Our technical teams are working to correct an issue with the Low Score Alert urgent task. The system maintenance over the weekend has impacted the system's ability calculate and display this alert. Users will still have access to Low Score Alert information in the following ways:

- Email alert*
- Low Score Alerts layout (Faculty Directors and Mentors)
- Evaluations Low Score Report (Administrators)
- View Completed Evaluations, filtered by Alert Flag (Administrators)

*Please note, Faculty must have the email alert option enabled in Account > User Preferences

We will confirm as soon as the Low Score Alert urgent task is restored.

MODIFIED MEDHUB SUPPORT HOURS
The MedHub Offices will be closed Monday, July 4th in observance of the Holiday. We will return to normal business hours on Tuesday, July 5th.

NEW MILESTONES 2.0 PACKAGES (3/24/22)
Our team has started adding the new ACGME Milestones packages that will become effective July 1, 2022.

[Restrictive State Abortion Bans – A Reproductive Injustice](#)
New England Journal of Medicine, Ahead of Print.

[Intestinal Tuberculosis](#)
New England Journal of Medicine, Ahead of Print.

[Two Phase 3 Trials of Baricitinib for Alopecia Areata](#)
New England Journal of Medicine, Ahead of Print.

[Concomitant Urinary Triple Phosphate and Cystine Crystals](#)
New England Journal of Medicine, Volume 386, Issue 12, Page 1165-1165, March 2022.

[+ Add New Channel](#)

2

CHANGE MULTIFACTOR AUTHENTICATION TO RECEIVE OTP VIA MOBILE PHONE



- 1. Select Account menu at right upper corner
- 2. Click “MultiFactor Authentication”



The screenshot shows the MedHub user interface. At the top right, there is an 'Account' dropdown menu with a downward arrow. A blue arrow labeled '1' points to this menu. The dropdown menu contains the following options: User Preferences, Change Password, MFA Preferences, Login Statistics, and My Permissions. Below the Account menu, there are navigation buttons for Home, Residents, Schedules, and Evaluations. The main content area is titled 'myProfile' and contains a list of links and their descriptions:

Link	Description
Change Password	Use this link to modify your login information
MultiFactor Authentication	Use this link to modify your preferences for MultiFactor Authentication (MFA)
User Preferences	Modify your preferences for viewing and communicating with the MedHub application.
Login Statistics	Use this link to review your login history and basic usage statistics.
My Permissions	Use this link to review access to MedHub.

A blue arrow labeled '2' points to the 'MultiFactor Authentication' link. At the bottom of the page, there is a footer with the MedHub logo and copyright information: Copyright © 2002-2022 MedHub, Inc. - All Rights Reserved. Links for Login Notice and Privacy Policy are also present.

2

CHANGE MULTIFACTOR AUTHENTICATION TO RECEIVE OTP VIA MOBILE PHONE



3. Select Country Code, enter your mobile phone number and click “Add New Phone Number”

A screenshot of a web form titled "MultiFactor Authentication Preferences". The form has a breadcrumb trail: "Home > myProfile > MultiFactor Authentication". Under "Current MFA Phone Numbers", it says "You currently have no phone numbers configured." Under "Add New MFA Phone Number", there are two input fields: "Country Code:" with a dropdown menu showing "Singapore (+65)" and "Phone Number:" with a text box containing "91234567". Below these fields is a blue button labeled "Add New Phone Number". A blue arrow with the number "3" points to the "Country Code" dropdown.

4. Enter the confirmation code sent to your phone and click “Validate Phone Number”

A screenshot of a web form titled "Validate MFA Phone Number". The breadcrumb trail is "Home > myProfile > MultiFactor Authentication > Validate Phone Number". A green banner at the top says "A confirmation code has been sent to +6598772156." Below this, it says "Enter the code sent to +6598772156 to validate that phone number." There is a text input field containing "970013" and a green button labeled "Validate Phone Number". Below the input field are two links: "Re-send Validation Code" and "Return to MultiFactor Authentication Management". A blue arrow with the number "4" points to the "Validate Phone Number" button.

2

CHANGE MULTIFACTOR AUTHENTICATION TO RECEIVE OTP VIA MOBILE PHONE



3. Select Country Code, enter your mobile phone number and click “Add New Phone Number”

A screenshot of a web form titled "MultiFactor Authentication Preferences". Under the "Add New MFA Phone Number" section, there is a "Country Code" dropdown menu set to "Singapore (+65)" and a "Phone Number" text input field containing "91234567". A blue arrow with the number "3" points to the "Country Code" dropdown. Below the input fields is a blue button labeled "Add New Phone Number".

Home » myProfile » MultiFactor Authentication

MultiFactor Authentication Preferences

Current MFA Phone Numbers
You currently have no phone numbers configured.

Add New MFA Phone Number

Country Code: Singapore (+65) Phone Number: 91234567

Add New Phone Number

4. Enter the confirmation code sent to your phone and click “Validate Phone Number”

A screenshot of a web form titled "Validate MFA Phone Number". At the top, a green banner with a checkmark icon says "A confirmation code has been sent to +6598772156." Below this, the text reads "Enter the code sent to +6598772156 to validate that phone number." There is a text input field containing "970013" and a green button labeled "Validate Phone Number". A blue arrow with the number "4" points to the "Validate Phone Number" button. At the bottom, there are two links: "Re-send Validation Code" and "Return to MultiFactor Authentication Management".

Home » myProfile » MultiFactor Authentication » Validate Phone Number

Validate MFA Phone Number

✔ A confirmation code has been sent to +6598772156.

Enter the code sent to +6598772156 to validate that phone number.

970013 Validate Phone Number

[Re-send Validation Code](#)

[Return to MultiFactor Authentication Management](#)

2

CHANGE MULTIFACTOR AUTHENTICATION TO RECEIVE OTP VIA MOBILE PHONE



After this change, you may choose either verification methods upon next login

- Email
- Phone SMS

MultiFactor Authentication

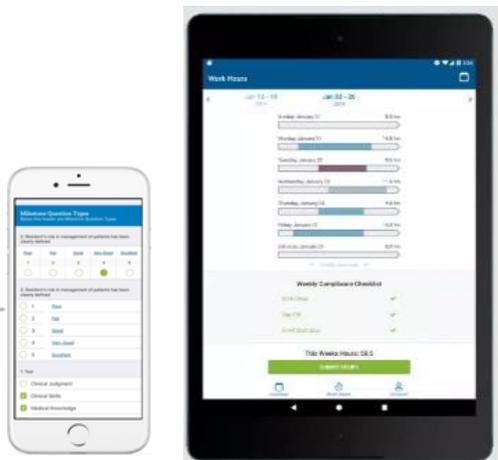
MultiFactor Authentication is enabled for this site.
To confirm your identity, we will send a code to your email or phone number.

Choose a verification method

Email to [redacted]@nhg. Text to *****2156

3

Download MedHub app on your mobile devices



PHONE / TABLET



Available on
Google Play store and
Apple App Store

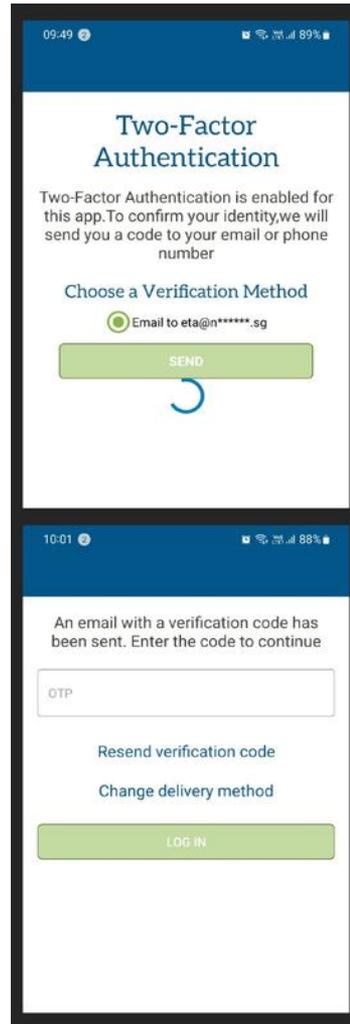
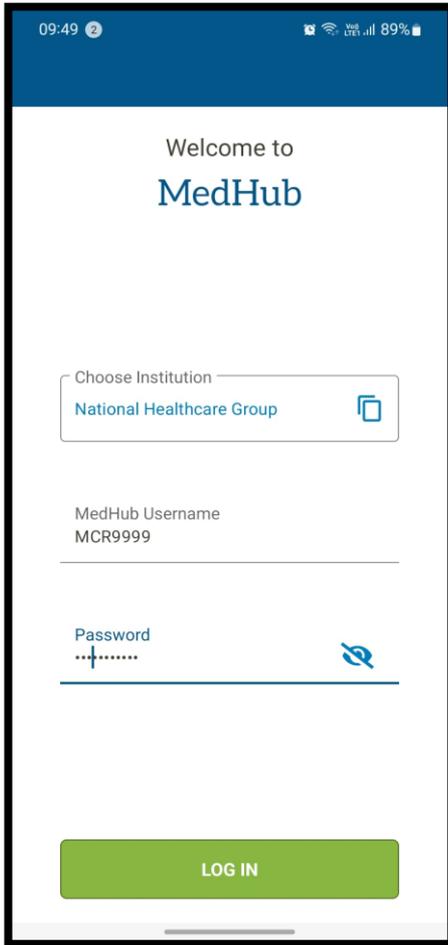


DESKTOP



Scan the QR code to install now!

3 Login using same username and password



MultiFactor Authentication also applies, enter the OTP sent to your email address or mobile number

Available functions on mobile app

- Calendar
- Evaluations
- Procedures

4

Navigate to Learning Portal on how to use MedHub

The image illustrates the navigation steps to the Learning Portal. Step 1 shows the 'Help' button in the top navigation bar. Step 2 shows the 'Learning Portal' link in the 'Help - Resources' sub-menu. Step 3 shows the 'Faculty Courses' link in the left sidebar.

Note: Please ensure your computer/mobile device is connected to the internet to view YouTube video.

**OVERVIEW AND
USER ROLES**
30mins

**RESOURCES/
DOCUMENTS**
15mins

REPORTS
15mins

**FACULTY
FOUNDATION**
30mins

**SELF-INITIATED
EVALUATIONS**
10mins

**Total learning duration
100mins**

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Where to find more GUIDES and HELP

1. At Left-hand corner of MedHub home page, Select "Resources/Documents"

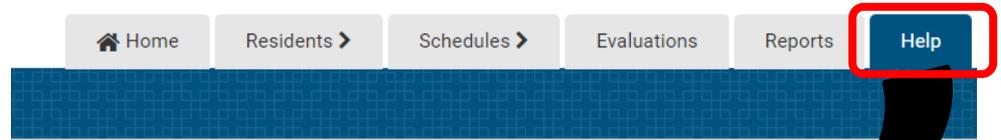
The screenshot shows the left-hand navigation menu of the MedHub home page. The 'Resources/Documents' menu item is highlighted with a red box. Below it, a sub-menu is visible, listing various documents and guides, including 'Faculty Directory', 'Resident/Fellow Directory', 'Residency Program Directory', 'MedHub Community', 'NHG MedHub Community', 'Implementation Documents', 'MedHub CCC Training for Administrators', 'MedHub Time Zone Conversions', 'MedHub Training Resources', 'MedHub User Manual (PDF version)', 'NHG MedHub - Guides for Faculty', and 'NHG MedHub - Guides for Resident'. A large black arrow points from this menu item towards the right-hand screenshot.

The screenshot shows the 'View Folder' page for 'NHG MedHub - Guides for Resident'. The folder name is highlighted with a red box. Below the folder name, there are two document icons with the following titles: 'Simple Guide for First Time Login' and 'Simple Guide on Completing Evaluations'. The MedHub logo is visible at the bottom of the page.

5

Where to find more GUIDES and HELP

2. At right-hand corner of MedHub landing page, Select "Help"



Help - Resources

[Help Resources](#) | [Support Tickets](#) | [Community](#) | [Learning Portal](#)

Search Resources [Search](#)

New Content



[5. Approving and Viewing Contracts](#)
Watch this video to learn about viewing and approving contracts.
Viewing time: 3:30



[4. Signing A Contract](#)
Watch this video to understand the signing of contracts.
Viewing time: 4:00

Browse Resources

KB Knowledgebase Articles

- [Frequent Questions \(FAQ\)](#)
- [Conferences](#)
- [Work Hours](#)
- [Evaluations](#)

VID Video Tutorials

- [Overviews](#)
- [Conferences](#)
- [Demographics](#)
- [Work Hours](#)

MAN User Manual

- [Introduction](#)
- [Accreditation](#)
- [Conferences](#)
- [Work Hours](#)

Recently Viewed

- MAN** [19.3.0. Evaluation Functions](#)
There are additional evaluation functions within MedHub that allow residency programs to manage ancillary evaluation criteria. On the right hand side of the main evaluation window, the second section is titled, 'Evaluation Functions'. These functions are as follows. View Completed Evaluati...
Last Viewed: 9/9/2022 12:55am
- KB** [Program Settings: Mask Evaluator Name from Mentor View](#)
This article describes the program setting used for masking the evaluator name from the mentor view.
Last Viewed: 9/9/2022 12:51am
- VID** [Program Director and Mentor Access](#)
Review of how to assign faculty as Program Director, Associate Program Directors and a mentor. Also reviews adding other Faculty as mentors.
Last Viewed: 9/9/2022 12:49am
- MAN** [14.1.0. Resident Work Hour Workflow](#)
Residents can only access their own timesheet and can

LINK MULTIPLE ACCOUNTS

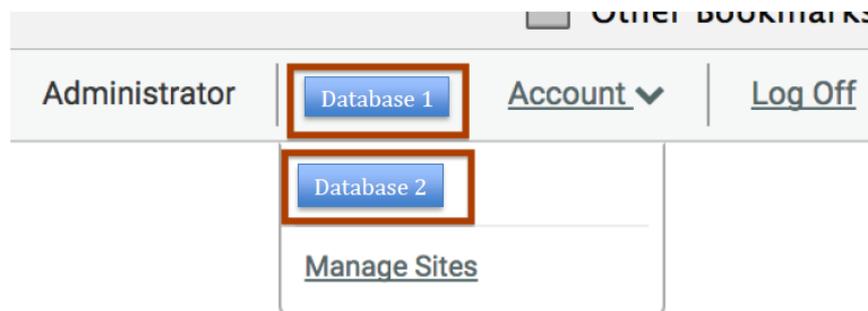
ONLY Applicable to Faculty who has accounts created on multiple MedHub systems

6

Cross-Site Linking of Faculty accounts

The Cross-Site Linking functionality allows MedHub users who have accounts in multiple MedHub databases (e.g. across SIs) to link the accounts so that the user only has to log into one system.

Once the two accounts, in the two different systems are linked, when you log into either of the systems you will see a link in the upper right-hand corner of the screen that will allow you to toggle between the two systems.



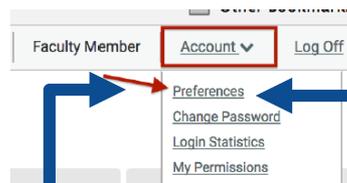
Important Note:

In order for two accounts to be linked across institutions, the users must have the **same email address** entered into both systems.

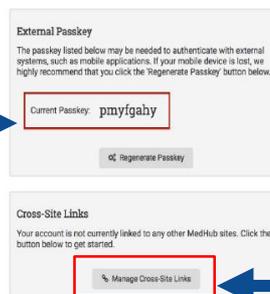
System one

1 Login **system one** (your primary system), hover your mouse over the Account link. Select the Account Preferences link.

Account menu located in the upper right-hand corner of the screen



2 On right-hand side of Account page, highlight the text inside “Current Passkey” and CTL+C to copy the passkey

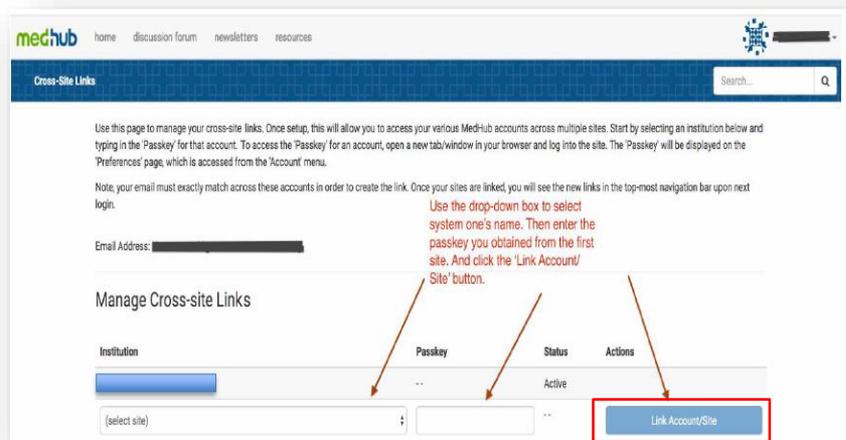


System two

3 Open a **new tab** in your browser and login **system two**, and select the Account Preferences link.

4 On right-hand side of Account page, click on the Manage Cross-Site Links button

5 Choose the name of **system one's** institution from the Institution drop-down menu. Enter the passkey that you obtained from your account in **system one** into the Passkey box. Click the **Link Account/Site** button.



Any queries, contact your
Programme Coordinator



medhub