

# WELCOME ONBOARD



medhub

The logo for medhub consists of the word "medhub" in a lowercase, sans-serif font. The letters "med" are in a vibrant green color, and "hub" is in a dark blue color.

# SIMPLE GUIDE Á FUÜÁÚÕŸF

VERSION 1.0 (JUL 2022)

[https://a c \ \"medhub.com](https://a c \ \)



Welcome to the National Healthcare Group Residency Management System.  
This resource provides NHG residents with the ability to plan their rotation schedules, keep track of their educational progress, and communicate with other residents, faculty members, and administrators.

By logging in, you are agreeing to the MOHH/NHG/NUHS/SingHealth End User License Agreement. Please click [here](#) to read before using MedHub.

If you need access, please contact your program administrator.

**Recommended Browsers**  
Supported Versions of:  
Google Chrome  
Mozilla Firefox  
Apple Safari  
Microsoft Edge

## Log in

Your MCR number

Password

[Forgot my password](#)

remember me

[Help](#)

medhub

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1

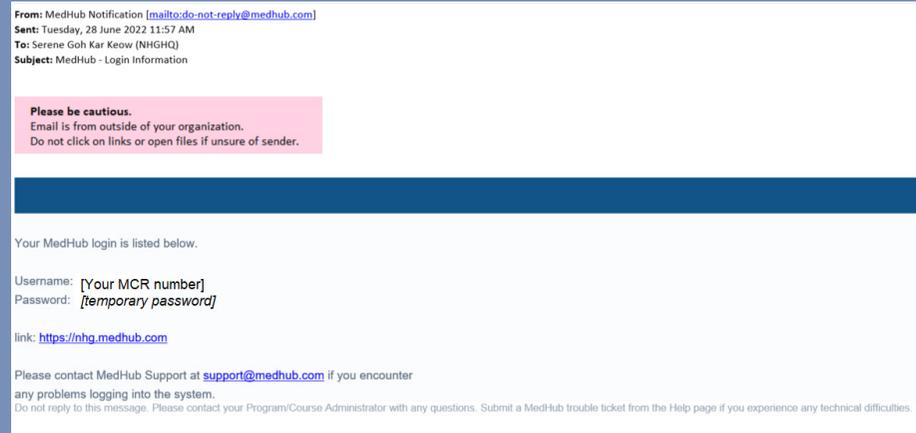
# STEP-BY-STEP FIRST TIME LOGIN

## IMPORTANT NOTE:

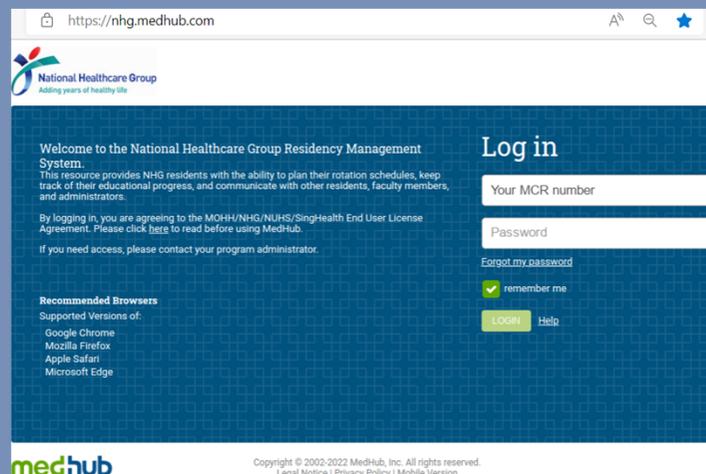
**First Time Login must be done using browser on your desktop/laptop/phone but not mobile app**



1. 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

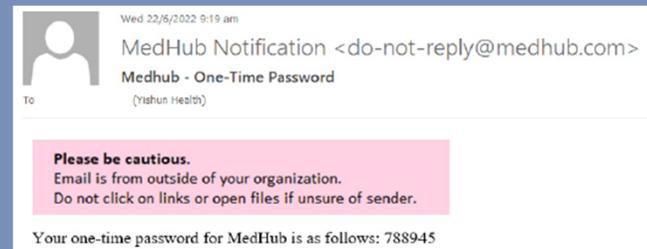
**IMPORTANT NOTE:  
First Time Login must be  
done using browser on  
your desktop/laptop/phone  
but not mobile app**



3. Click "Send" to receive OTP (One-Time-Password) on the email address as displayed



4. Open the OTP email from MedHub



5. Enter the OTP and click "Login"

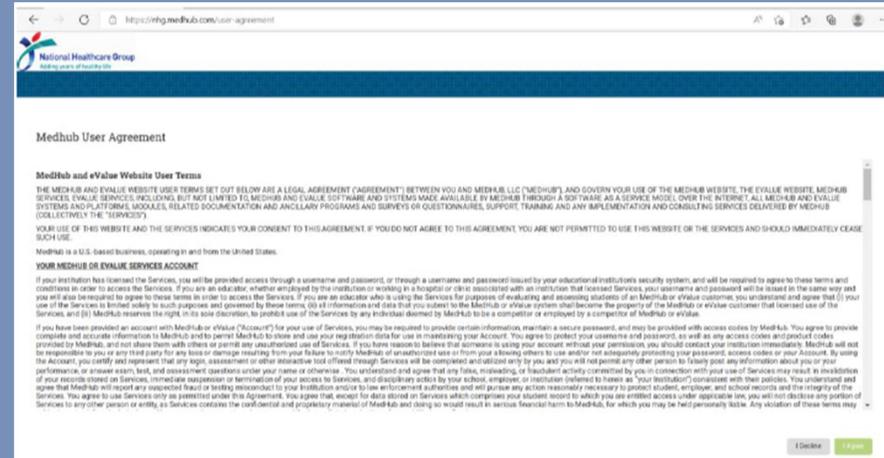
1

# 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**



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



7. Set your new password

and you are ready to use the system.

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 blue arrow labeled '1' pointing to it. The dropdown menu includes options: 'User Preferences', 'Change Password', 'MFA Preferences', 'Login Statistics', and 'My Permissions'. Below the main navigation bar, there is a 'myProfile' section with a blue arrow labeled '2' pointing to the 'MultiFactor Authentication' link. The 'MultiFactor Authentication' link is accompanied by the text: 'Use this link to modify your preferences for MultiFactor Authentication (MFA)'. Other links in the 'myProfile' section include 'Change Password', 'User Preferences', 'Login Statistics', and 'My Permissions', each with a brief description of their function.

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 application page titled "MultiFactor Authentication Preferences". The page 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 is a "Country Code" dropdown menu set to "Singapore (+65)" and a "Phone Number" text input field containing "91234567". Below these fields is a blue button labeled "Add New Phone Number". A blue arrow with the number "3" points to the "Add New Phone Number" button.

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

A screenshot of a web application page titled "Validate MFA Phone Number". The page has a breadcrumb trail: "Home > myProfile > MultiFactor Authentication > Validate Phone Number". A green notification bar 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 button are links for "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



After this change, you may choose the verification method upon every login

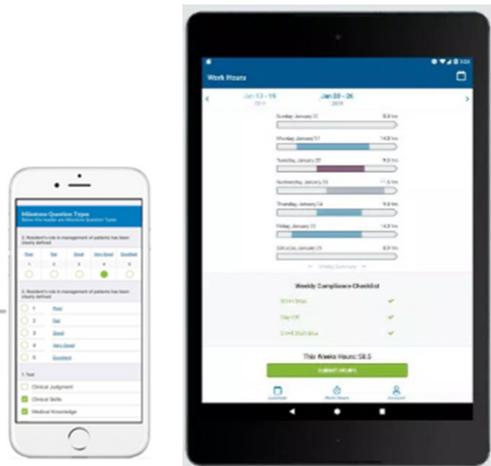
**MultiFactor Authentication**

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

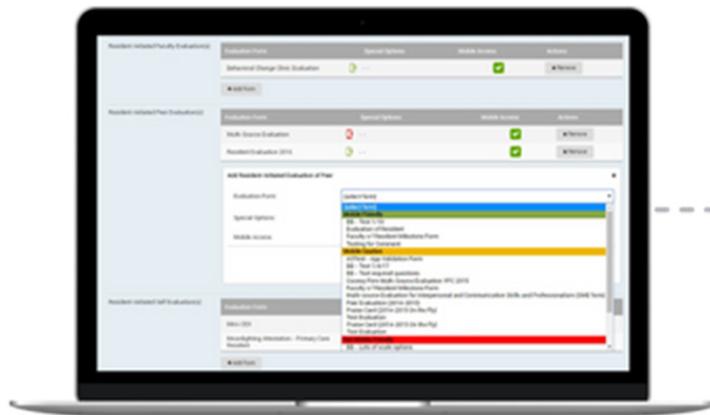
# 3 Download MedHub app on your mobile devices



PHONE / TABLET



Available on  
Google Play store and  
Apple App Store

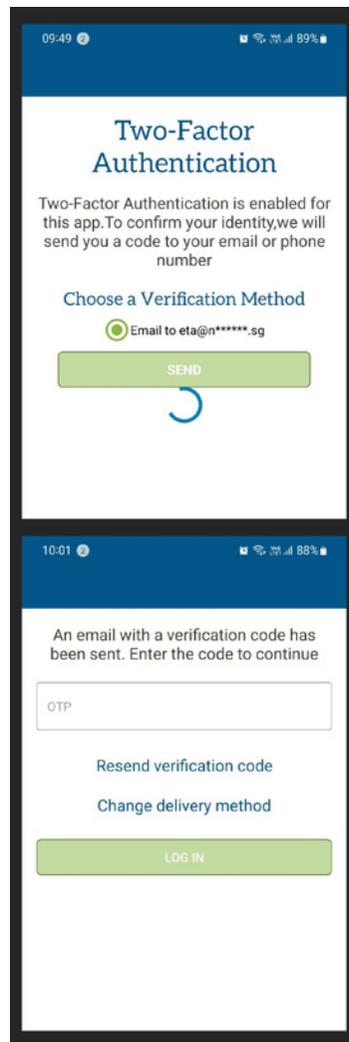
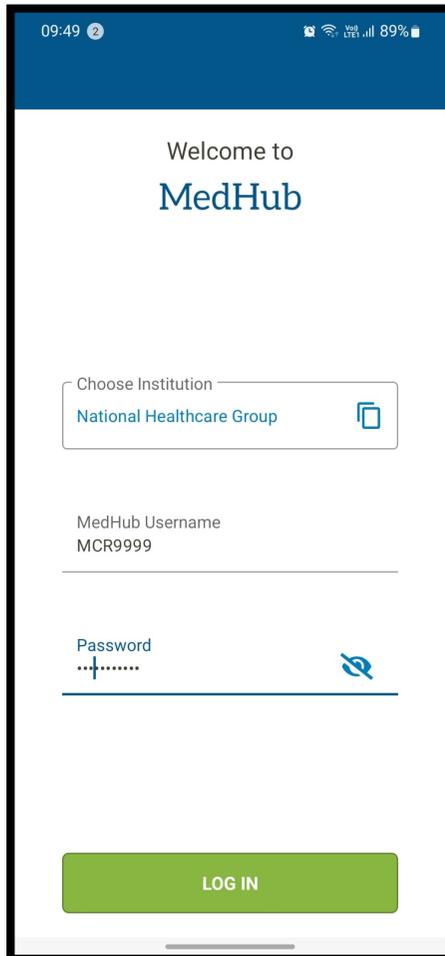


DESKTOP / LAPTOP



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
- Work Hours
- 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 'Resident Courses' link in the left-hand sidebar of the Learning Portal.

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

4

Recommended Modules

**RESIDENT  
FOUNDATION**  
40mins

**LOGGING  
WORK HOURS**  
15mins

**SELF-INITIATED  
EVALUATIONS**  
10mins

**LOGGING  
PROCEDURES**  
10mins

**MEDHUB  
MOBILE APP**  
35mins

**Total learning duration  
110mins**

# SUMMARY

- ✓ 1. Login to MedHub with your username, receive OTP and set your new password
- ✓ 2. Add MFA method to receive OTP on mobile phone
- ✓ 3. Download mobile app
- ✓ 4. Complete the recommended learning modules

**Any queries, contact your  
Programme Coordinator**

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