WELCOME

ONBOARD

National Healthcare Group
Adding years of healthy life

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

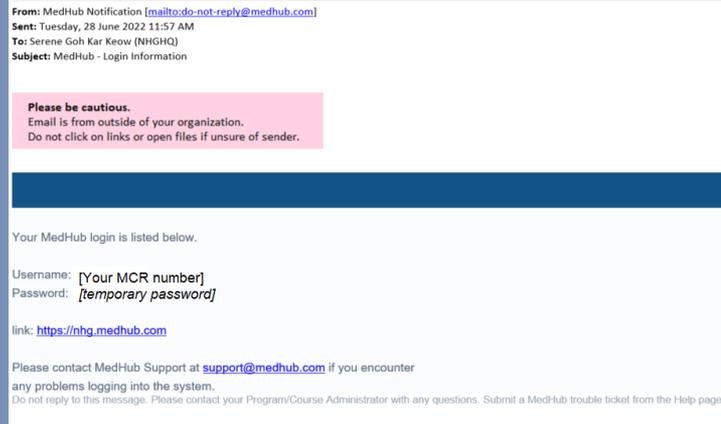# STEP-BY-STEP FIRST TIME LOGIN

IMPORTANT NOTE:
First Time Login must be done using browser on your desktop/laptop/phone but not mobile app
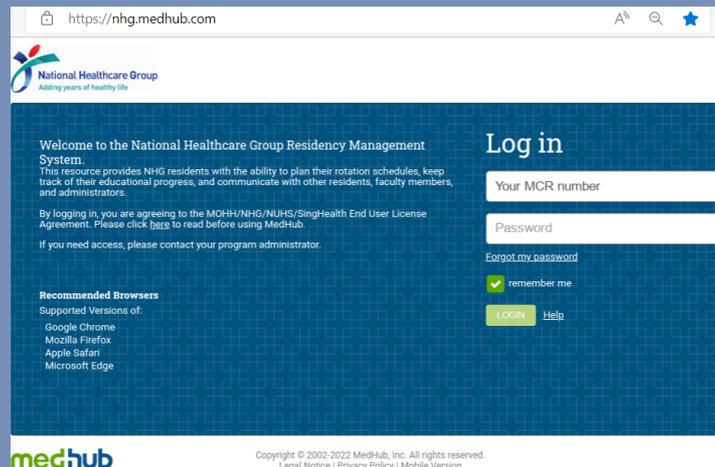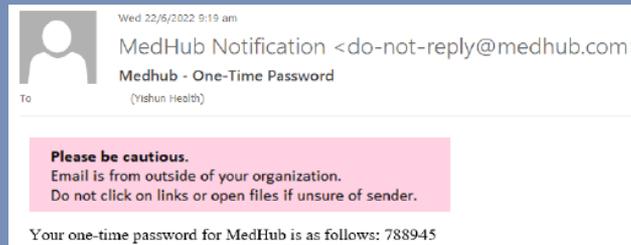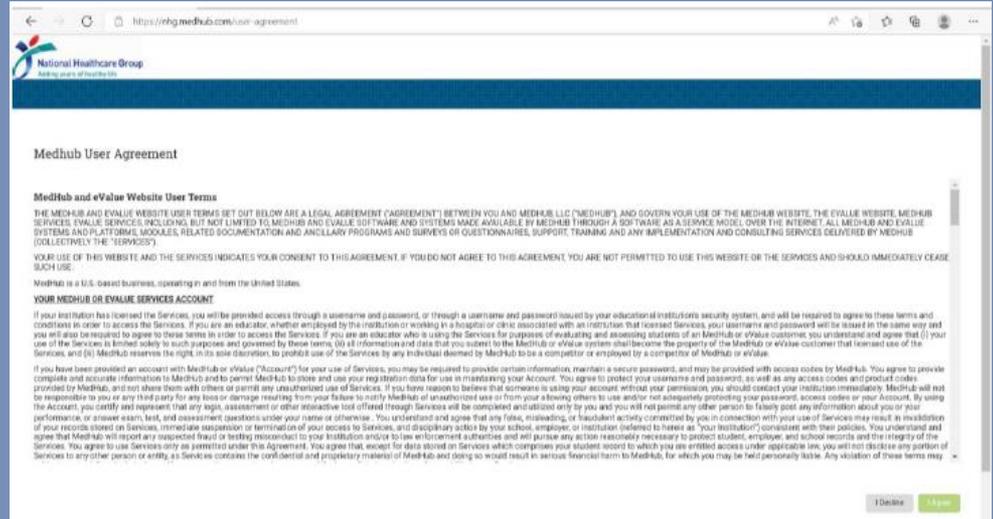
NHG MedHub URL
https://nhg.medhub.com

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

From: MedHub Notification [mailto:do-not-reply@medhub.com]
Sent: Tuesday, 28 June 2022 11:57 AM
To: Serene Goh Kar Keow (NHGHQ)
Subject: MedHub - Login Information

Please be cautious.
Email is from outside of your organization.
Do not click on links or open files if unsure of sender.

Your MedHub login is listed below.

Username: [Your MCR number]
Password: *[temporary password]*

link: https://nhg.medhub.com

Please contact MedHub Support at support@medhub.com if you encounter any problems logging into the system.
Do not reply to this message. Please contact your Program/Course Administrator with any questions. Submit a MedHub trouble ticket from the Help page if

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)
https://nhg.medhub.com

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

MultiFactor Authentication

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

chie****@nhg.

Send

Note:
Email address is being obfuscated for security reasons

✔ 4. Open the OTP email from MedHub

Wed 22/6/2022 9:19 am

MedHub Notification <do-not-reply@medhub.com>
Medhub - One-Time Password

To   (Yishun Health)

Please be cautious.
Email is from outside of your organization.
Do not click on links or open files if unsure of sender.

Your one-time password for MedHub is as follows: 788945

✔ 5. Enter the OTP and click "Login"

A verification code has been sent via the requested delivery method.
Enter the code to continue.

Resend verification code

Login

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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

1

STEP-BY-STEP FIRST TIME LOGIN

CHANGE MULTIFACTOR AUTHENTICATION TO RECEIVE OTP VIA MOBILE PHONE

1. Select Account menu at right upper corner

2. Click "MultiFactor Authentication"

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

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

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

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

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

- Email
- Phone SMS

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3 Download MedHub app on your mobile devices

PHONE / TABLET

DESKTOP

Available on

Google Play store and

Apple App Store

GET IT ON Google Play

Available on the App Store

Scan the QR code to install now!

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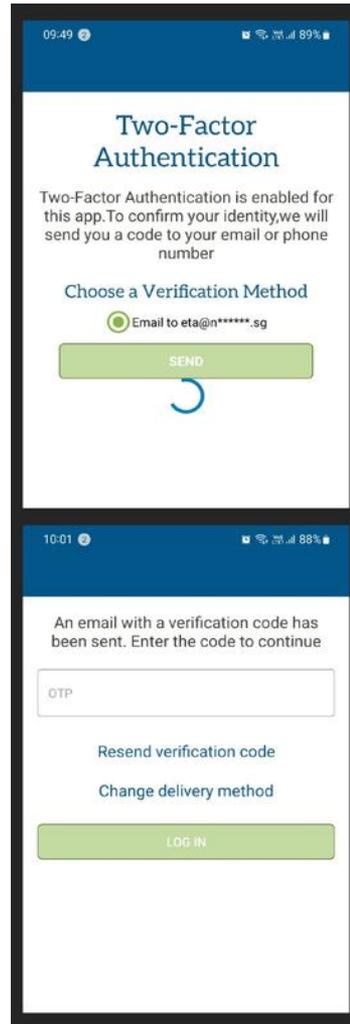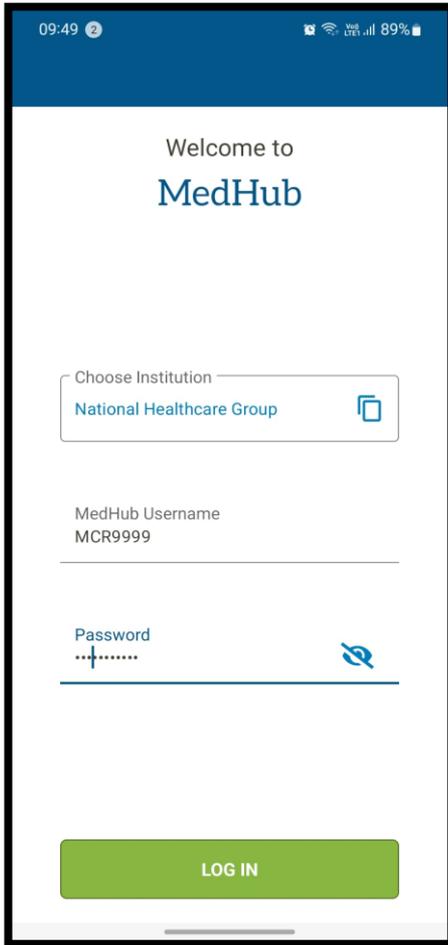
MultiFactor Authentication also applies, enter the OTP sent to your email address or mobile number

Available functions on mobile app

- Calendar

- Evaluations

- Procedures

12

4 **Navigate to Learning Portal on how to use MedHub**

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

4

Recommended Modules

OVERVIEW AND USER ROLES 30mins	**FACULTY FOUNDATION** 30mins
RESOURCES/ DOCUMENTS 15mins	**SELF-INITIATED EVALUATIONS** 10mins
REPORTS 15mins	**Total learning duration 100mins**

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5   Where to find more GUIDES and HELP

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

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

| 🏠 Home | Residents › | Schedules › | Evaluations | Reports | **Help** |

Help - Resources

| **Help Resources** | Support Tickets | Community | Learning Portal |

Search Res[...]

[   ] Search

New Content

5. Approving and Viewing Contracts
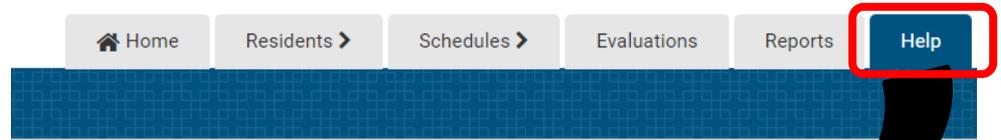Watch this video to learn about viewing and approving contracts.
Viewing time: 3:30

4. Signing A Contract
Watch this video to understand the signing of contracts.
Viewing time: 4:00

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
Reivew 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

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

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LINK MULTIPLE ACCOUNTS

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

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.
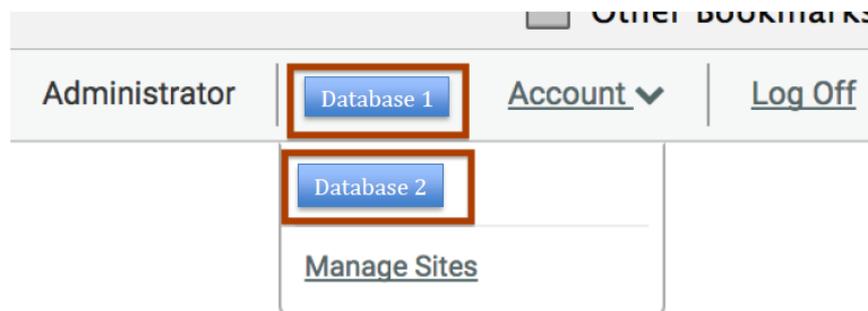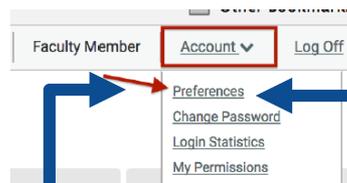

Important Note:
In order for two accounts to be linked across institutions, the users must have the **same email address** entered into both systems.
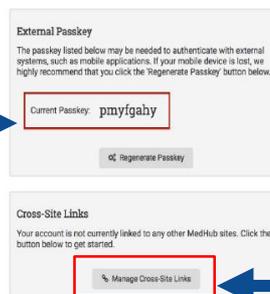
System one

System two

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


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

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

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.
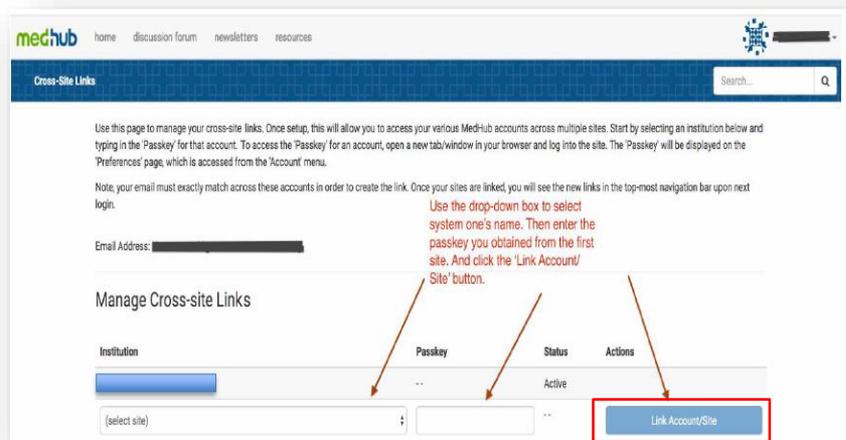
Any queries, contact your
Programme Coordinator