

WELCOME ONBOARD



medhub

SIMPLE GUIDE FOR RESIDENT

VERSION 2.0 (NOV 2022)

<https://nhg.medhub.com>

The screenshot shows the login page for the National Healthcare Group Residency Management System. The page has a dark blue background with white text. At the top left is the National Healthcare Group logo with the tagline 'Adding years of healthy life'. The main heading is 'Log in'. Below the heading are two input fields: 'Your MCR number' and 'Password'. There is a 'Forgot my password' link, a 'remember me' checkbox, and a green 'LOGIN' button next to a 'Help' link. On the left side, there is a 'Welcome to the National Healthcare Group Residency Management System' section with a brief description and a link to the End User License Agreement. Below that is a 'Recommended Browsers' section listing supported versions of Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge. At the bottom, there is a 'medhub' logo and copyright information: 'Copyright © 2002-2022 MedHub, Inc. All rights reserved. Legal Notice | Privacy Policy | Mobile Version'.

IMPORTANT NOTE:

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

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1

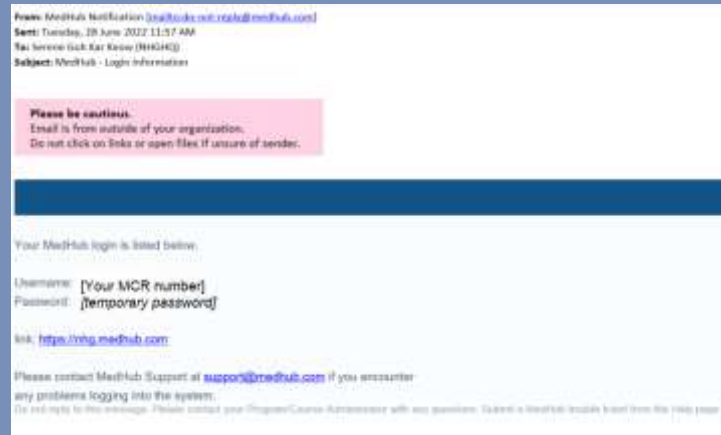
STEP-BY-STEP FIRST TIME LOGIN

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:

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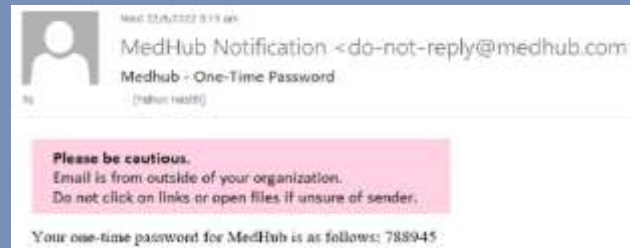
3. Click "**Send**" to receive OTP (One-Time-Password) on your email address



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



4. Open the OTP email from MedHub



5. Enter the OTP and click "Login"



1

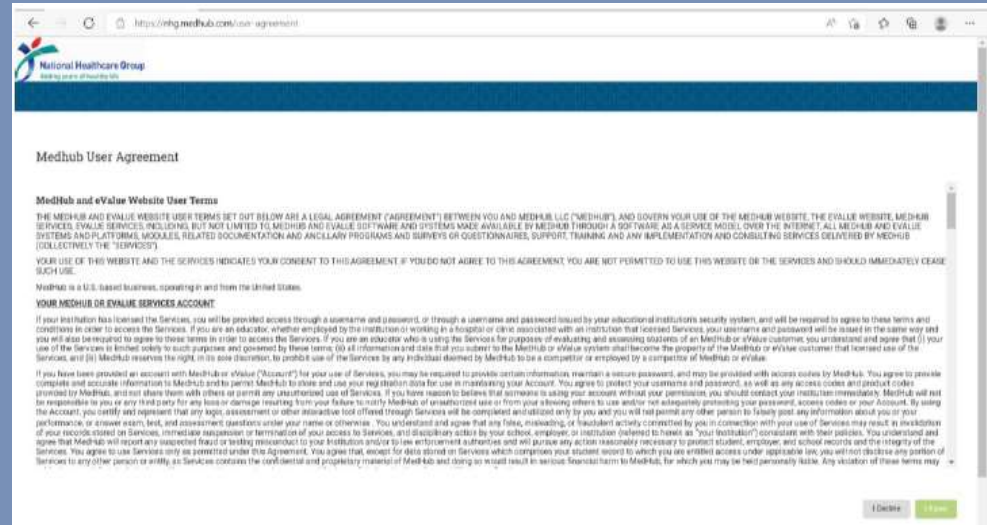
STEP-BY-STEP FIRST TIME LOGIN

IMPORTANT NOTE:

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



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



7. Set your new password



1

STEP-BY-STEP FIRST TIME LOGIN



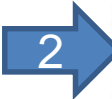
8. Final Step: MedHub Homepage for Resident

2

CHANGE MULTIFACTOR AUTHENTICATION TO RECEIVE OTP VIA MOBILE PHONE



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



myProfile

- [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.



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 shows a section for "Add New MFA Phone Number" with a "Country Code" dropdown menu set to "Singapore (+65)" and a "Phone Number" input field containing "81234567". 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".

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: 81234567

Add New Phone Number

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 shows a green notification bar with a checkmark and the text "A confirmation code has been sent to +6598772156.". Below this, there is a text prompt "Enter the code sent to +6598772156 to validate that phone number." and an input field containing "970013". A green button labeled "Validate Phone Number" is to the right of the input field. A blue arrow with the number "4" points to the "Validate Phone Number" button. At the bottom, there are links for "Re-send Validation Code" and "Return to MultiFactor Authentication Management".

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 the verification method upon every login

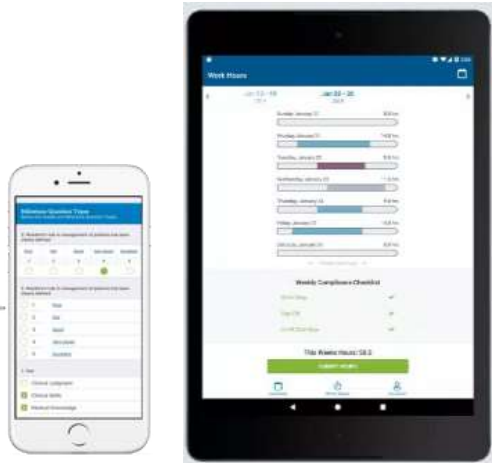
MultiFactor Authentication

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

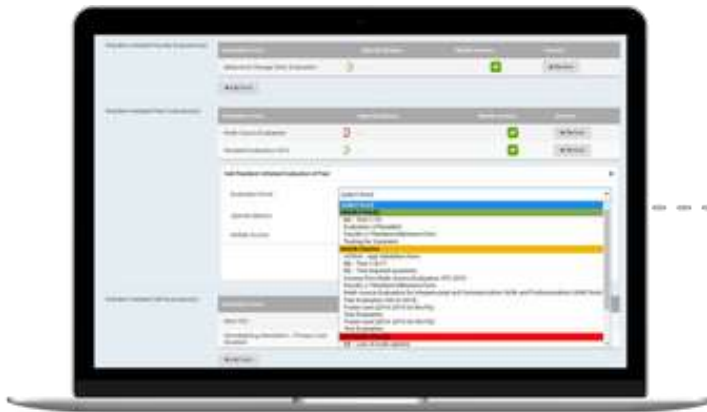
3 Download MedHub app on your mobile devices



PHONE / TABLET



Available on
Google Play store and
Apple App Store

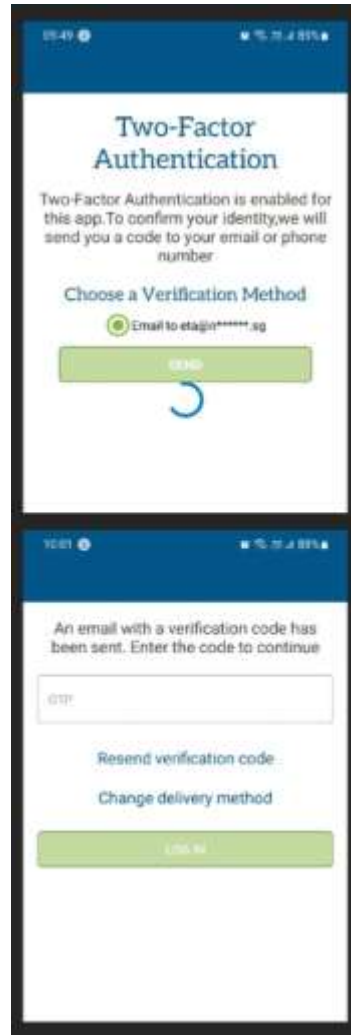


DESKTOP / LAPTOP



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 diagram illustrates the navigation path through the MedHub Learning Portal. It starts with the main navigation bar where the 'Help' button is highlighted. An arrow labeled '1' points to the 'Help - Resources' page, where the 'Learning Portal' link is highlighted. A second arrow labeled '2' points to the 'Resident Courses' page. A third arrow labeled '3' points to the 'Resident Courses' link in the left sidebar, which is also highlighted.

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

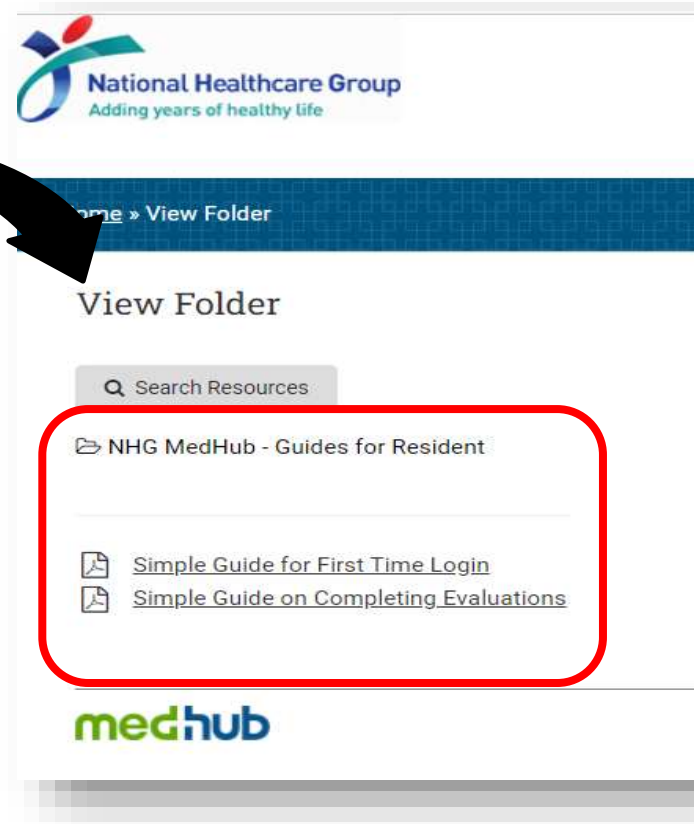
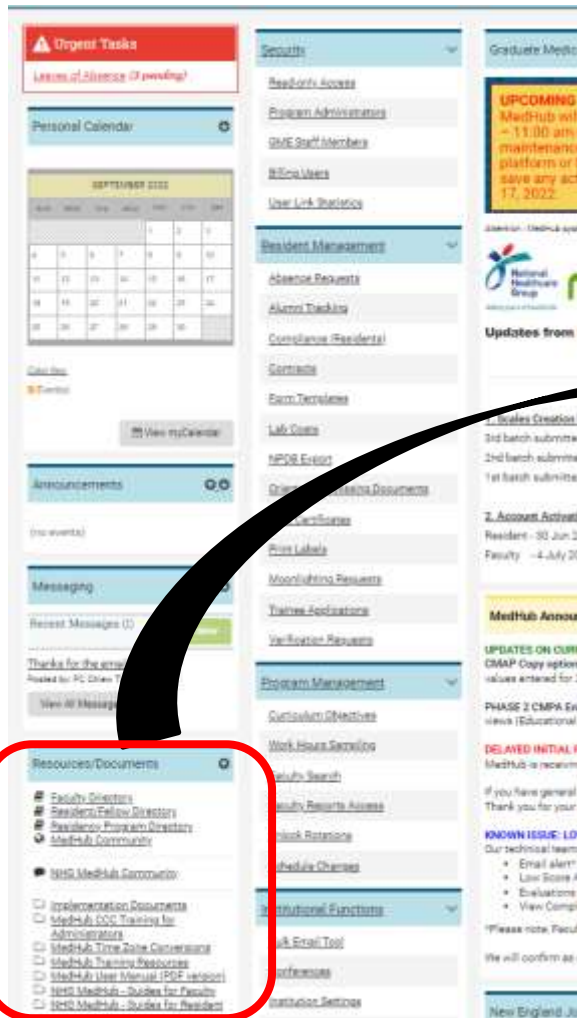
**Total learning duration
110mins**

CHECKLIST

- 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

5 Where to find more GUIDES and HELP

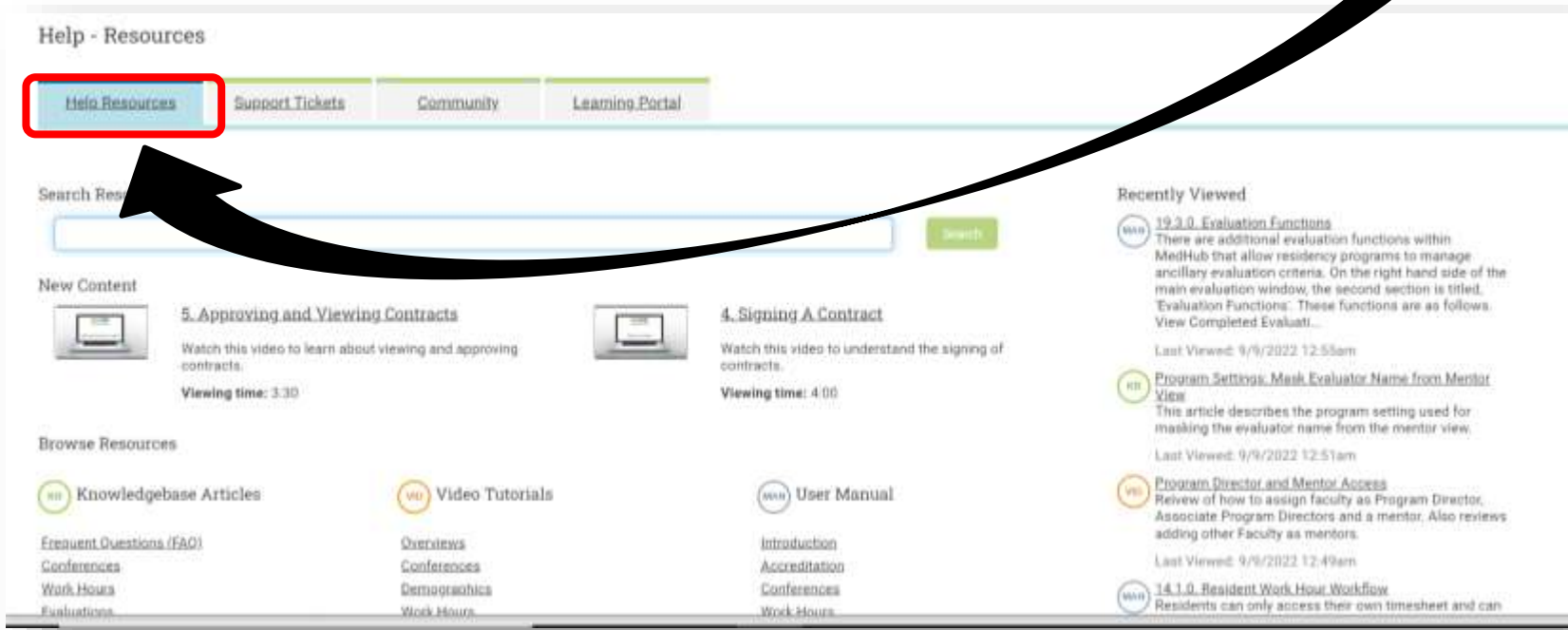
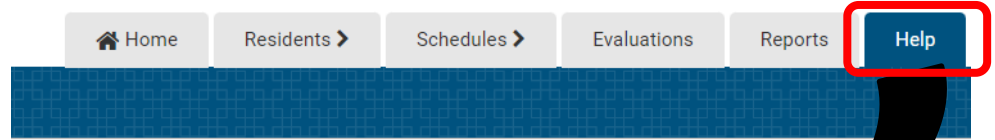
1. At Left-hand corner of MedHub home page, Select “Resources/Documents”



5

Where to find more GUIDES and HELP

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



LINK MULTIPLE ACCOUNTS

ONLY Applicable to Residents who has Faculty accounts on another MedHub system

6

Cross-Site Linking of MedHub 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.



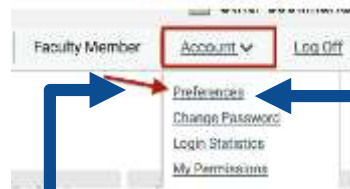
Important Note:

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

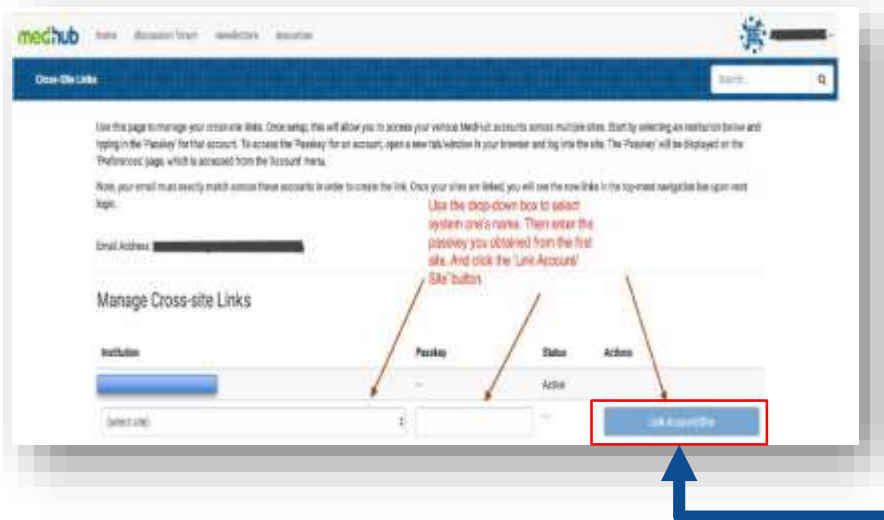


System two

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 PC



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