



CCIS

Critical Care Information System

Login Guide

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Updated By:

CCIS Product Manager

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CritiCall Ontario

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INTRODUCTION

Accounts & Password Management functionality of CCIS has been enhanced with the following features:

1. First Login
2. Manage My Profile
3. Forgot Password
4. Forgot Username

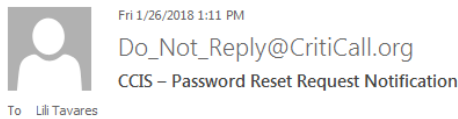
This document provides the guidelines for managing your CCIS account

1. How to Login to CCIS for the first time?

The following section outlines the steps that a new user is required to complete to log into the CCIS for the first time.

You are required to assign a password that will help you to login to the system in the future. During this process, you will be asked to create challenge questions and responses. These are required in order to use the “Forgot Password” self-help feature in the event of a forgotten password.

1. Locate the email which is sent to you by **Do_Not_Reply@Critical.org** with the subject “*CCIS: New Account Created*”. Click on the link **Click Here**.

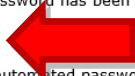


This email was sent from an automated email system that cannot accept incoming email. Please do not reply to this message

Dear Critical Test,

A request to reset your password has been received. Click the link below to complete the password reset process. The link will expire on 2018-01-27 01:11

[Click here](#)



If you did not request an automated password reset, contact the CCIS helpdesk at CCISHelpdesk@Criticall.org for assistance.


CritiCall Ontario CCIS Help Desk



Additional Important Notes

- This link is valid only for 30 days of account creation date. The expiry date of this link is mentioned in this email. If you do not set the security questions/answers and password, you will no longer be able to login to CCIS after the expiry date.
- This link expires as soon as you finish setting security questions and password.

- This will bring you to the “Security Questions and Answers Screen” in the CCIS Portal. Here, you are required to select and provide responses for three security questions. Click the Next button to continue.

 **Additional Important Notes**

- In order to use the self-help automatic reset function to restore a forgotten password, in the future, you will be required to successfully respond to one of the three security questions that you identified.
- You need to ensure that you select memorable questions with answers that are unlikely to change over time.
- You should select different answers for the three security questions.
- The answers to the security questions are not case sensitive.
- You can modify your security questions and answers any time using “My Profile” function, as long as you have your username and password.
- If you forget your password and are unable to answer your security questions correctly, you will not be able to reset your own password. In this case, you will be required to contact your Local Registration Authority, who will escalate this issue to CCIS Help Desk asking to reset your password.

Please note: The CCIS Help Desk cannot provide passwords directly to you. **CCIS system sends you the link which enables you to set the password for your account.**

3. Enter the **New Password**, ensuring that the new password follows the rules specified on the screen. Retype the new password in the **Confirm New Password** field. Click **Save** button to continue.

First Login

Please set a new password for your account according to the password rules mentioned below. You will be re-directed to login page for logging in with your new password

New Password:

Confirm New Password:

CCIS Passwords Must:

- Have at least 8 characters
- Have at least 1 uppercase letter
- Have at least 1 lowercase letter
- Have at least 1 numeric digit
- Have at least 1 non-alphanumeric character (~!@#%&*+~\|{}[]:;'"<>.,?)
- Not be the username
- Not contain the username
- Not be the current password
- Not be any of the 3 previously used passwords
- Have no more than 2 repeating character pairs

Password Rules

Save **Cancel**

4. You will be directed to the Login screen. Enter your **Username** and new **Password**, then press the “**Log-In**” button, to login into CCIS.

CCIS Ontario's Critical Care Information System

Please enter your credentials for the Critical Care Information System.

[Forgot your username?](#)

[Forgot your password?](#)

Log-in

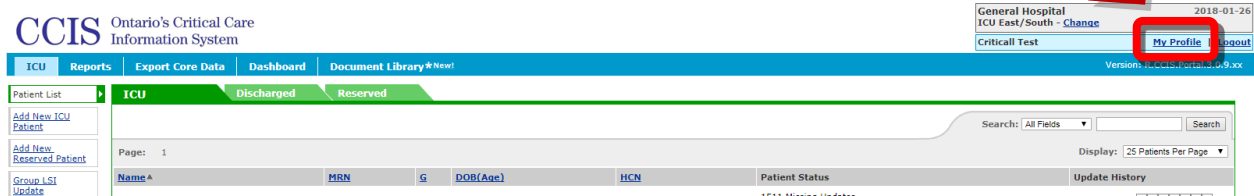
[Terms of Acceptable Use](#)

2. How to Manage your User Profile?

The following section outlines the steps to update or change CCIS Personal Account information. You can change the following:

- First Name
- Last Name
- Email
- Phone
- Security Questions
- Password

1. After logging into CCIS with your username and password, click on **My Profile** in the top right hand corner of the screen. You will be asked to provide your password before entering **My Profile**.



2. You will be re-directed to the **User Profile** page

My Profile

Criticall Test

User Name:

First Name:

Last Name:

Work Email:

Work Phone:

Security Question 1: ▼
Answer:

Security Question 2: ▼
Answer:

Security Question 3: ▼
Answer:

2.1 Update Personal Information

You can edit the following in your Personal Information:

- First Name
- Last Name
- Email
- Phone

My Profile

Criticall Test

User Name:

First Name:

Last Name:

Work Email:

Work Phone:

Security Question 1:

Answer:

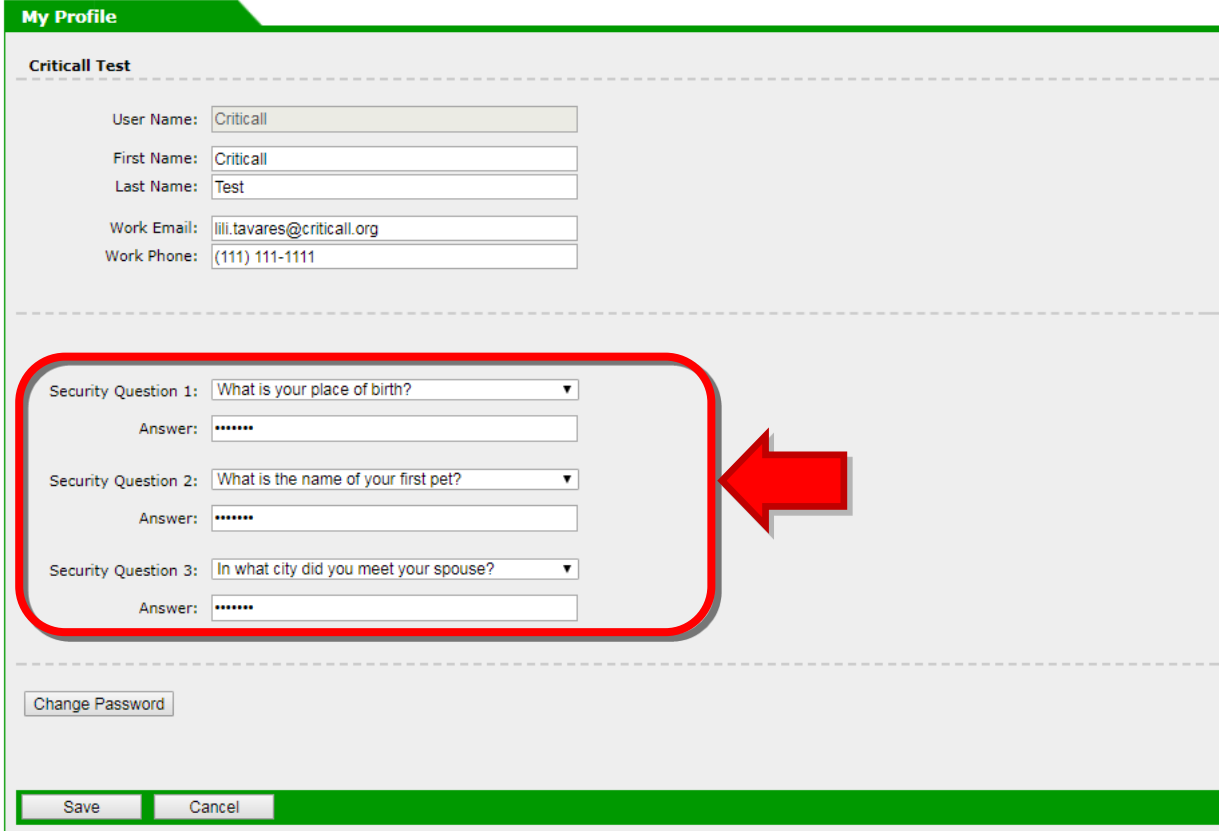
Security Question 2:

Answer:

Security Question 3:

Answer:

2.2 Update CCIS Challenge Questions



My Profile

Critical Test

User Name:

First Name:

Last Name:

Work Email:

Work Phone:

Security Question 1: ▼

Answer:

Security Question 2: ▼

Answer:

Security Question 3: ▼

Answer:

To change a security question: select a new question from the questions provided in the dropdown list. The Answer field will be cleared automatically and you will have to provide a new answer.

To change an answer: clear the existing text in the answer field and enter your new answer.

Once the updates are complete, click on the **Save** button to save the changes



Additional Important Notes

- In order to use the self-help automatic reset function to restore a forgotten password, you will be required to successfully respond to one of the three security questions that you have identified.
- You need to ensure that you select memorable questions with answers that are unlikely to change over time.
- You should select different answers for the two security questions.
- The answers to the security questions are not case sensitive.

- You can modify your security questions and answers any time using **My Profile** function, after logging into CCIS.
- If you forget your password and are unable to answer your security questions correctly, you will not be able to reset your own password. You will be required to contact your Local Registration Authority who will escalate this issue to CCIS Help Desk asking to reset your password.
- Please note: CCIS Help Desk cannot provide passwords directly to you. **CCIS system sends you the link which enables you to set the password for your account.**

2.3 Change Password

On the **My Profile** page, click the **Change Password** button.

The screenshot shows a web form for changing a password. At the top left is a button labeled "Change Password". Below it are three input fields: "Current Password:", "New Password:", and "Confirm New Password:". A red rounded rectangle highlights these three fields, and a red arrow points to the "Change Password" button. Below the input fields is a section titled "Passwords Must:" containing two columns of requirements. A yellow callout box labeled "Password Rules" points to this section. At the bottom of the form are two buttons: "Save" and "Cancel".

Change Password

Current Password:

New Password:

Confirm New Password:

Passwords Must:

Have at least 8 characters	Not be the username
Have at least 1 uppercase letter	Not contain the username
Have at least 1 lowercase letter	Not be the current password
Have at least 1 numeric digit	Not be any of the 3 previously used passwords
Have at least 1 non-alphanumeric character (~!@#\$%^&*_-+=` \(){}[];":'<>.,?/)	Have no more than 2 repeating character pairs

Save Cancel

To change a password: Enter the new password in the **New Password** field and retype the new password in the **Confirm New Password** field. First, you have to enter the **Current Password**. Both entries must match exactly.

Once the updates are complete, click on the **Save** button to save the changes.

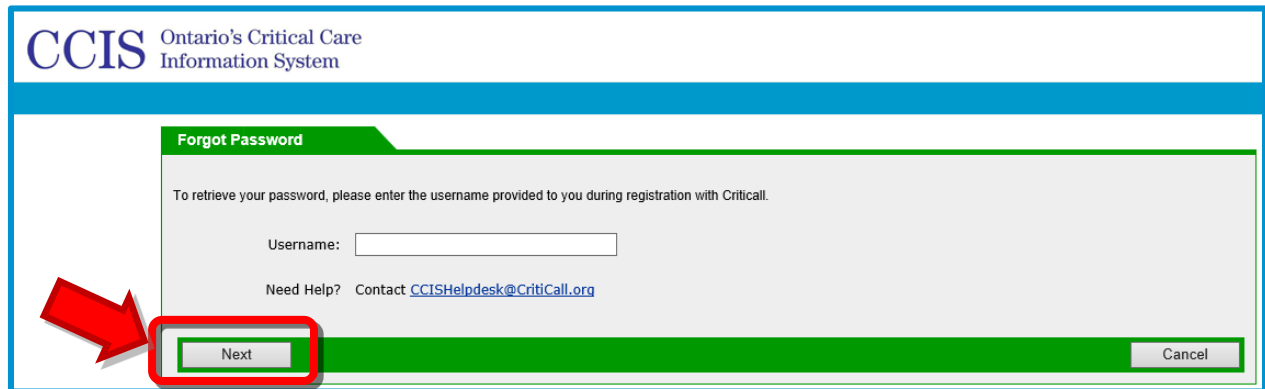
3. What you should do when you forget your Password?

If you forget the password, you should perform the following steps to reset your password:

1. Click **Forgot Password** link on the login screen.



2. You will be redirected to the following screen and must enter your **Username** and click **Next** to proceed. You can also contact CCIS Helpdesk.



If you enter the wrong username, the system will display the following error.

Forgot Password

To retrieve your password, please enter the username provided to you during registration with Criticall.

Sorry, but the Username you provided does not exist in our records. Please try again.

Username:

Need Help? Contact CCISHelpdesk@Criticall.org

3. If you enter a valid username and click the **Next** button, you will be directed to answer one of the three **Security Questions**. You must specify the correct answers to the questions and click the **Next** button to proceed.

Forgot Password

Please answer the following security question. A confirmation will be sent to: lili.tavares@criticall.org. If this is not your email address, please contact the CCIS Helpdesk at CCISHelpdesk@Criticall.org.

Security Question:

Answer:

4. If you provide the correct answer to the security question, you will be redirected to the following screen. CCIS will send you an email containing a link to update your password. The sender of this email is **Do_Not_Reply@Criticall.org** with the subject "CCIS – Password Reset Request Notification". Click the **OK** button to navigate to the Login Page.

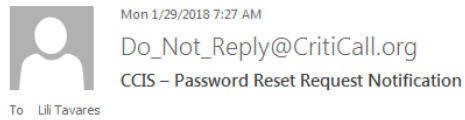
Forgot Password

A confirmation email has been sent to the following email address: joebrant@Criticall.org

The password will be reset once the email account has been verified.

If you do not receive the email in a few minutes, contact the CCIS helpdesk at CCISHelpDesk@Criticall.org for assistance.

5. Locate the email which is sent to you by **Do_Not_Reply@CritiCall.org** with the subject "CCIS – Password Reset Request Notification". Click on the **Click Here** link.



This email was sent from an automated email system that cannot accept incoming email. Please do not reply to this message

Dear Criticall Test,

A request to reset your password has been received. Click the link below to complete the password reset process. The link will expire on 2018-01-30 07:25

[Click here](#)

If you did not request an automated password reset, contact the CCIS helpdesk at CCISHelpdesk@CritiCall.org for assistance.

CritiCall Ontario CCIS Help Desk



Additional Important Notes

- This link is valid only for 24 hours after the request is submitted. The expiry date & time of this link is mentioned in this email. If you do not reset your password prior to the expiry date & time, you will no longer be able to complete the password setting process.
- This link expires when:
 - You recall the existing password and login with the current password
 - You change the password after completing the Forgot Password process
 - You create another request by accessing Forgot Password
 - CCIS Helpdesk resets the password of your account
 - Your account is deactivated

- You will be redirected to the following screen to create a new password. You should enter the **New Password**, ensuring that the password you choose follows the rules specified. Retype your new password in the **Confirm New Password** field. Click the **Save** button to continue.

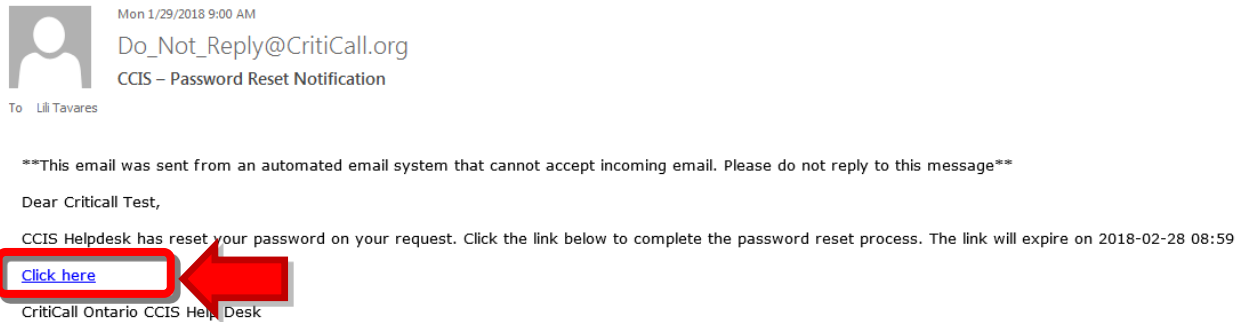
- You will be directed to the Login screen. Enter your Username and new password, then press the **Log-in** button to login into CCIS.

 **Additional Important Notes**

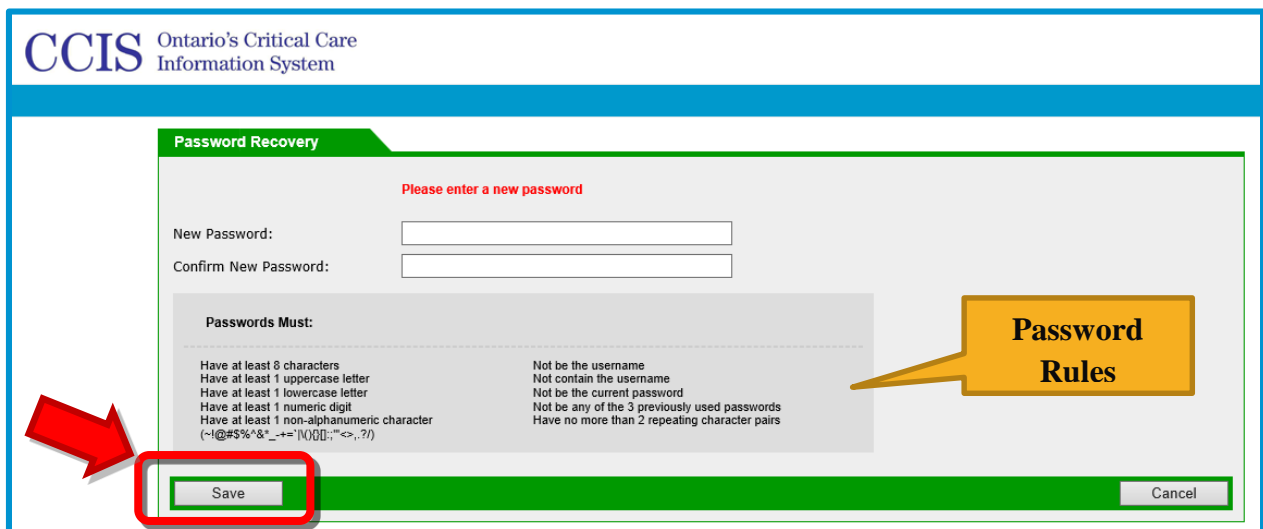
If you forget the answers to your security questions, you can contact your Local Registration authority or CCIS Helpdesk for retrieving the password for your account. In this case, the process of resetting the password is defined as follows:

- After your password is reset by CCIS Helpdesk, you will receive an email similar to the one received during Forgot Password functionality. CCIS will send you an email containing a link to update your password. The sender of this email is **Do_Not_Reply@Criticall.org** with the subject “CCIS – Password Reset Notification”.

2. Locate the email which is sent to you by **Do_Not_Reply@CritiCall.org** with the subject "CCIS – Password Reset Notification". Click on the **Click Here** link.



3. You will be re-directed to the following screen to create a new password. You should enter the **New Password**, ensuring that the password you choose follows the rules specified on the screen. Retype your new password in the **Confirm New Password** field. Click the **Save** button to continue.



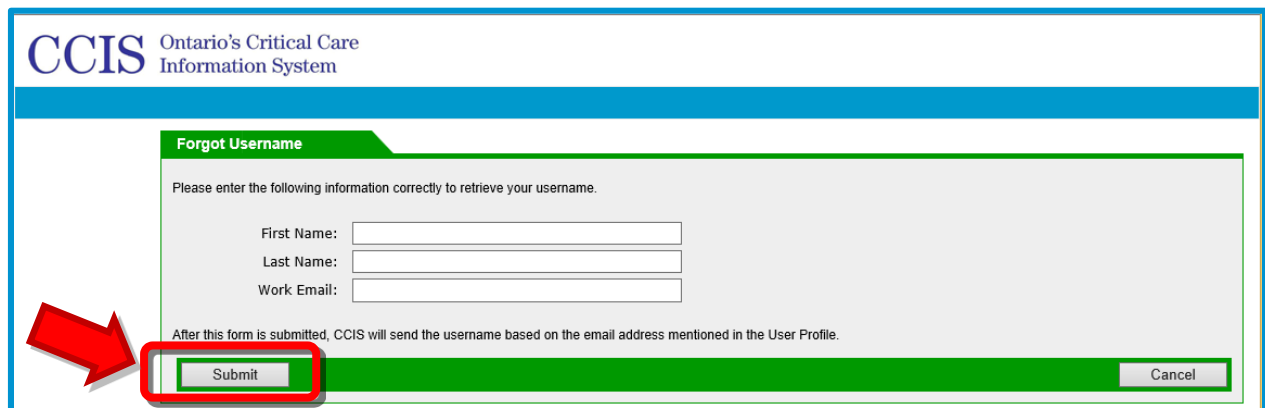
4. What you should do when you forget your Username?

If you forget the username, you should perform the following steps to retrieve your username:

1. Click **Forgot Username** link on the login screen.



2. You will be redirected to the following screen and must enter your **First Name, Last Name & Work Email** and click the **Submit** button



If you enter your personal information incorrectly, the system will display the following error.

Forgot Username

Please enter the following information correctly to retrieve your username.

First Name:

Last Name:

Work Email:

After this form is submitted, CCIS will send the username based on the email address mentioned in the User Profile.



- After submitting the correct information, you will be redirected to the following screen. CCIS will send you an email containing the details of the user accounts related to the **First Name, Last Name and Work Email** entered while retrieving the Username. The sender of this email is **Do_Not_Reply@Criticall.org** with the subject “ CCIS – Forgot Username Notification ”. Clicking the OK button navigates you to the login page.

Forgot Username

An email has been sent to the email address lili.tavares@criticalcall.org containing the username.

If you do not receive the email within few minutes, contact helpdesk at CCISHelpdesk@Criticall.org for assistance.



- Locate the email in your mail box. The details of your account(s) associated to the personal information submitted is displayed in the email.

Mon 1/29/2018 7:48 AM

Do_Not_Reply@Criticall.org
CCIS – Forgot Username Notification

To: Lili Tavares

This email was sent from an automated email system that cannot accept incoming email. Please do not reply to this message

Dear User,

You have requested to retrieve the user account details. Based on the search criteria, you have the following accounts with CCIS:

Username	First Name	Last Name	Work Email
Criticalltest	Criticall	Test	lili.tavares@criticalcall.org

Criticall Ontario CCIS Help Desk

Additional Important Notes

- If there are multiple accounts associated with the information that is submitted, the account information for all these accounts will be communicated to you.

****Account Password Expiry and Deactivation Rules to Remember******1. Password Expiry**

- a. Passwords are required to be reset every 90 days. During the first 80 days, accounts will have uninterrupted access to the application. Between days 81 to 90, accounts will receive a password expiry notification upon each successful login. The password expiry notification can be ignored and the application can be used without restriction. The user can change their password anytime during this period by clicking on the My Profile link located on the top right corner of the application.
- b. After the 90 days, the password is now expired. If the password has not been changed, users will be redirected to their user profile after login. Users will not be able to navigate away from this page and access CCIS, unless they change their password.
- c. In order to remind users of their password expiring, CCIS will send an email reminder on day 81 after last password change, informing the user of their password expiring over the next 10 days, and again on day 91 informing the user that their password is now expired.

2. Account Inactivity

- a. Accounts are also set to become **inactive**, if the user does not login for 90 days. On day 91 of inactivity, the account is no longer accessible by the user.
- b. In order to remind a user that their account will be inactive, CCIS will send an email reminder on day 81 and day 89 after their last login. This e-mail will inform the user that their account has been inactive and their account will deactivate after 90 days of inactivity. A subsequent email will be sent on day 91 informing user of their account deactivation.
- c. In the event the user's account has been inactivated, contact your hospital's designated Local Registration Authority.