



## Setting Up Your User Account in the New KHIE Portal

As part of the process of onboarding organizations to the new KHIE Portal, you will receive a series of emails to assist you in gaining access to the system and setting up your credentials.

Below, we provide a step-by-step process for onboarding to help you understand the process.

**Step 1:** Your organization should assign at least one (1) person as a KHIE Administrator, and at least one (1) person as a Panel Manager. We recommend having a backup person in these roles to ensure sufficient coverage.

- The KHIE Administrator is responsible for managing their organization's user accounts in the KHIE Portal, adding and removing users, managing password resets, etc.
- The Panel Manager is responsible for building and submitting patient panels.
  - More information can be found in our [Building Patient Panels: Detailed User Guide](#)

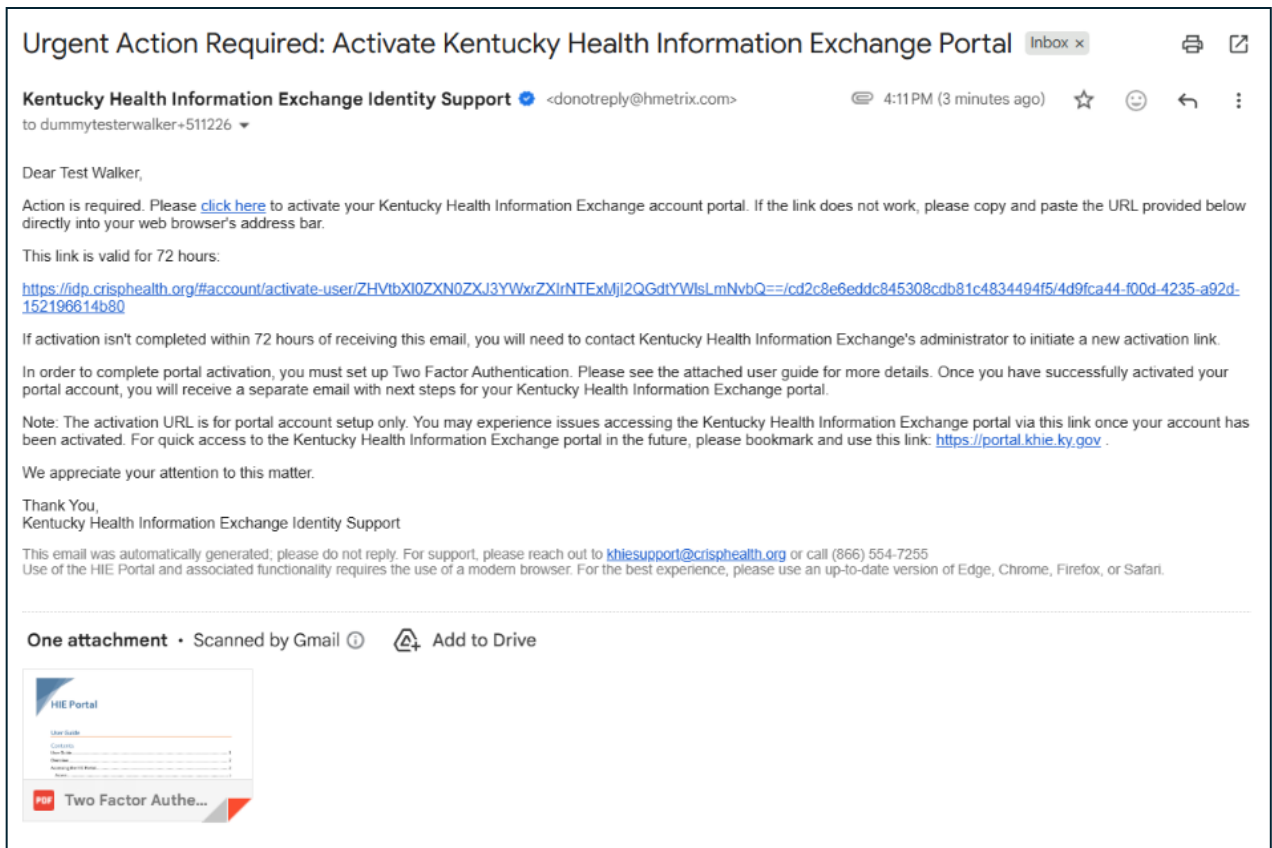
**Step 2:** You should inform your KHIE Outreach Coordinator/Training Specialist who your organization's assigned KHIE Administrator(s) and Panel Manager(s) are. **Your staff with these roles will be provisioned with KHIE Portal access first, and then they will provision your other users.**

- [Find your Outreach Coordinator here.](#)

**Steps 3, 4, and 5 apply to Everyone Who Will Be Provisioned with KHIE Portal Access.**

**Step 3:** You will receive an email (shown below) with the subject header ***Urgent Action Required: Activate Kentucky Health Information Exchange Portal.*** This email:

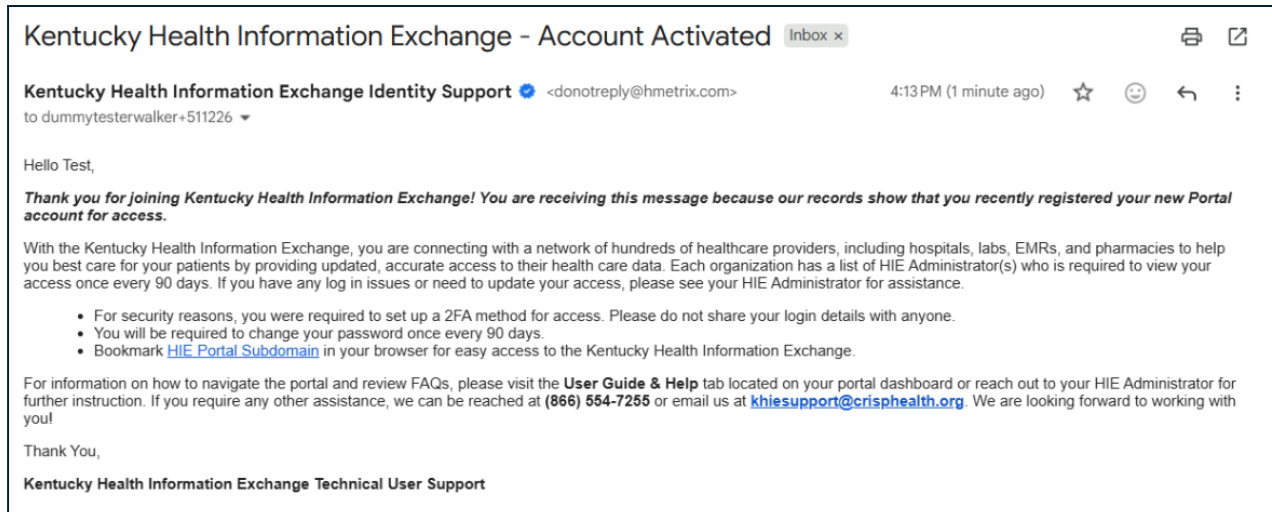
- Will come from [donotreply@hmetrix.com](mailto:donotreply@hmetrix.com). This is a safe sender, but the email may still go to the spam/junk folder.
  - Organizations should ensure their mail system will not block this sender.
- The email contains a link to activate your KHIE Portal account. The link is valid for 72 hours.



**Step 4:** When you activate your account, you will also be prompted to set up Two-Factor Authentication. This is a requirement of all system users to help protect KHIE data.

- This involves receiving an authentication code to a phone or email when logging in to the system.
  - You should ensure you use a phone number or email address that you will have access to when you need to access the system.
  - Your KHIE Portal log-in credentials are only for your individual use – there should be no sharing of log-on credentials between colleagues.
- A **Two-Factor Authentication Guide** will be attached to this email to guide you through the process.

**Step 5:** After completing these steps to gain access to the KHIE Portal, you will receive this email with the subject header **Kentucky Health Information Exchange – Account Activated**. As before, this email will come from [donotreply@hmetrix.com](mailto:donotreply@hmetrix.com).



**Steps 6 and 7 apply to the KHIE Administrator(s) and Panel Manager(s).**

**Step 6:** Once the KHIE Admin(s) and Panel Manager(s) have system access, you must **submit an initial patient panel before your organization’s other users are provisioned access to the KHIE Portal.**

- This is to establish the provider-patient relationship and protect patient data. This ensures each organization’s users have access to only their organization’s patients.
- Whether this is completed by the Panel Manager or the KHIE Admin will depend on the individual organization.
- The ***Building a Patient Panel: Detailed Guide*** walks through the process for building and submitting a patient panel.

**Step 7:** The KHIE Admin (s) will receive an email (shown below) with the subject header **Welcome to the KHIE HIE Administrator Tool.** This email will come from [donotreply@crisphealth.org](mailto:donotreply@crisphealth.org) and contains instructions to access the HIE Admin tool.

- Once the initial patient panel has been submitted, KHIE Admins will use this tool to provision access to their organization’s users.
- A guide to using the HIE Admin Tool can be [found here](#).



INFLUENCING THE WAY HEALTHCARE IS PLANNED, COORDINATED, AND DELIVERED

Welcome to the KHIE HIE Administrator Tool Inbox x 🖨️ 🔗

**donotreply** <donotreply@crisphealth.org> 11:15 AM (0 minutes ago) ☆ 😊 ↶ ⋮  
to dummytesterwalker+511226@gmail.com ▼

Hello ,

Welcome to the HIE Admin Tool. This tool allows Health Information Exchange (HIE) Administrators to manage their organization's HIE accounts, including adding new users, assigning services, and auditing user access every 90 days.

To access the HIE Admin Tool, please log in to your KHIE Portal.

- **New users** will receive an email from [donotreply@hmetrix.com](mailto:donotreply@hmetrix.com) with instructions to activate their KHIE Portal account.
- **Existing users** can log in to the KHIE Portal here: <https://portal.khie.ky.gov/>, using their current username and password.

If you need assistance, please contact Support at (866) 554-7255 or [khiesupport@crisphealth.org](mailto:khiesupport@crisphealth.org).

Thank you!

Once all of these steps are completed, all users at an organization will have access to the KHIE Portal.

Day-to-day user administration such as provisioning new users, removing access, password resets, adding/removing services, resending activation emails, and completing the 90-day audit will be completed by the KHIE Admin.

- **Important Note:** To protect patient data, the KHIE Admin should immediately deny access when users are no longer employed by their organization.

Your KHIE Outreach Coordinator and Training Specialist are available to support users when necessary. [Click here](#) to find the Outreach Coordinator for your region.