



## Instructor Guide to EHR Go

Introduction .....	1
Quick Facts .....	1
Creating your Account .....	1
Logging in to EHR Go .....	5
Adding Faculty Users to EHR Go.....	6
Adding Student Users to EHR Go .....	8
Library.....	9
Patients versus Activities .....	11
Community .....	15
Collections.....	16
Create .....	17
Faculty Experience.....	20
Step 1: Overview & Resources .....	20
Step 2: Review EHR.....	21
Step 3: Assign .....	22
Student Experience .....	22
EHR Sessions .....	24
Help .....	27
Additional Resources.....	27
Teaching Team .....	27
Help Desk .....	28
Frequently Asked Questions .....	28
How do I get my username and password if I've forgotten them?.....	28
How do I change my username and/or password?.....	29
Which browsers are compatible with Go?.....	29

## Introduction

Welcome to EHR Go. EHR Go is a special type of EHR (Electronic Health Record) developed exclusively for education to prepare students for their professional healthcare practice. Our goal is to maintain the most authentic healthcare technology experience for students to give them the confidence and competence to work with any EHR they may encounter in hospitals and clinics. EHR Go achieves this educational goal through the combination of robust case patients and student activities designed to be used throughout your entire curriculum, from the lab, to the classroom, and in the clinic.

## Quick Facts

- To create a new EHR Go account, an EHR Go account manager or an existing faculty user from within your program must invite you to EHR Go. When you are invited to EHR Go, you will receive an email with directions for creating your account.
- EHR Go is compatible with Macs and PCs and is optimized for 7" tablets. It is web-based and can be accessed from any location with an internet connection through any browser. Please see the last page of this guide for browser version requirements.
- Begin by watching the recorded *Getting Started* videos found on the homepage after logging in to your account on [ehrgo.com](http://ehrgo.com).
- The EHR Go Teaching Team is here to help integrate the EHR into course objectives and student activities: [teaching@ehrgo.com](mailto:teaching@ehrgo.com) or 877-742-3926.
- Our 24/7 Help Desk is available for faculty and students: [support@ehrgo.com](mailto:support@ehrgo.com) or 877-907-2186.

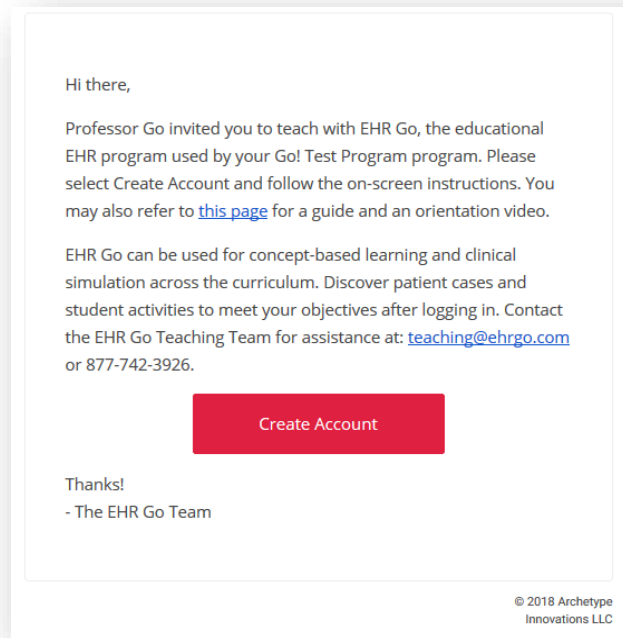
## Creating Your Account

If you already have an EHR Go account, please skip to the next section.

If you are a brand-new user, you should receive an email invitation to EHR Go from an account manager at EHR Go or from an existing faculty user within your program. If you have not received an invitation, please contact the EHR Go key contact for your program and ask them to invite you. If you received a Faculty Program Key code from the key contact at your school (the former method for adding users), please skip to #2 below.

### **1. If you have been invited to create an EHR Go faculty account by email.**

Click on the **Create Account** button in the email to create your EHR Go faculty account.



After clicking the **Create Account** button in the email you received, you will be asked to create your account. Please enter your name and contact information. It is highly recommended that you enter the email address associated with your institution. This will be used in the future if you forget your login credentials.

Next, choose a Username and Password (you may want to write them down) then **Create Account**.

Please fill out the following additional information.

**\* Mandatory fields.**

**First name: \***

**Middle initial: \***

☐ *I don't have a Middle Initial*

**Last name: \***

**Telephone No.:**

**Email address: \***

Please create your username and password for accessing EHR Go

**Username: \***

**Password: \***

**Confirm password: \***

**Hints:**

Your **Username** must be between 6 and 50 characters.

Your **Password** must be between 6 and 50 characters.

Create Account

If your account creation was successful, you will see the following confirmation page and will receive an email with your credentials for future reference. Proceed to the next section of this guide to log-in.



## Registration

Success! EHR Go Registration Complete.

You have successfully created your EHR Go account.

[Click here to go to sign in page.](#)

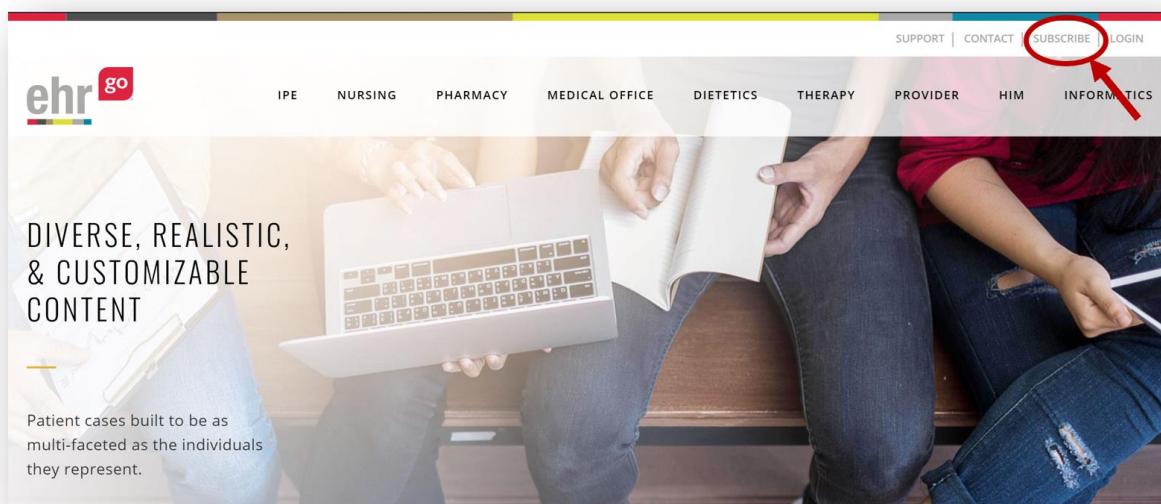
An email has been sent with your Username and Password.

Possible error messages:

- The requested Username is already in use: Another EHR Go user has already chosen that username. Please select another username to proceed.
- The email address you entered is associated with an existing account: You already have an existing account and DO NOT need to create a new one. Click the link to have your login credentials resent and you will receive an email immediately.

### 2. If you received a Faculty Program Key code from a colleague within your program.

If you received a Faculty Program Key code (short code that begins with the letter “F”) from a colleague at your school, you can still use that code to create your account. Go to [www.ehrgo.com](http://www.ehrgo.com) and select **Subscribe** in the upper, right-hand corner.



You will now be at the EHR Go Registration page shown below.

Registration

If you already have a username and password, [click here to log in](#).

Otherwise, enter your Program Key below to begin creating your account.

Your Program Key:

[Validate Program Key](#)

Your Program Key is a six-digit code that starts with an 'F' if you're faculty, and an 'S' if you're a student. Contact your instructor or the key faculty contact in your program for your Program Key. We can't give these out.

- If you are a faculty who wants to bring EHR Go to your program, [please click here](#).
- If you already have a EHR Go username and password, [click here to log in](#).
- Forgot your username and/or password? [Click here](#).
- Need some extra help?

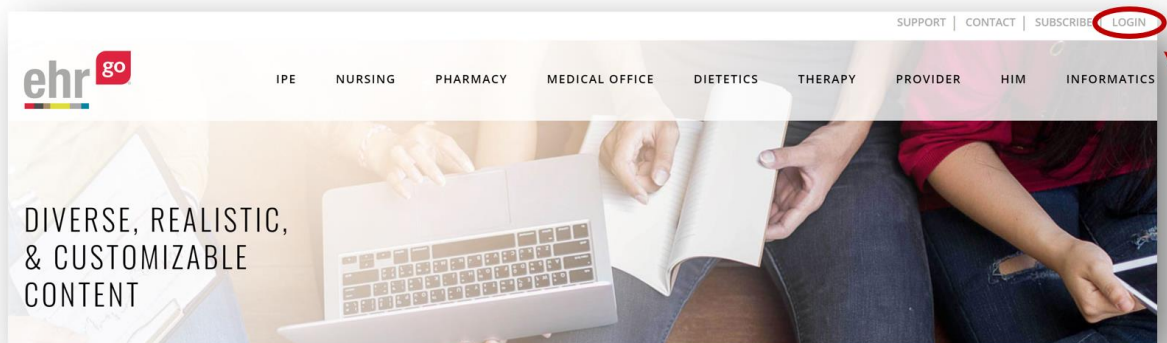
Technical Support Options  
Available 24/7.  
E-mail: [Submit Request](#)  
Phone: 877-907-2186

Enter the Faculty Program Key code that you received - this is a six-digit alphanumeric code beginning with “F”.

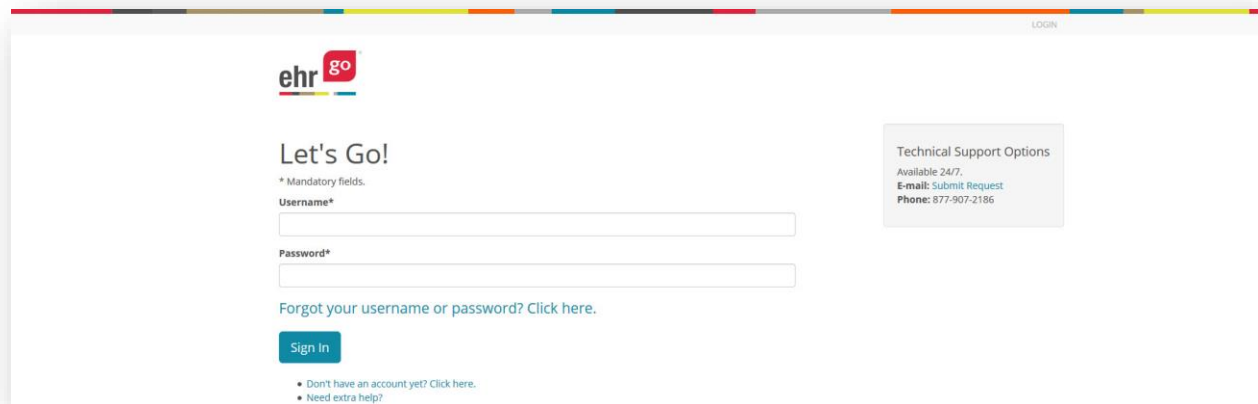
After selecting **Validate Program Key**, you will be asked to create your account. Follow the same steps outlined under #1 above.

## Logging into EHR Go

Open your preferred browser and go to [www.ehrgo.com](http://www.ehrgo.com) to begin the login process. Select **Login** in the upper, right corner.



Enter your Username and Password that you setup or received by email. Then click **Sign In**.

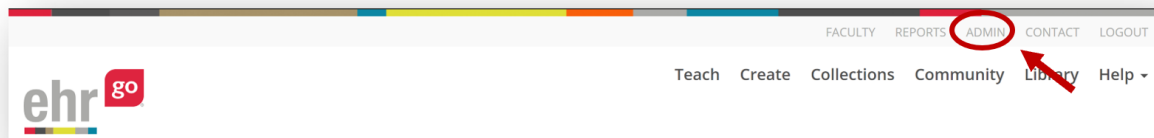


The image shows the EHR Go login page. At the top, there is a colorful header bar. Below it, the EHR Go logo is on the left, and a 'LOGIN' link is on the right. The main heading is 'Let's Go!'. Below this, there is a note '\* Mandatory fields.' followed by two input fields: 'Username\*' and 'Password\*'. A link 'Forgot your username or password? Click here.' is below the password field. A blue 'Sign In' button is at the bottom left. On the right, there is a 'Technical Support Options' box with contact information: 'Available 24/7', 'E-mail: Submit Request', and 'Phone: 877-907-2186'. At the very bottom, there are two links: 'Don't have an account yet? Click here.' and 'Need extra help?'.

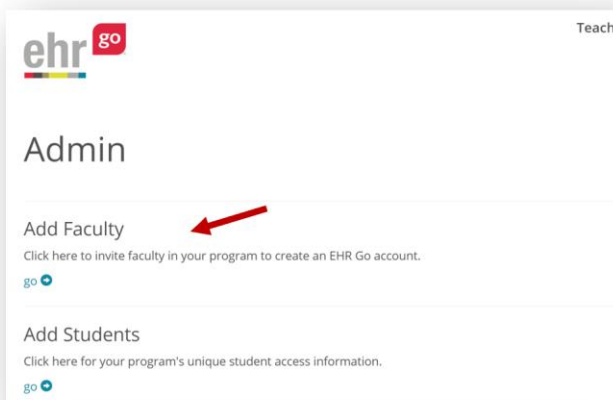
The first time you log-in, you will be prompted to review and accept the End User Agreement then you will be brought to the EHR Go Network.

## Adding Faculty Users to EHR Go

To add faculty users from your program to EHR Go, click on the **Admin** link in the upper right corner of the screen after logging in.



Then click **Add Faculty**.



You will see an area where you can add faculty users from your program by entering their email address(es) in the box below “Invite to EHR Go”. You can also choose to add an optional message to them if desired. Please note that you can enter multiple email addresses at a time. You can either enter emails manually and separate them with a comma or hit the Enter key after each email address. Alternatively, you can copy a group of emails from an Excel file or other document and paste here for a quick and easy way to invite a large number of faculty at once.

When finished, click on the **Send Invitation** button below and your colleague(s) will receive an email inviting them to create an EHR Go faculty account.

here to let us know.' The form contains two input fields: 'Enter email addresses' and 'Add an optional message'. A red arrow points to the 'Enter email addresses' field. At the bottom is a blue button labeled 'Send Invitation' with an envelope icon." data-bbox="134 331 618 525"/>

**Add Faculty**

Add EHR Go Faculty Users


Give EHR Go access to your EHR Go colleagues. Just enter their email address below and they'll receive an invite.

Note: The invite on this page is for faculty at your school, within your EHR Go program, only. Do you know faculty in a different program or even a different school who would benefit from EHR Go? We'd love to show them! Click [here](#) to let us know.

**Invite to EHR Go**

Enter email addresses

Add an optional message

 **Send Invitation**

Please note that you should only invite faculty users from within your own program. However, if you know faculty in a different program at your school or even from a different school who would benefit from EHR Go, click the link to let us know and we will reach out to them with product information.

After inviting a colleague from within your program, you will be able to see their email address, the status of your invitation, the status date and time, and an option to resend the invitation if they have not created their account yet. Simply click the **Resend** button to resend the invitation. The status will show as: Invitation Sent, Invitation Viewed, or Account Created.



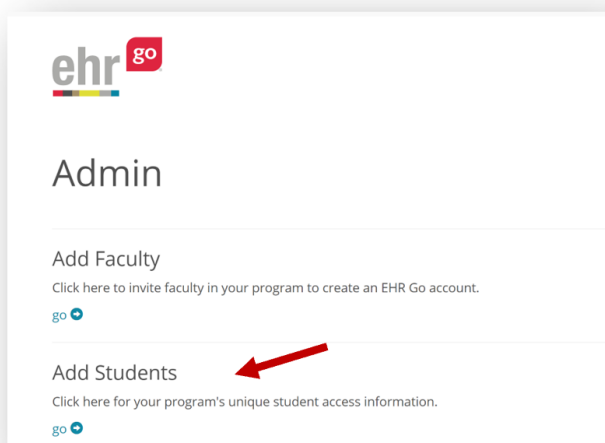
Invitation Status			
Email	Status	Status Date	
sample@school.com	Invitation Re-Sent	05/21/2018 03:52 PM	<a href="#">Resend</a>

EHR Go Faculty Users			
Name	Email	Status	Status Date
Demo Account	t.o.m@ehrgo.com	Account Created	07/18/2018 08:36 AM

## Adding Student Users to EHR Go

When you are ready to start your students in EHR Go, click on the **Admin** link in the upper right corner of the screen after logging in. Then click **Add Students**.

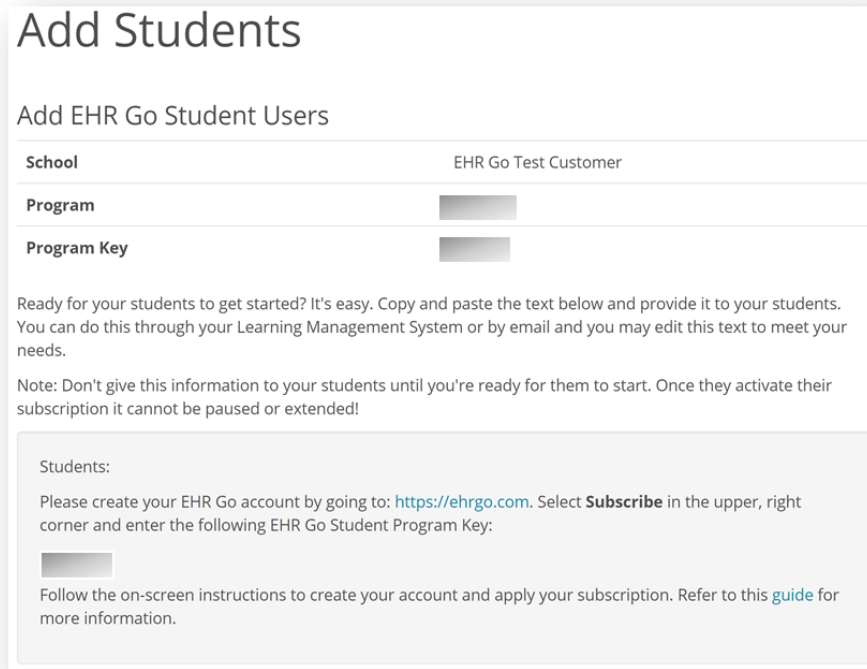


This information shown will include your program's Student Program Key code and a link to the Student Guide. The EHR Go team has provided sample text in the gray box to provide to students through your Learning Management System (e.g. Blackboard, Moodle, etc.) or via email with instructions on creating an account. You may edit this text to meet your needs.

Please hold off on providing these details to your students until you are ready for them to begin using EHR Go so they do not activate their subscriptions too soon. Students only need to use the Student Program Key once to create their accounts. If they have used EHR Go from another course and have an existing account, they do not need to use the Student Program Key again. They will just log in to their existing account and add another subscription.

**If students purchase their own subscriptions online or through the bookstore:**

Below is a sample screenshot of what your student access details will look like.



The screenshot shows a web form titled "Add Students" with a subtitle "Add EHR Go Student Users". It contains three input fields: "School" with the value "EHR Go Test Customer", "Program" with a greyed-out box, and "Program Key" with a greyed-out box. Below the fields is instructional text about providing the information to students and a note about not giving it until ready. At the bottom, a grey box contains instructions for students to create an account at <https://ehrgo.com>, select "Subscribe", and enter the program key, followed by a link to a guide.

## Add Students

Add EHR Go Student Users

School	EHR Go Test Customer
Program	
Program Key	

Ready for your students to get started? It's easy. Copy and paste the text below and provide it to your students. You can do this through your Learning Management System or by email and you may edit this text to meet your needs.

Note: Don't give this information to your students until you're ready for them to start. Once they activate their subscription it cannot be paused or extended!

Students:

Please create your EHR Go account by going to: <https://ehrgo.com>. Select **Subscribe** in the upper, right corner and enter the following EHR Go Student Program Key:

Follow the on-screen instructions to create your account and apply your subscription. Refer to this [guide](#) for more information.

**If your program purchases subscriptions for the students:**

In addition to the Student Program Key students use to create their accounts, they will also need an activation code to activate their subscription. Below is a sample screenshot of what your student access details will look like.

### Add EHR Go Student Users

School	EHR Go Test Customer
Program	EHR Go
Program Key	[Redacted]

Ready for your students to get started? First, obtain your current Activation Code from the list below. If you need a new activation code, submit a request [here](#).

Then, copy and paste the text below and provide it to your students along with the activation code. You can do this through your Learning Management System or by email and you may edit this text to meet your needs.

Students:

Please create your EHR Go account by going to: <https://ehrgo.com>. Select **Subscribe** in the upper, right corner and enter the following EHR Go Student Program Key:

[Redacted]

Follow the on-screen instructions to create your account then log-in. After logging in, you'll be prompted to enter an Activation Code to apply your subscription. Your activation code is:

**[Enter current Activation Code here before sending to students]**

Refer to this [guide](#) for more information.

Active Activation Codes			
	Activation Code	Allocated	Remaining
Fall 2020 Academic Subscription	[Redacted]	25	25

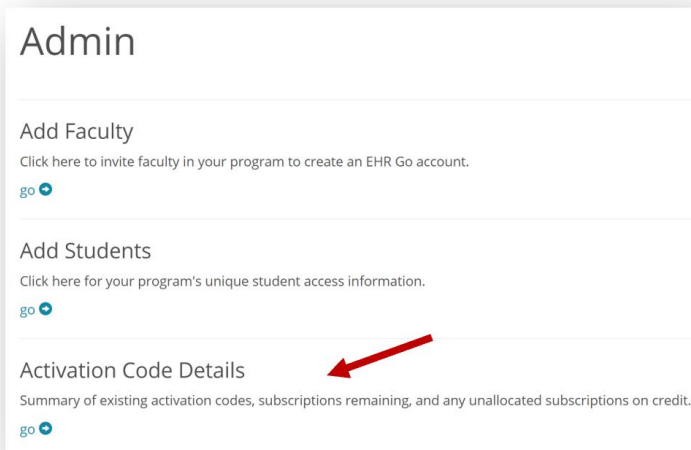
If EHR Go has already set up your program's activation code(s), you will find it below under the Active Activation Codes section. If you do not have an active activation code available, you can request one by clicking the link provided. See screenshot below.

### Add EHR Go Student Users

School	EHR Go Test Customer
Program	EHR Go
Program Key	[Redacted]

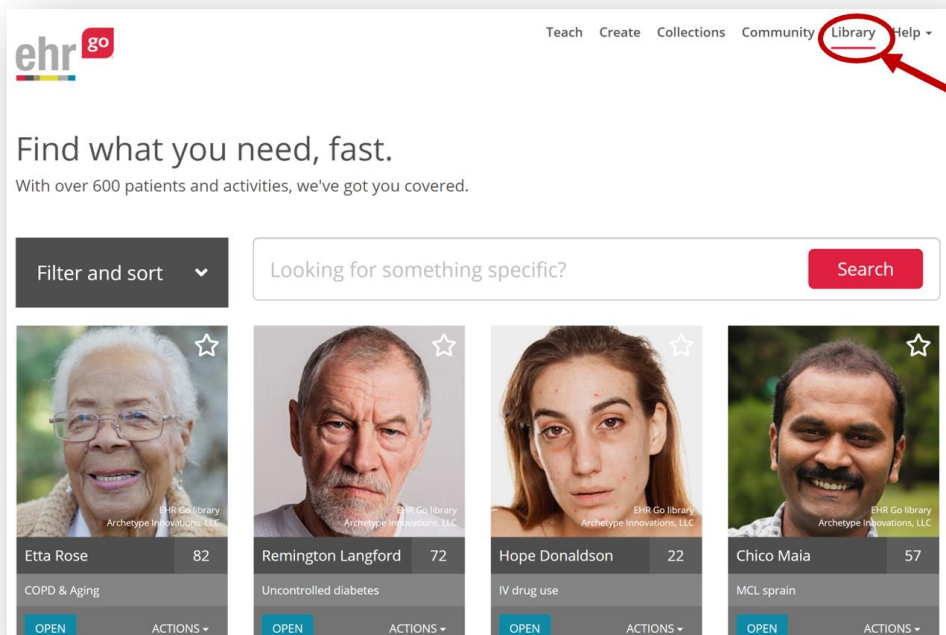
Ready for your students to get started? First, obtain your current Activation Code from the list below. If you need a new activation code, submit a request [here](#).

In addition, programs who have purchased subscriptions for their students will also have an additional section under the Admin link called Activation Code Details. Under this section, you will find a summary of any active activation codes, the number of subscriptions remaining on those codes, along with any unallocated subscriptions your program has on credit.



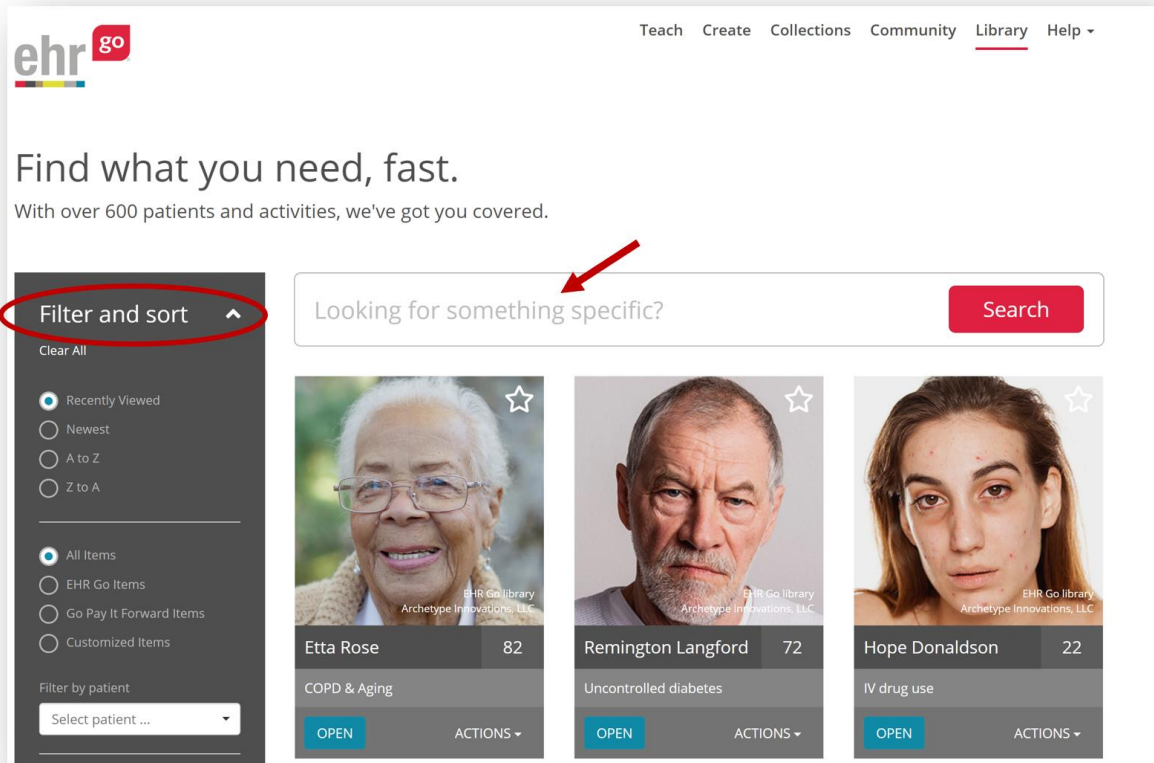
## Library

As a faculty user, you will see the patient and activity library by clicking on the **Library** tab.

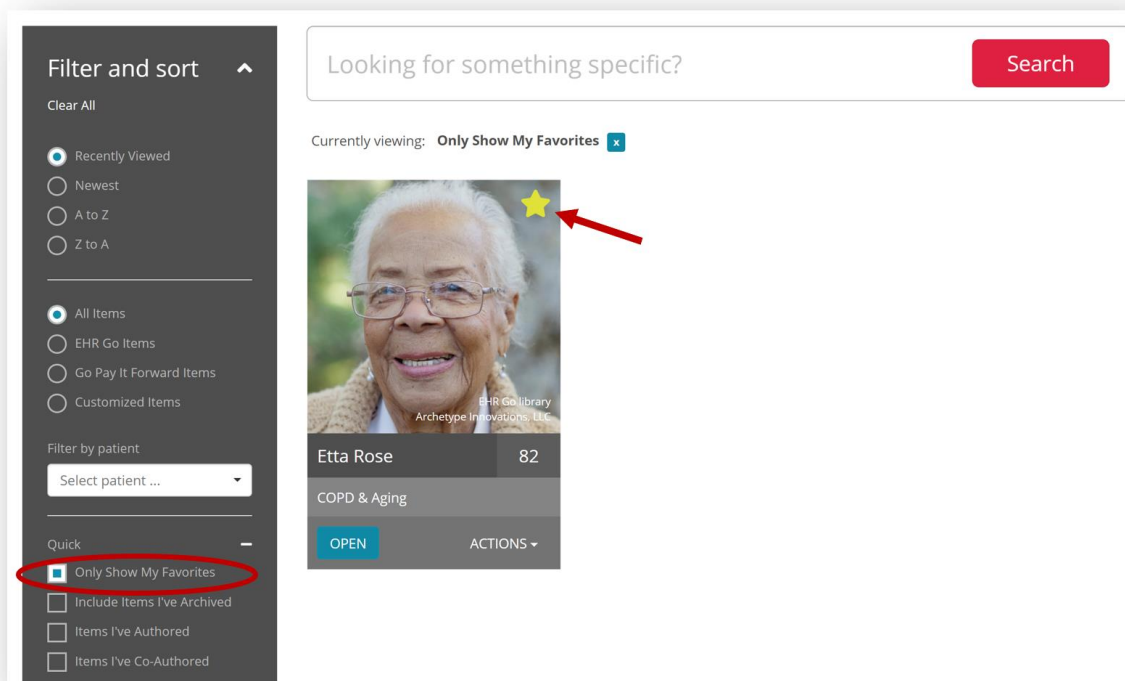


On the Library tab, all available patients and activities will be displayed, including those pre-loaded by EHR Go and any custom patients or activities added by faculty in your program.

You can use the search box or the **Filter and sort** option to the left to easily find the content you need. The patients and activities can be viewed alphabetically, by content type (patient or activity), by age, by body system and much more!



To designate a patient or activity as a favorite, click the star icon in the upper right corner of the patient's photo or click on **Actions/Add to Favorites** in the bottom right corner of the patient or activity photo. You can view your Favorites by choosing the **Only Show My Favorites** option under the Quick filter and sort category on the left.



## ***Patients versus Activities***

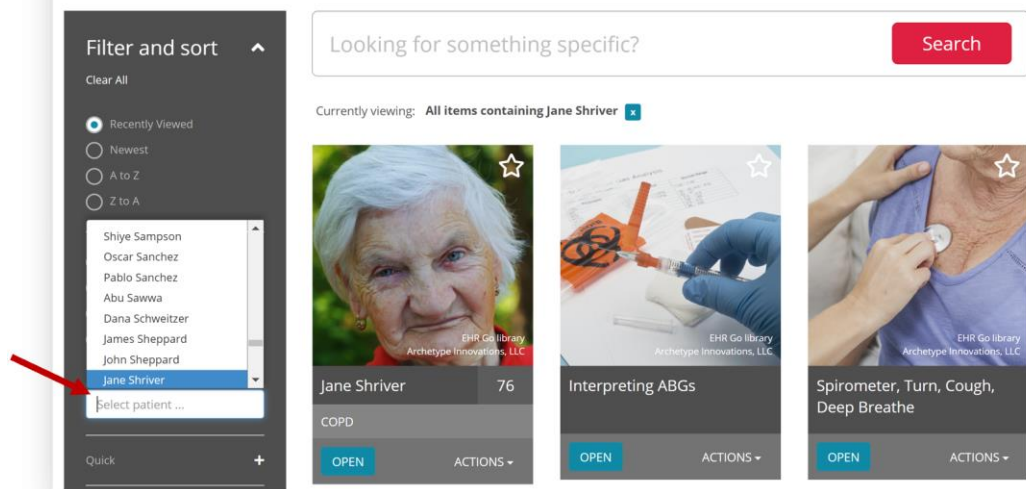
### **Patients**

*Patients* are healthcare scenarios presented in the form of a realistic and interactive electronic health record (EHR) for the healthcare encounter. Step One of patient-based content contains concept-based teaching/learning resources related to the patient case in Step Two. Patients can be used as the basis for any type of concept-based learning, skills practice, or clinical simulation. Teaching Tips are available in the Help tab/Resources area for examples of how to use Patients in classroom, lab, and clinical applications.

A patient in EHR Go is a fictitious, named individual and includes his or her unique chart (EHR). EHR Go patients include a robust mix of inpatient and outpatient, discipline area, targeted body systems, age range, and level of complexity. If you search for a patient through the search box or Filter by Patient option, you will also see activities associated with the patient (see next section).

## Find what you need, fast.

With over 600 patients and activities, we've got you covered.



You can also filter patients by Age, Type of Visit, Body System and more to help narrow your search. A downloadable spreadsheet listing all patients and detailed, searchable information can be found under **Help/Resources**. Select **Click here to download** to open an Excel document.

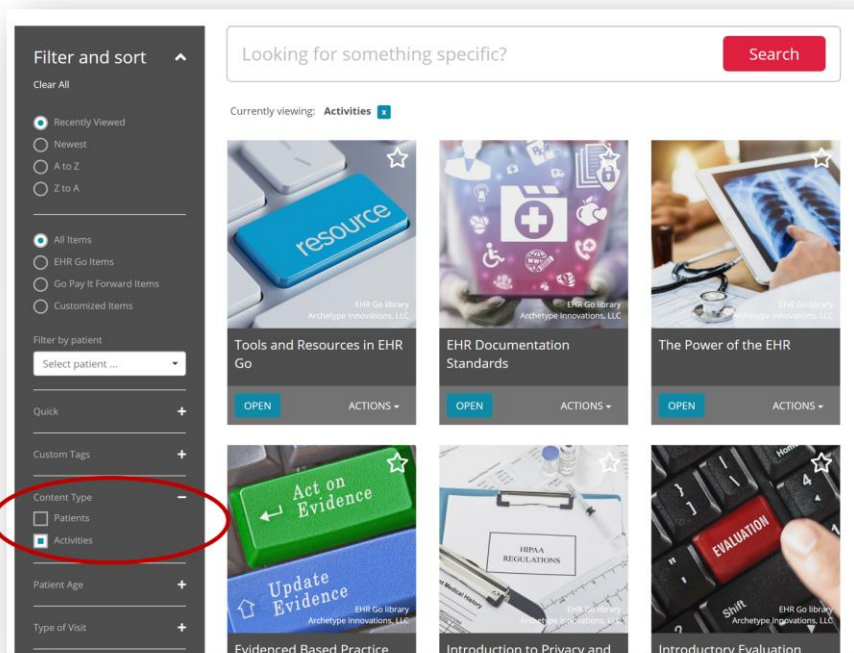
### Activities

Activities are also found under the Library tab.

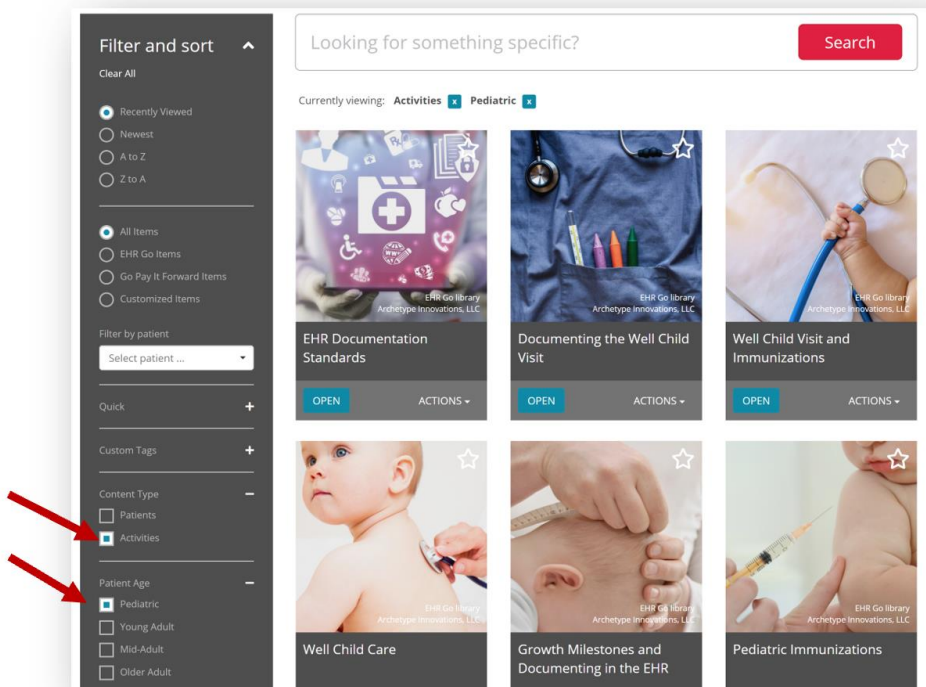
*Activities* are structured assignments for the EHR. Four types of Activities are available and include: Orientation (foundational concepts and informatics), Knowledge (case study), Skills (documentation practice), and Application (clinical simulation) activities. Activities include an assignment, student instructions, learning objectives, and faculty answer key or teaching materials in Step One.

You may search all activities by selecting **Activities** under the **Content Type** field in the Filter and Sort option on the left.





You can narrow down your search further using the option to filter by type of activity, Patient Age, Type of Visit, Body System, Discipline or Type of Activity.





A full list of all EHR Go activities by discipline can be downloaded from **Help/Resources**.

EHR Go Activities fall under four categories: Knowledge, Skill, Application, and Orientation.

**Knowledge:** Knowledge activities are designed to promote knowledge acquisition, critical thinking and concept review. These activities require the student to analyze important details in the patient's electronic health record for greater meaning. Knowledge activities are an interactive type of case study for the EHR. They are perfect for classroom, independent study and homework assignments.

**Skill:** Skill activities introduce students to important psychomotor skills and documentation basics for healthcare. Some skills activities can be completed by the student independently, and others are designed for in-lab use. Skills activities include note documentation, skills practice, medication administration, health assessment, provider decision-making, care planning, as well as scheduling, insurance, and claims.

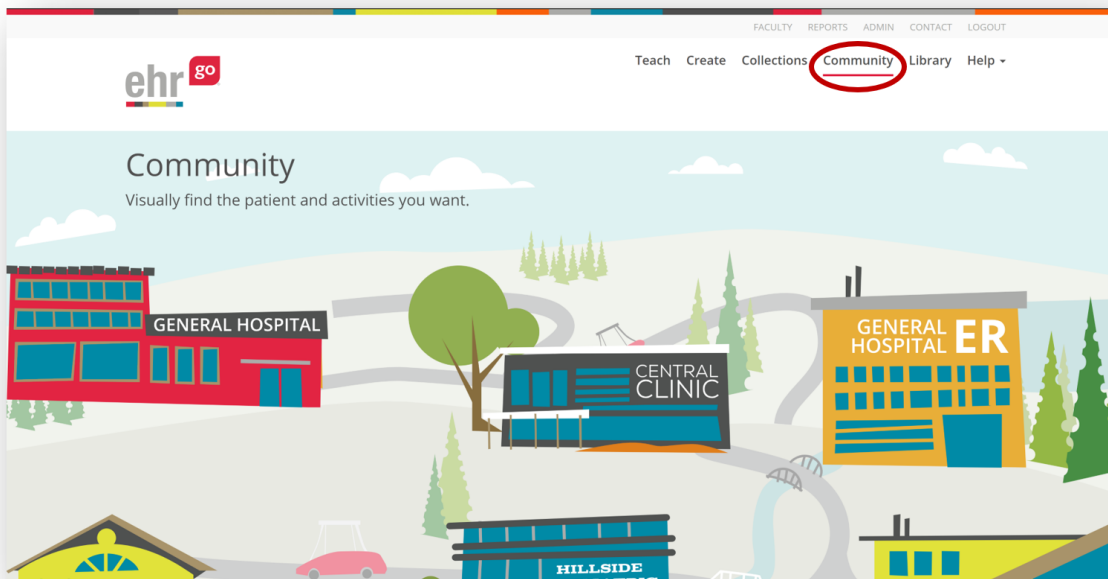
**Application:** Application activities bring knowledge and skills to life in a realistic clinical encounter. Application activities are designed for simulation and other hands-on experiences. These activities come with simulation scenarios with preparation and setup instructions for faculty. Application activities are designed for use with popular manikins or standardized patients and the EHR Go patient's EHR.

**Orientation:** Orientation activities are great beginning activities for students in any discipline. They provide a comprehensive overview to using an EHR and are a great introduction before diving into the more discipline-specific activities.

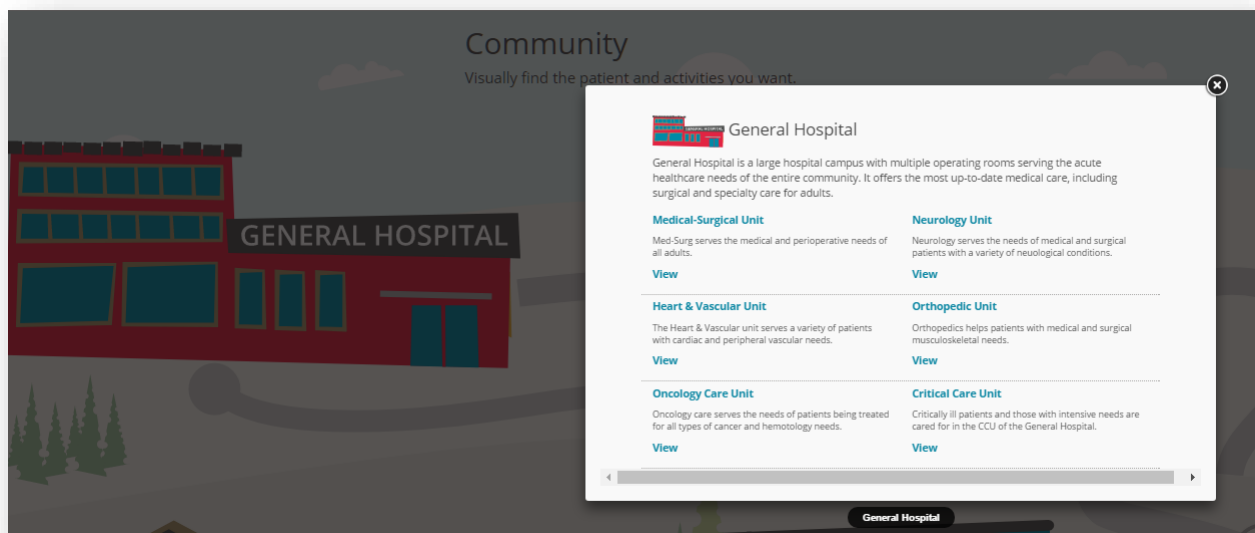
The Faculty Experience section below describes how to locate and assign student activities.

## Community

The Community is a tool for locating patient cases to meet your objectives. Click on a location in the Community to find patients that are currently associated with that location. Patients may be inpatient or outpatient, depending on the location.



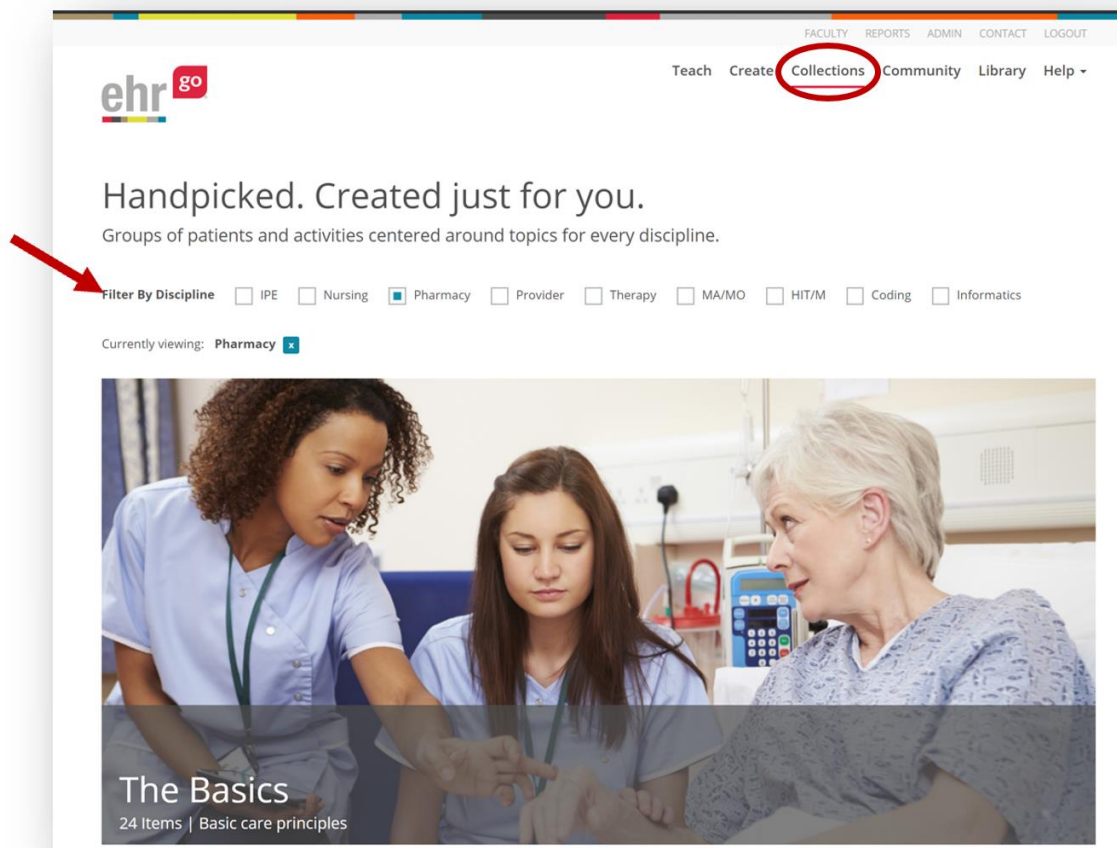
After selecting a general location, you will be prompted to select a specific unit.

















Once the unit is selected, a list of patients associated with that unit will appear.

## Collections

The Collections tab contains EHR Go's curated collections, which are groups of patients and activities centered around topics for every discipline. Filter by Discipline at the top to quickly locate the collections that are applicable to your program.



After selecting a collection, you will view the suggested patients along with a brief synopsis of their case.

Nursing	MA/MO	Provider	Therapy	Pharmacy	Interprofessional
<b>Tony Griffin, Basic</b> African American, Sickle Cell disease, admitted for Sickle Cell crisis					
			 Medical-Surgical Unit	 Young Adult	▼
<b>Tony Griffin, Advanced</b> African American, Sickle Cell disease, develops acute chest syndrome					
			 Heart & Vascular Unit	 Young Adult	▼
<b>Susan Bower</b> Jewish, eats Kosher diet, post cardiac cath					
			 Heart & Vascular Unit	 Mid-Adult	▼
<b>Jacy Sky Redbird</b> American Indian, uses traditional Indian therapies, acute pancreatitis					
			 Medical-Surgical Unit	 Mid-Adult	▼
<b>Valerie Juarez</b> Jehovah's Witness, admitted for gastric bleed, is needing blood administered					
			 Medical-Surgical Unit	 Older Adult	▼
<b>Ulfat Aftab</b> Pakistan widow in US for medical care, palliative care planning					
			 Exam Room	 Older Adult	▼
<b>Omar Tahiil Bashier</b> Somali refugee and a Muslim, pain management					
			 Exam Room	 Mid-Adult	▼

Click on a patient to view more information. If you would like to review the patient's chart and/or assign the patient to your students, click the **View** button.

**Tony Griffin, Basic**  
African American, Sickle Cell disease, admitted for Sickle Cell crisis

Medical-Surgical Unit Young Adult

**Description**

This is an **EHR** patient. Tony is a 24 year old African American male who has sickle cell disease and has painful vaso-occlusive episodes related to it. He has been admitted to the hospital after not being able to control his pain at home. Orders have been entered into the patient's electronic health record. He has a PCA pump and oral medications ordered. He is complaining of itching related to the pain medication. Your students will now be taking over his care. They need to have an understanding of the type of pain that is associated with sickle cell disease. Tony will need a complete head-to-toe assessment, a pain assessment, vital signs taken, intake and output, medications administered and care planning. Can your students help Tony?

Neehr Perfect patient activities for Tony Griffin work well with Laerdal/NLN simulation scenarios associated with Tony Wallace.\*

Suggested uses: Simulation, physical assessment, implementing orders, interpreting diagnostic data and medication administration. Pain assessment and pain medication. Disease process and complications of Sickle Cell Disease. Pathophysiology and pharmacology review, therapeutic communication, care planning.

\*This name is believed to be the intellectual property of Laerdal/NLN, which reserves all rights.

**View**

## Create

Faculty users can create their own new patients or activities in EHR Go under the Create Tab. Patients or activities that you or your colleagues add to EHR Go stay private for users within your program. No other EHR Go users will have access to those patients or activities.

You may also edit existing patients or activities, including those pre-loaded by EHR Go. For more information about editing existing patients or activities, please see *EHR Go Guide: Editing Patients or Activities*.

To create a new patient or activity, select the **Create** tab and then click the **+Add New** button.

ehrgo

Teach **Create** Collections Community Library Help

FACTORY REPORTS ADMIN CONTACT LOGOUT

Create anything you want.  
Teach your way with your own custom content.

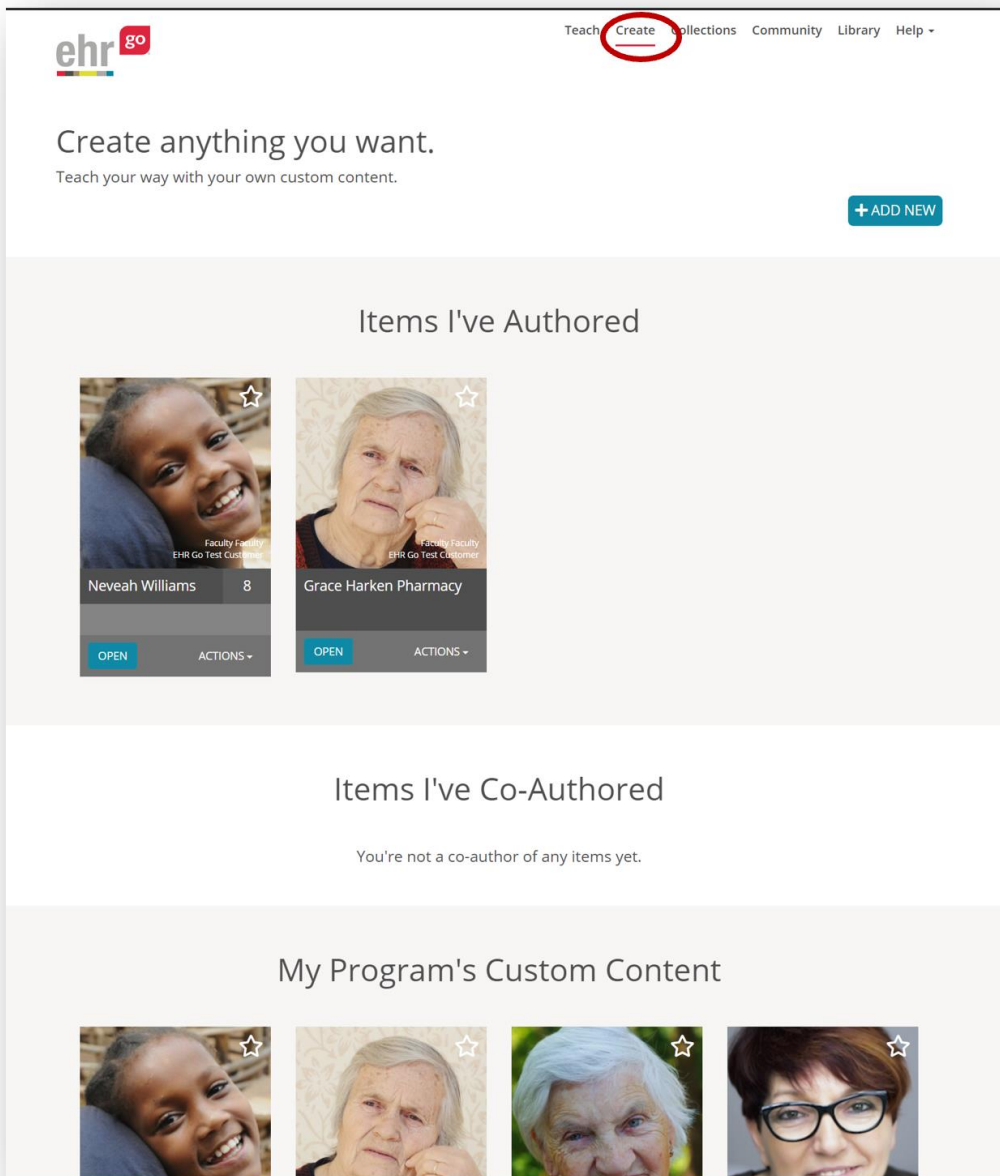
**+ ADD NEW**

In this area you can enter the patient's name, provide an activity title, and include a short description of the patient or activity for your students. The name you enter for the patient will automatically populate to the patient's EHR. To add an activity title (e.g. Simulation Week 1 or Registering a Patient), click the Add Activity Title box. Adding a title will help to better organize your content.

The screenshot shows a web interface for editing a patient activity. At the top, there are tabs for 'Views: Faculty Student Edit'. Below this is a red navigation bar with three steps: '1 Overview & Resources' (active), '2 Edit EHR', and '3 Invite'. The main header area displays 'Activity: Registering a Patient 1 (EDIT VIEW)' with 'DUPLICATE' and 'DELETE' buttons. The form contains several sections: 'Patient Name' with input fields for 'Joseph', 'Allen', 'Smith', 'Suffix', and 'Sex'; a checkbox 'Add Activity Title' which is checked and pointed to by a red arrow; an 'Activity Title' input field containing 'Registering a Patient 1'; a 'Short Description' section with a rich text editor toolbar and a text area containing the placeholder 'This is where you provide an overview of your patient/activity for your students.'; and a large photo placeholder on the right with a '+ ADD NEW PHOTO' button. A 'SAVE CHANGES' button is located at the bottom left.

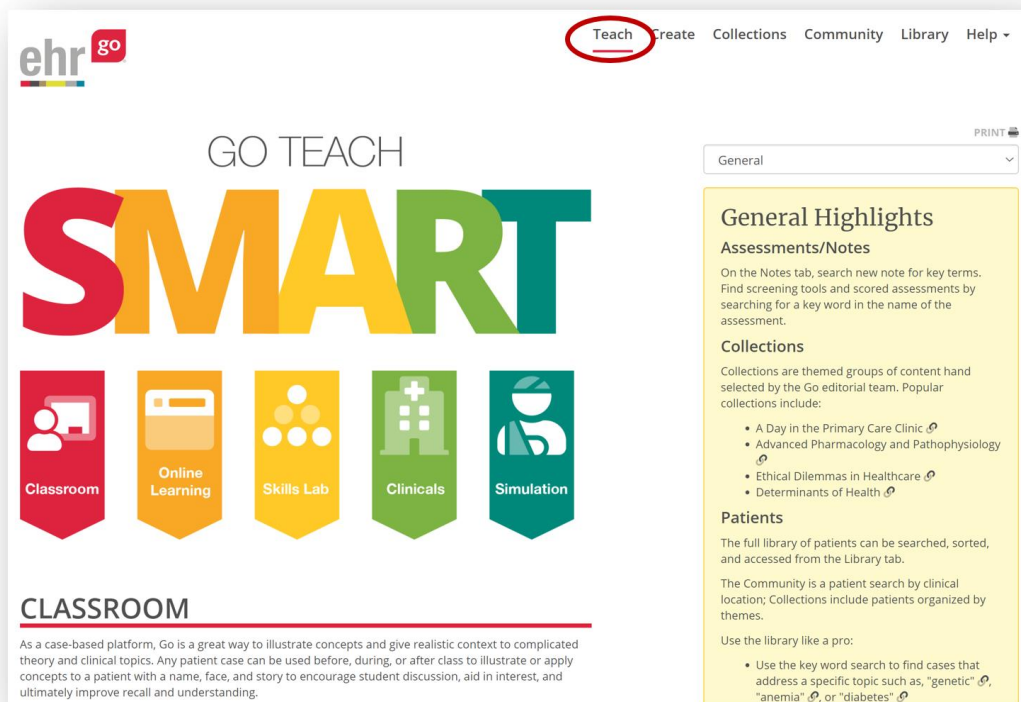
You can add a photo and upload supplemental materials under Step 1, then move on to Step 2 to edit the patient's EHR. Please see the guide on Creating New Patients or Activities for more information.

As you create and edit patients or activities, they will show under the Create tab organized by items you've authored, items you've co-authored with a colleague(s), and your program's custom content, which will include all patients and activities authored by faculty within your program.



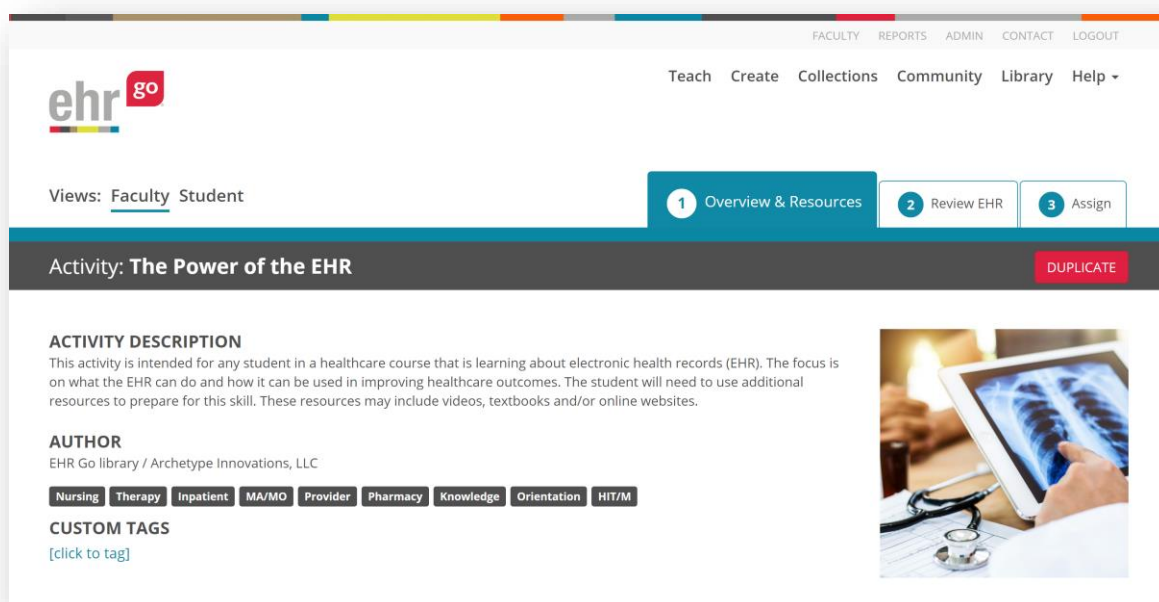
## Teach

The Teach tab provides discipline-specific, easy to use tips & resources for using EHR Go in the classroom, online, skills lab, clinicals and simulation. You will find specific recommendations for your discipline, including suggested assessment/notes, collections, patients, and activities.



## Faculty Experience

After selecting an activity or patient from the list, an easy 1–2–3 process will unfold:





## Step 1: Overview & Resources

This section may contain a student activity document, answer key, and other helpful teaching materials related to the activity or patient such as barcodes, standards of care, supporting references, and more. Select the download icon next to the file to view it. Depending on your browser, you may need to click on the file once it has been downloaded to open it.

Views: Faculty Student

1 Overview & Resources 2 Review EHR 3 Assign

Activity: **The Power of the EHR** [DUPLICATE](#)

**ACTIVITY DESCRIPTION**  
This activity is intended for any student in a healthcare course that is learning about electronic health records (EHR). The focus is on what the EHR can do and how it can be used in improving healthcare outcomes. The student will need to use additional resources to prepare for this skill. These resources may include videos, textbooks and/or online websites.

**AUTHOR**  
EHR Go library / Archetype Innovations, LLC

**CUSTOM TAGS**  
[\[click to tag\]](#)

**Topic Resources**  
When you share this chart or activity with your students (by giving them the link found in Step 3: Assign to Students), the learning materials below will be available to them along with the patient chart. Click the arrow next to each item to download.  
Note: if the activity has an answer key, only faculty will see this key

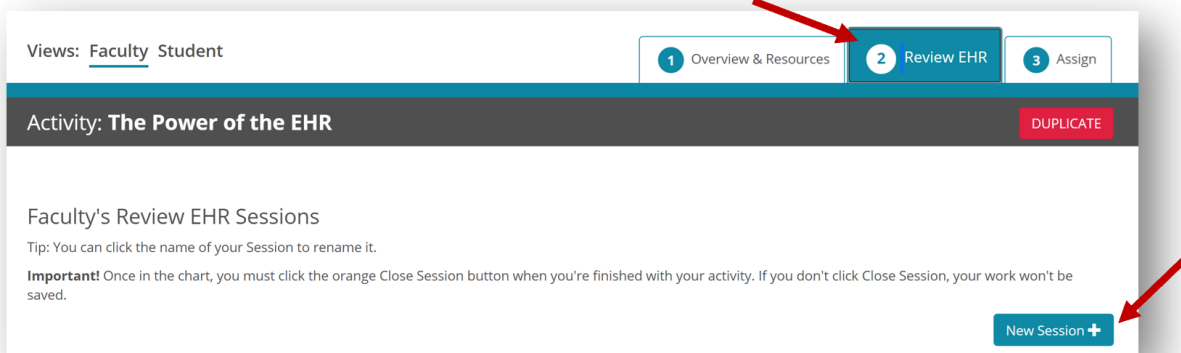
**The Power of the EHR\_AK1005.3.docx** 427 KB [Download](#)

## Step 2: Review EHR

In this section, launch and review the EHR for the activity or patient just as a student would see it. Navigate the different chart tabs to locate detailed information and try out the activity before assigning it to students.

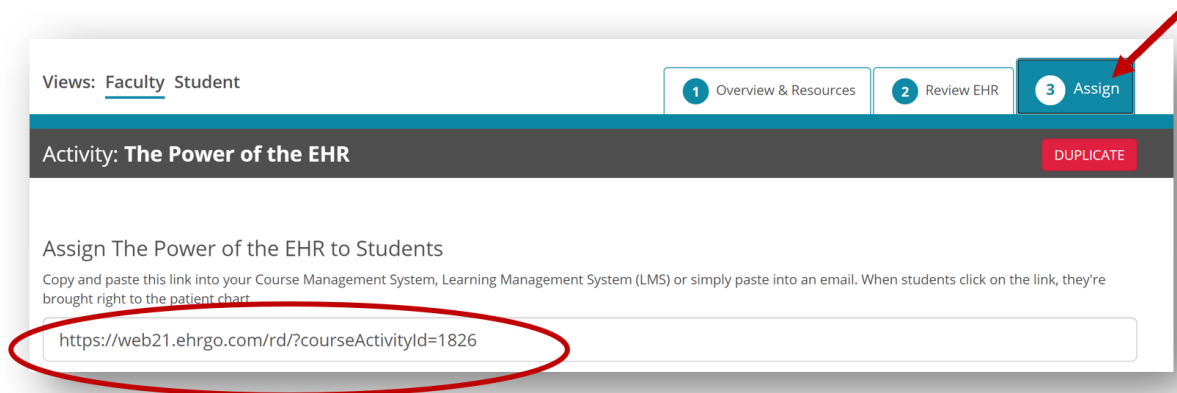
Each time a user accesses the EHR for a particular activity or patient, the session is stored so you can return right where you left off. If it's the first time accessing a chart for an activity or patient, select **New Session**. If you have accessed a chart previously, you can decide to resume a previous session or start a new session. More about this is described in the *EHR Sessions* section.





### Step 3: Assign

In order for students to access a patient or activity, a **faculty user must assign it to them by providing a link found in this section**. This link can be posted in your Learning Management System (LMS) or provided through email. The student only needs to click the link once, then the activity or patient will always appear in their own library list when they log in to EHR Go directly. See more details in the *Student Experience* section of this guide.



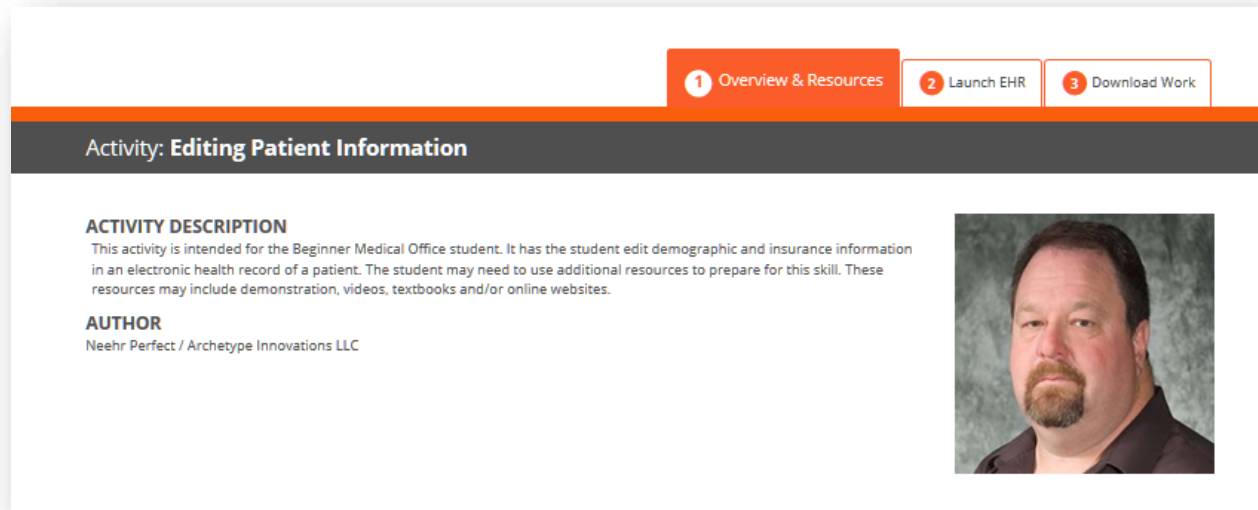
Once an activity is assigned, the students also receive the activity document in EHR Go (see *Student Experience* section below). Answer keys are only available for faculty users.

## Student Experience

When a student user logs in to EHR Go initially, they are brought directly to the Library tab. In the Library tab, they will automatically see the EHR Orientation activity and the Student Portfolio. **Students do not see any additional activities or patients until they have been assigned by a**

**faculty user.** Once a patient or activity has been assigned via the link provided to faculty, and the student clicks on the link, it will appear in their library list.

After selecting a patient or activity, students also have an easy, three-step experience:



### ***Step 1: Overview & Resources***

If the assignment is an activity, this is where students will find the activity document along with any supplemental materials. If the assignment is a patient, this is where students will find information such as barcodes, clinical support documents, and more.

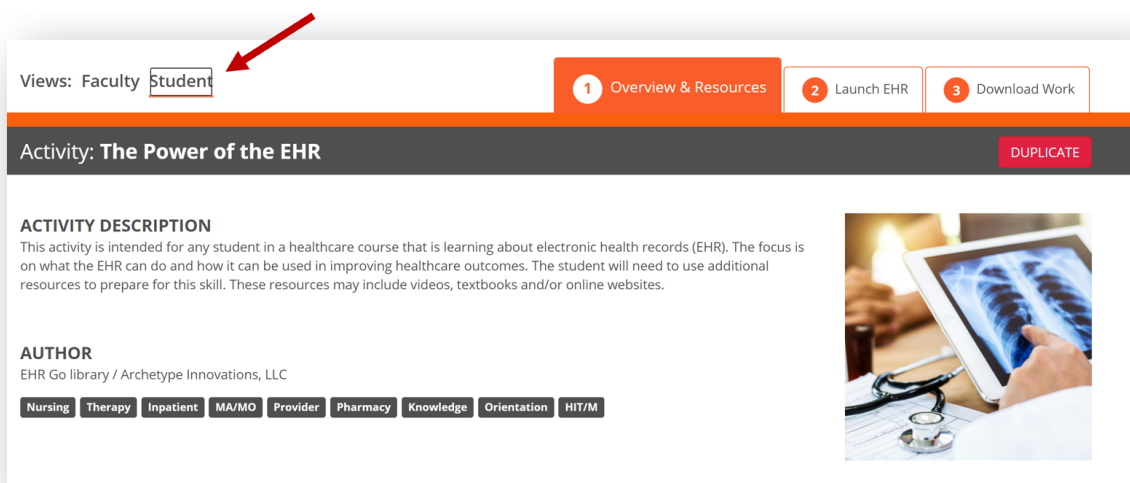
### ***Step 2: Launch EHR***

In this section, students launch the EHR to complete their assigned activity or patient. Like the faculty experience, students may choose to start a new session of the EHR or continue a previous session. Everything they do in an EHR session is tracked in the Progress Report and submitted to their instructor(s) upon completion. Note: Some activities will ask students to complete responses in the Microsoft Word activity document instead of submitting a Progress Report.

### ***Step 3: Download Work***

This is where the Progress Note report is downloaded after a student has completed all work in an EHR session. The Progress Note tracks everything the student does in the EHR for each session. Activities in EHR Go instruct students to submit their work in your Learning Management System (LMS). If another method is preferred, such as by email or printed copy, faculty should provide clear information to the students.

As faculty, you can launch the ‘Student View’ after selecting any patient or activity to experience EHR Go as a sample student user as if the patient or activity has already been assigned.



In this view, you may download a Progress Report that shows your work in the EHR. This does not allow you to view any student work. Students need to download and submit their own Progress Report to their instructor.

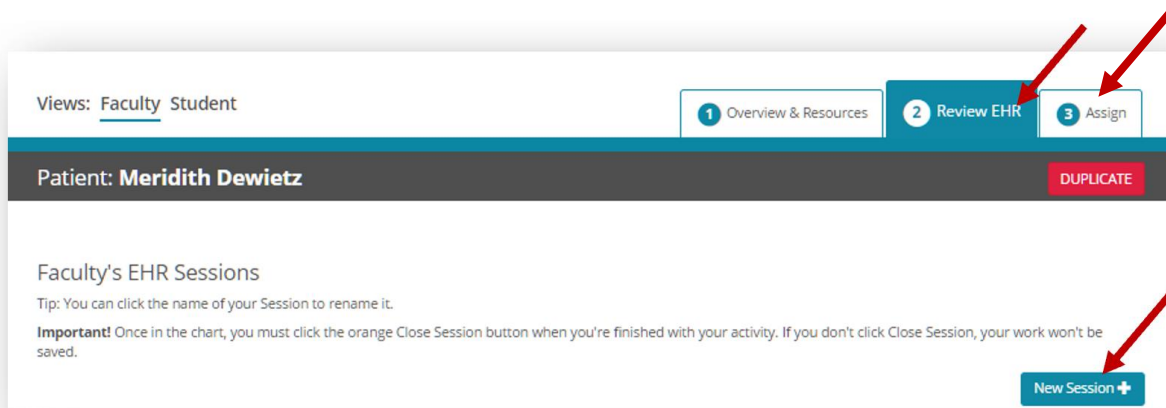
## EHR Sessions

For additional information on navigating the EHR in EHR Go, please go to the Help section after logging in and review the additional guides available. This section describes how the EHR is accessed and how the user sessions are maintained and does not go into detail about navigating a chart.

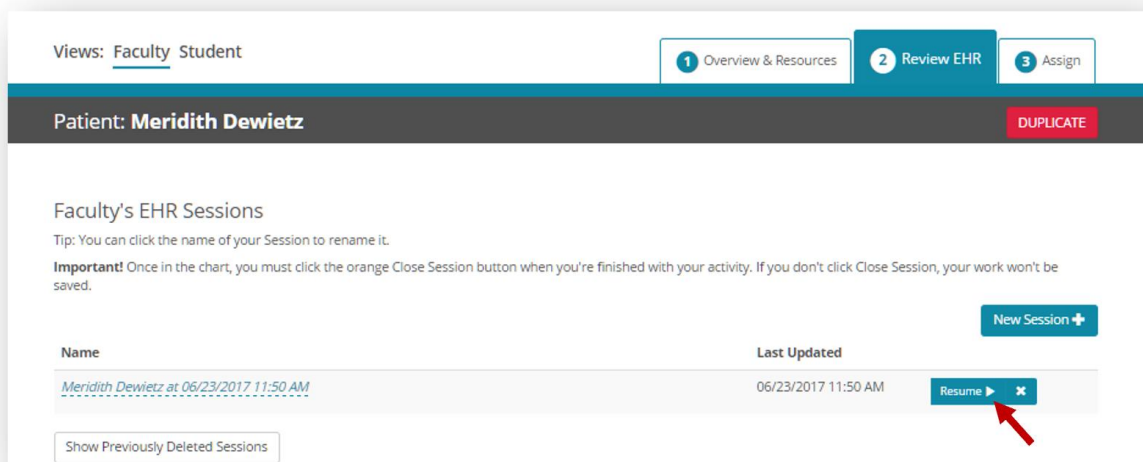
**Important Note:** Each user sees his or her own session, or instance, of a chart in EHR Go. Changes made to charts in the Faculty or Student Views are not visible by anyone else. If you'd like to make changes to a chart or add a new chart that can be seen by other users, you must do so using the Edit View. Please see separate guides on *Editing Patients and Activities* and *Creating New Patients and Activities*. You may also submit content to be added by the EHR Go team. Please see the Help/Resources section after logging in for more information.

When the EHR is launched for a particular patient or activity, a unique “session” is created. You may choose to start a new session, which launches the EHR in its original state, or you may choose to continue a previous session. Any changes made in the EHR during the session are stored and you may return at a later time right where you left off.

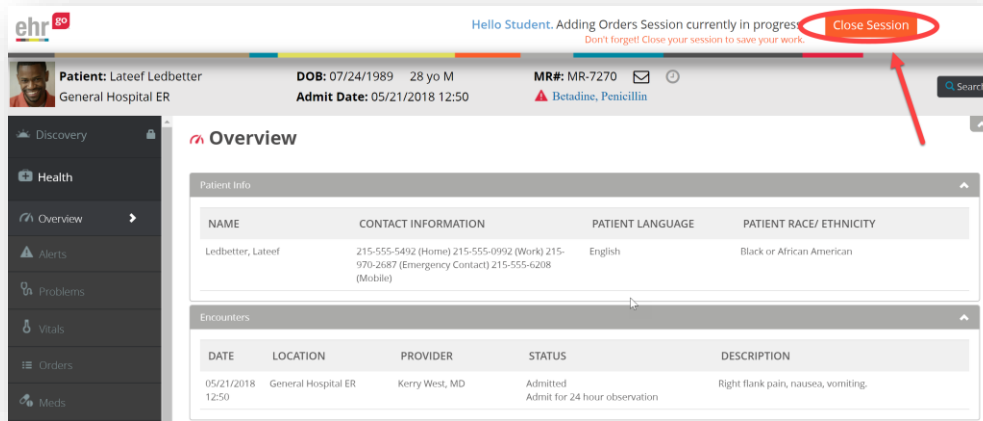
As a faculty user, you will see the session options for a patient or activity after selecting **2: Review EHR** (see *Faculty Experience* section). If it is the first time you're accessing the chart for a particular patient or activity, you won't see any previous sessions listed, so you will select **New Session**.



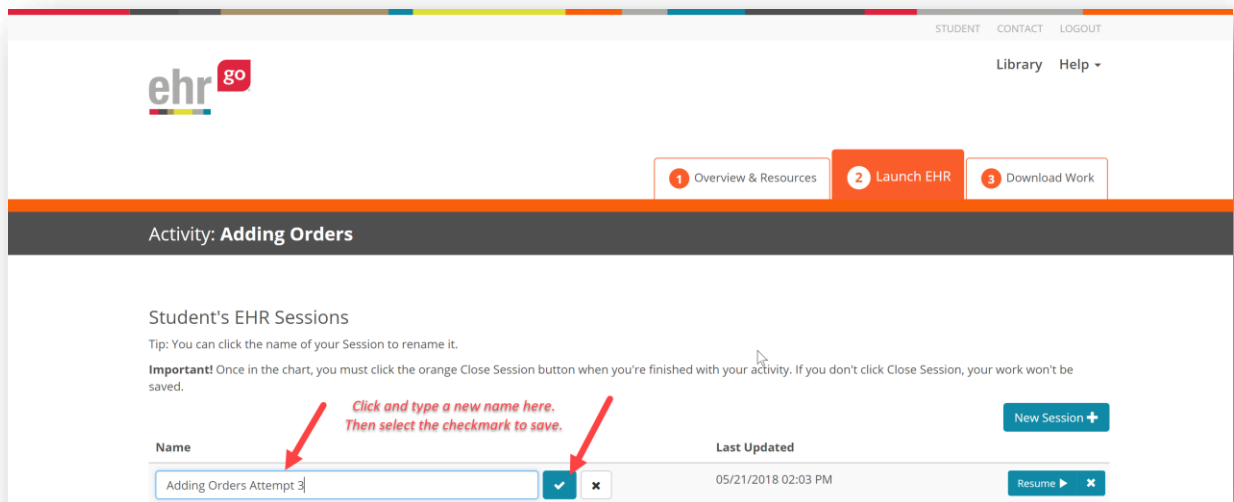
Or if you have accessed the chart previously and want to continue the session, select **Resume** to launch the chart for a particular session and continue where you left off.



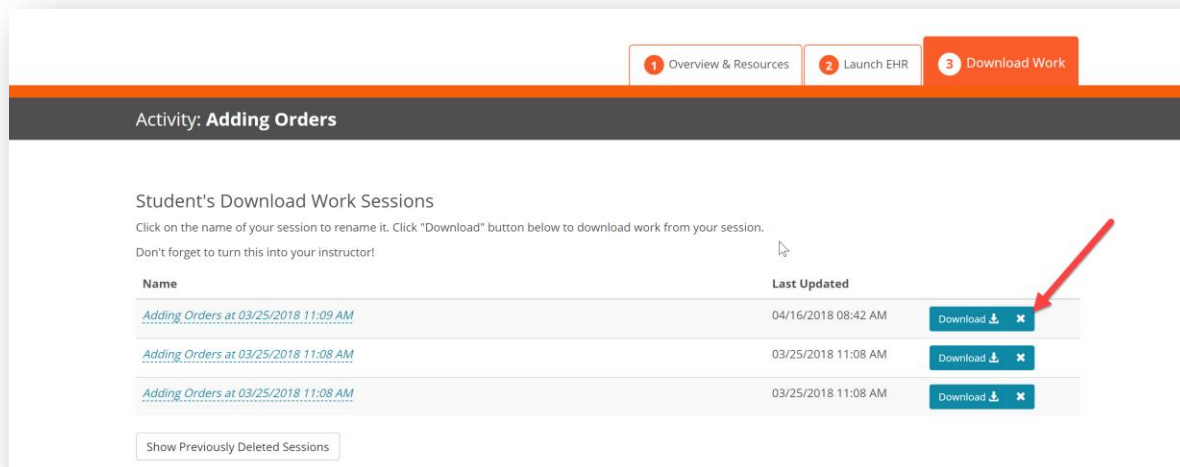
Once the EHR is launched, any changes that are made to the chart are tracked as part of the session. When you're finished, select **Close Session** to exit the chart and return to the activity details screen. **Important!** This is how work is saved. Closing the browser window or tab without clicking Close Session may result in lost work (please remind your students).



To assist with keeping track of EHR sessions, you may rename them as needed by simply clicking on the session name. Once finished, select the check (✓) symbol to save the new name.



For student users, the EHR sessions are particularly useful because it is how their work is tracked when completing an activity. They may close a session and return at a later time to continue working on an activity. Once they are finished, they will go to **3: Download Work** and select the session in which they would like to download the Progress Report.

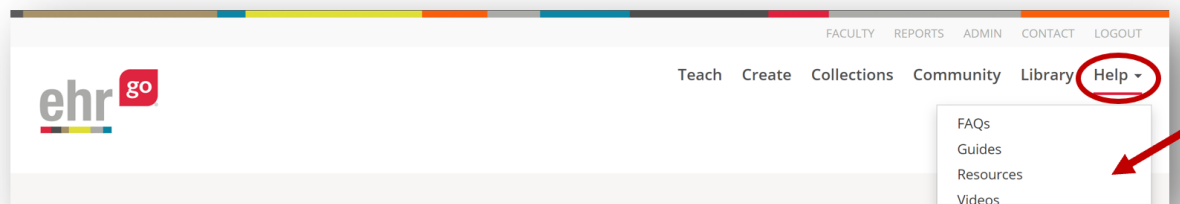


The Progress Report tracks their work in the session and is submitted to their instructor as an answer sheet to many of the activities.

**Important Note:** Some activities require the student to complete and submit the Microsoft Word activity document with specific answers to questions rather than the Progress Report.

## Help

The Help tab in EHR Go includes resources for faculty including FAQs, guides, videos, and contact information for support.



The videos were recorded by the EHR Go team on specific applications or uses of EHR Go Please explore these recordings for additional training. Begin by watching the recording series called *Faculty Orientation* to help you get started.

## Additional Resources

### Teaching Team

The EHR Go teaching team consists of healthcare educators with experience in implementing the EHR throughout a variety of courses and programs. Faculty users may contact the EHR Go Teaching Team for assistance with using the EHR with your students including finding patients and activities to meet your learning objectives. You can reach the Teaching Team by emailing [teaching@ehrgo.com](mailto:teaching@ehrgo.com) or calling 877-742-3926 from 8am-5pm Central.

### ***Help Desk***

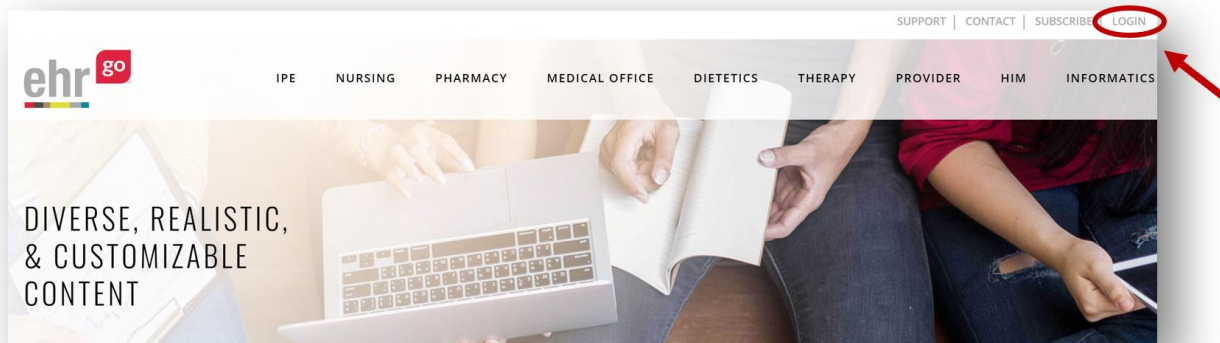
The EHR Go Help Desk is available 24 hours per day, 7 days a week for faculty and students. Contact the Help Desk for assistance with account creation, logging in, basic navigation, and troubleshooting. The Help Desk can be reached by emailing [support@ehrgo.com](mailto:support@ehrgo.com) or calling 877-907-2186.

## **Frequently Asked Questions**

The following questions and answers are related to accessing EHR Go After logging in, please check out the FAQs section under the Help menu for additional information.

### ***How do I get my username and password if I've forgotten them?***

If you've forgotten your EHR Go credentials, simply select the **Login** link from [www.ehrgo.com](http://www.ehrgo.com) then 'Forgot your Username and/or Password?'. Enter the email address you used when creating your account and you'll receive an email immediately with your credentials. You do not need to reset your password.



Let's Go

\* Mandatory fields.

Username\*

Password\*

[Forgot your username or password? Click here.](#)

Sign In

• Don't have an account yet? [Click here.](#)

• Need extra help?

Technical Support Options

Available 24/7.

E-mail: [Submit Request](#)

Phone: 877-907-2186

LOGIN

### ***How do I change my username and/or password?***

Please follow these steps to change your username and/or password:

1. Login to [www.ehrgo.com](http://www.ehrgo.com)
2. Select **your name** in the upper, right corner
3. Select Edit my Profile

### ***Which browsers are compatible with EHR Go?***

#### **EHR Go Browser Requirements:**

- **Windows:** Internet Explorer 11 and up, Chrome 38 and up, Firefox 33 and up.
- **Mac:** Safari 6 and up, Chrome 38 and up, Firefox 33 and up.
- **Tablets:** Safari Mobile on tablets running iOS, Chrome Mobile on tablets running Android or iOS, Internet Explorer 11 on tablets running Windows RT

EHR Go may be on mobile devices that are 7" or larger and a minimum resolution of 1024x768. This includes iPad®, iPad Mini®, Samsung Galaxy Tab®, Google Nexus 9®, and more.

Access to EHR Go on a tablet is through a browser, not an app. Simply launch your mobile browser, go to [www.ehrgo.com](http://www.ehrgo.com), and login. Ensure you are running a compatible version of your mobile browser and contact the Help Desk with any questions.