Statewide Encounter Alerts Best Practice Guides: Login and Support

SHIN-NY Statewide Encounter Alerts, powered by HealtheConnections, deliver real-time notifications to help providers coordinate care, reduce gaps, and improve outcomes. Using PointClickCare's next-generation technology and comprehensive, statewide health data, these alerts give timely, secure insights from Inpatient and Emergency Department encounters.

This Best Practice Guide walks users through the **login process** and **available support options.**

Quick links below allow users to jump directly to the sections most relevant to their needs.

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443 North Franklin St., Suite 001
Syracuse, NY 13204

healtheconnections.org

Logging In

Access the HealtheConnections HIE portal at https://www.healtheconnections.org, click the HIE Portal Login button in the top right corner.

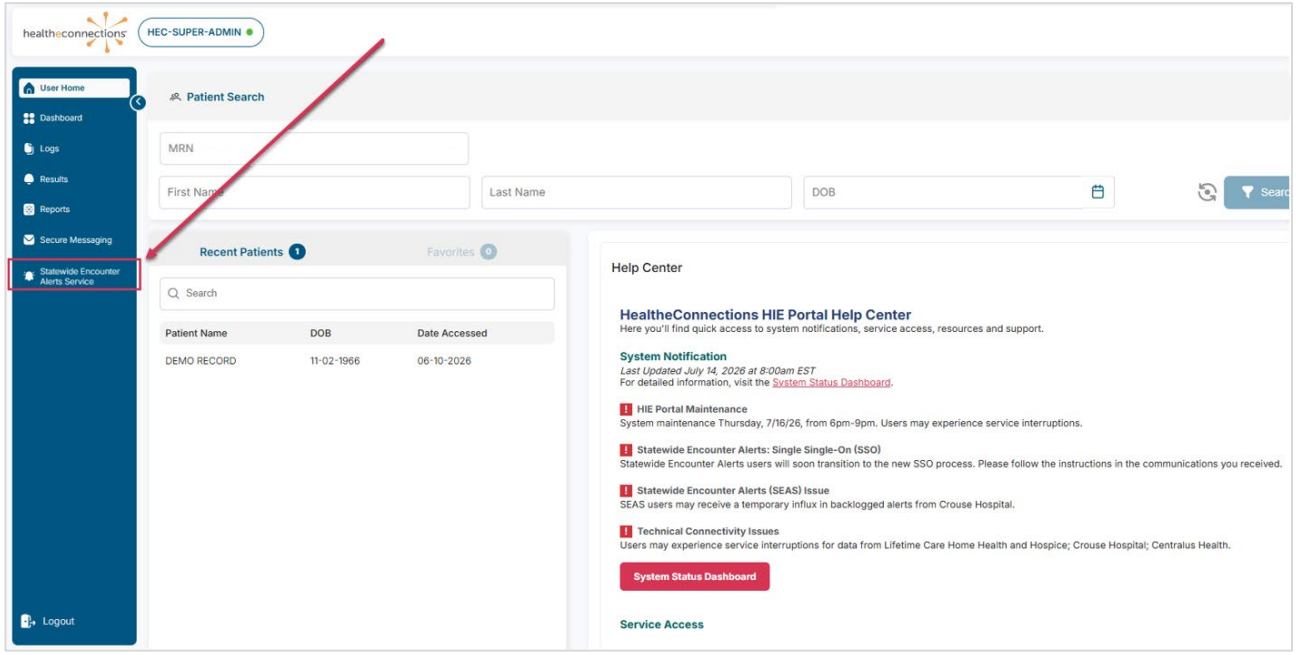


A new window will open to https://portal.prod.healtheconnections.org. At the HIE portal login screen, enter the assigned HealtheConnections Username and Password. Click Sign In, then complete the standard Okta Multi-Factor Authentication (MFA) process.



***Note**: To reset a password or unlock an account, utilize the self-help options located below the Sign in button. Select the appropriate link and follow the prompts. Contact HealtheConnections for assistance.*

Once in HealtheConnections' HIE Portal, the Statewide Encounter Alerts Service link is in the Navigation Panel. Click the link to navigate to the service.



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Support

HealtheConnections is here to help and is your first stop for support. For questions or assistance with Encounter Alerts, please contact HealtheConnections at:

- 315-671-2241 ex. 5
- Support@healtheconnections.org

Important: For the most accurate guidance, refer to materials on the HealtheConnections Resource Center. HealtheConnections resources are tailored to our solution.

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