



East Tennessee
Health Information Network

etHIN Education Portal User Guide

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East Tennessee Health Information Network

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etHIN Education Portal

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Please contact the etHIN Help Desk for assistance.

Monday-Friday 8:00 a.m. – 5:00 p.m. Eastern

865-691-8433, ext. 1

After Hours and Weekends, please email us: HelpDesk@ethin.org

www.ethin.org

etHIN Education Portal

Getting Started

1. Go to www.ethin.org.
2. In the **For Providers** dropdown menu, click on the **Resources** link.
3. Under **Training Resources**, click on eHIP Compliance Training, which is one of the trainings listed under **etHIN Education Portal**.

Create Your Account

1. To create your etHIN Education Portal account, click the **Sign Up to the etHIN Training** link in the window that opens after you select the training module.

Welcome Back!

Email or Login

Password

Remember me [Forgot your password?](#)

Login

No Account Yet?
[Sign Up to the etHIN Training](#)

2. Enter your business email, create a password (6 characters minimum), first and last name, and your organization in the fields provided, then click **Register**:

- **Password Criteria**
 - Minimum of 6 characters

Sign Up

Fill in the fields below to register at etHIN Training.

Business Email *

Password *

First Name *

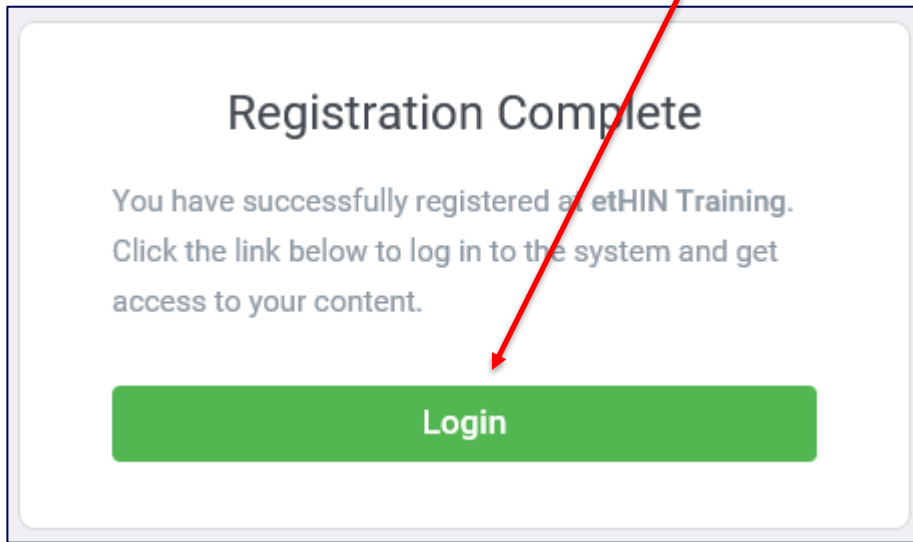
Last Name *

Organization *

Register

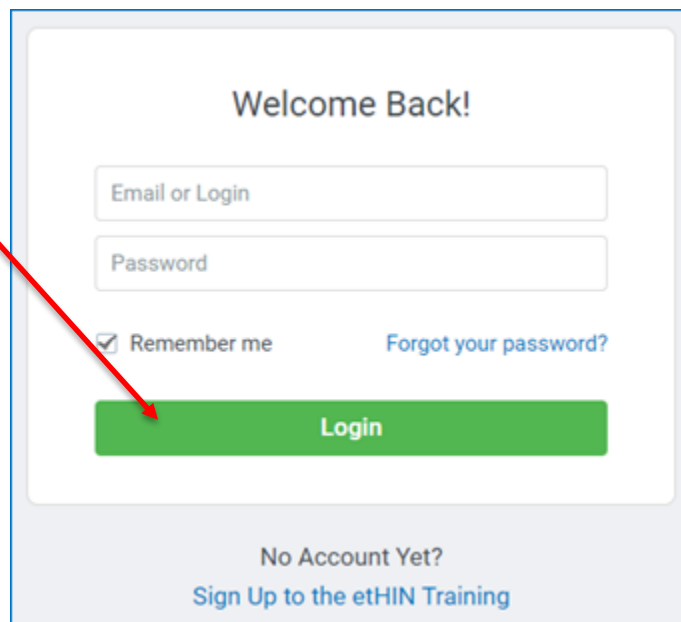
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3. You will see the **Registration Complete** message. Click **Login** to access your training.



Login to the Education Portal from the etHIN Website

1. Go to www.ethin.org.
2. In the **For Providers** dropdown menu, click on the **Resources** link.
3. Under **Training Resources**, click on the name of the training module you wish to complete. There is a list to select from under the **etHIN Education Portal** heading.
4. Enter the **email address** and **password** that you used to create your account on the screen shown below.
5. Click **Login**.

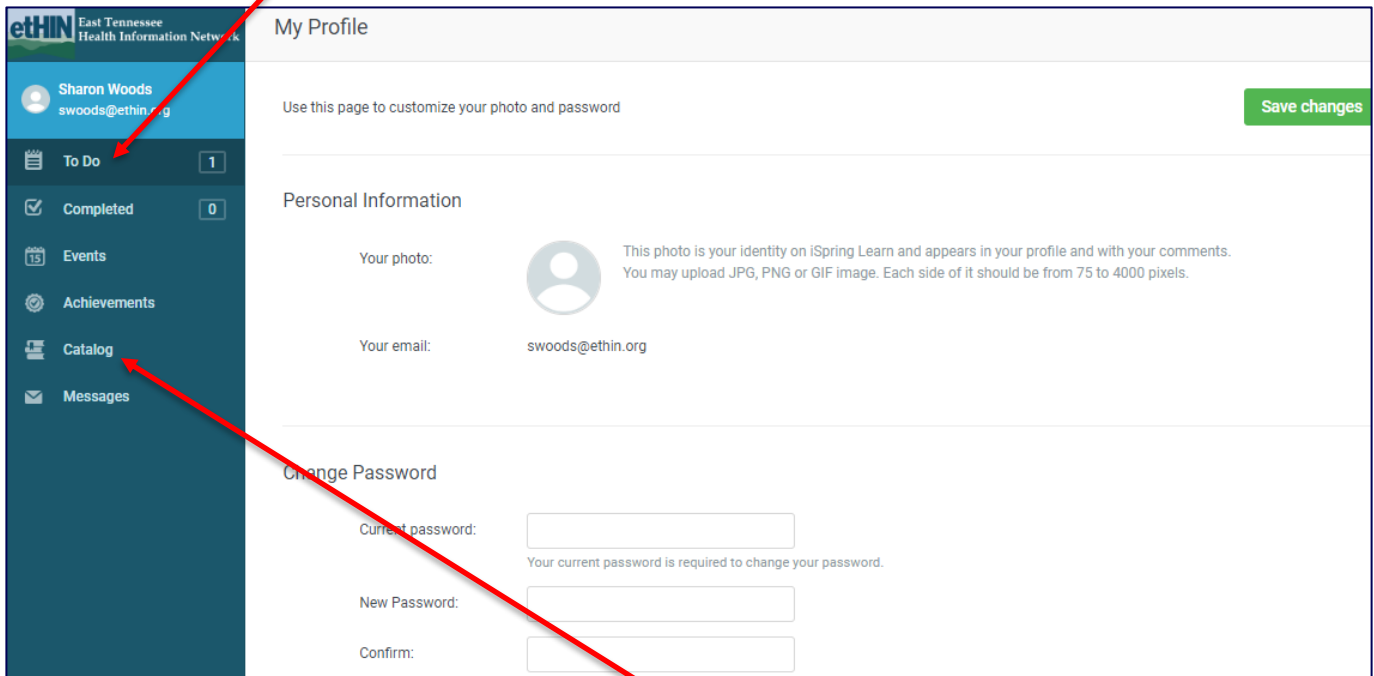


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6. The training module you selected will automatically open when you log in.
7. **If you don't remember your password**, click **Forgot your password** and follow the instructions. You should automatically receive an email containing a link to reset your password.
8. **If you don't receive the automated password reset email**, please contact HelpDesk@ethin.org or call us at 865-691-8433, ext. 1.

Locate Your Training

1. This is your **Homepage**. Courses that have been assigned and are available for you to complete are shown in **To Do**, located near the top of the left navigation bar.



Selecting a Training Module

1. To find other training that is available to you, click **Catalog** in the left navigation bar.
2. Click on the thumbnail for the etHIN product you will be using, which will most likely be **eHIP – etHIN Clinical Portal Training**. From the list of trainings, click on the training that you want to complete, such as eHIP Navigation or Printing Multiple Documents.
3. Click Open.
4. When the training opens, click **Add to To-Do**. You can add multiple trainings to your To Do list in this manner.
5. Go back to your To Do list at the top of the left navigation bar, and you will see the training module has been added to your list.
6. Click the training name to open the module and begin the training.

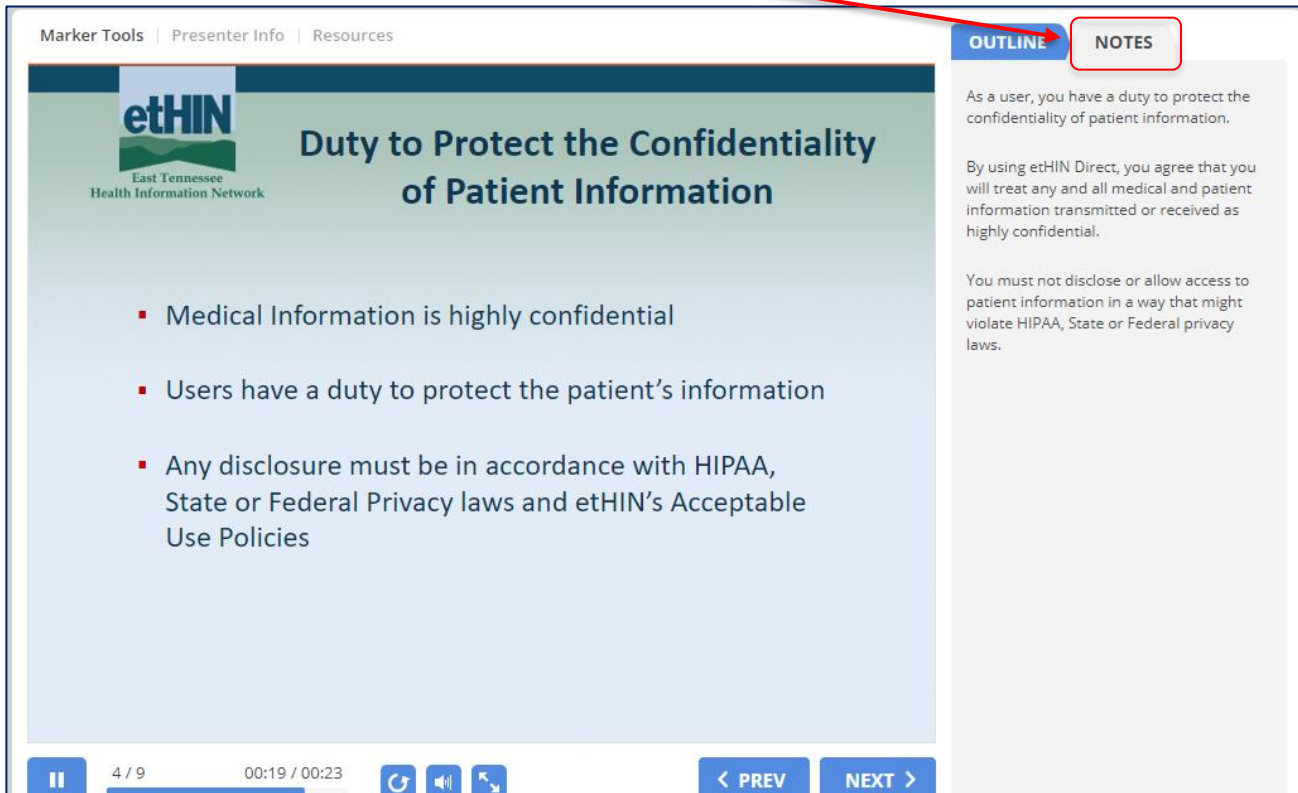
The training modules are accompanied by audio, so please make sure your speakers are turned on.

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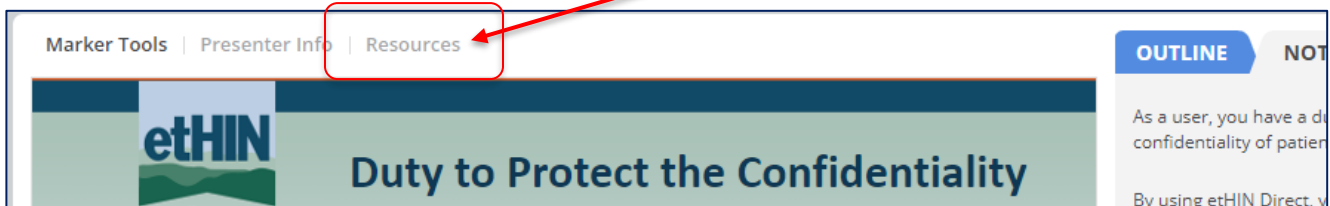
Reviewing and Printing the Training Notes

You can review the training notes during the presentation, and you can also print the training slides and notes if you wish.

To see the notes during the presentation, click on the **Notes** tab.



To print the entire training presentation, including notes, click on **Resources**, then open the attachment and print.



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Completing the Exam

Most training modules contain a short quiz. If the module you are completing has a quiz, it will be at the end of the training. You must score 80 or higher for your training to be complete.

You are allowed three attempts to complete the quiz. If you do not pass the quiz on the third attempt, the quiz will be automatically locked. **Please email HelpDesk@ethin.org, or call us at 865-691-8433, ext. 1, and we will unlock the quiz so you can complete the training.**

Certificate of Completion (Printing Optional)

After you complete your training and the exam, you will receive an email with a Certificate of Completion attached for your records. **Printing the certificate is not required by etHIN, but your organization may request a copy for their records.**

How to Change Your Password While Logged In

To change your password, click on your name at the top of the left navigation bar.

The screenshot shows the 'My Profile' page in the etHIN system. On the left is a navigation bar with the user's name 'Sharon Woods' and email 'swoods@ethin.org'. Below the name are menu items: 'To Do' (1), 'Completed' (0), 'Events', 'Achievements', 'Catalog', and 'Messages'. The main content area is titled 'My Profile' and contains a 'Save changes' button. Below this is the 'Personal Information' section, which includes a photo placeholder and the user's email 'swoods@ethin.org'. At the bottom of the page is the 'Change Password' section, which is highlighted with a red box. This section contains three input fields: 'Current password:', 'New Password:', and 'Confirm:'. A red arrow points from the user's name in the navigation bar to the 'Change Password' section. Another red arrow points from the 'Save changes' button to the 'Change Password' section.

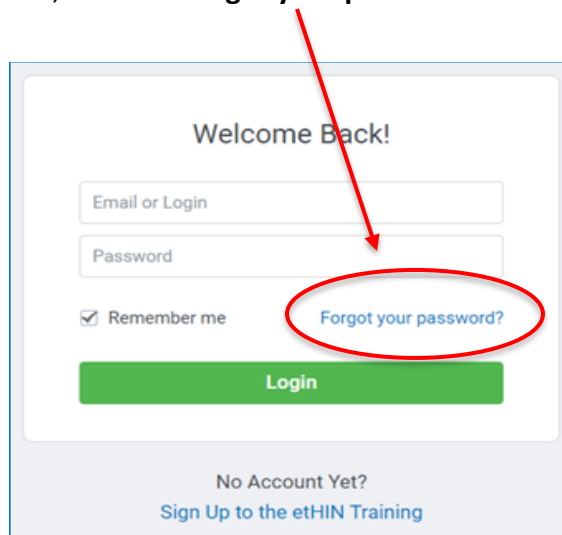
In the **Change Password** section, enter your current password.

Enter your **New password** where requested, confirming it in the next field. Click on **Save Changes** at the top right to complete the password change.

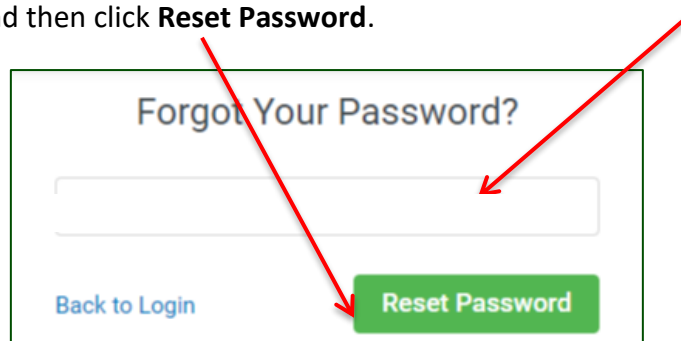
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Forgot Your Password?

If you've forgotten your password, click the **Forgot your password** link on the Education Portal login page.



The following screen will appear. Enter the email address that you used to create your Education Portal account in the blank field, and then click **Reset Password**.



A password reset email will be sent to that email address. Follow the instructions in the email to reset your password.

If you no longer have access to the email address you used to create your account, please call the etHIN Help Desk, and we will help you reset your password and get logged in.

Other Questions or Need Help?

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