- Login Page Editor -

FOR RISKMAN VERSION 2006

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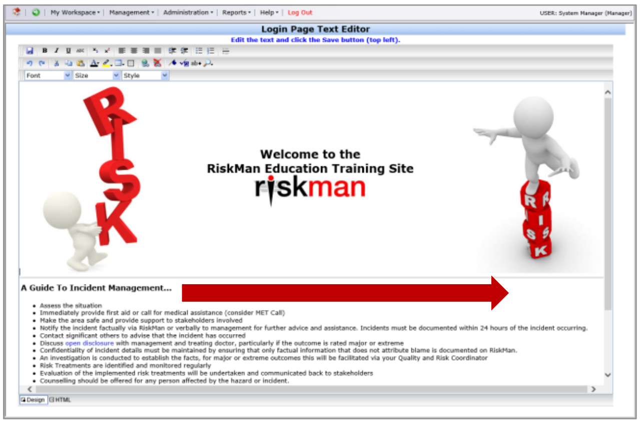
WHAT DOES THE LOGIN PAGE EDITOR DO?

The login page editor allows you to modify the content of your RiskMan system login page.



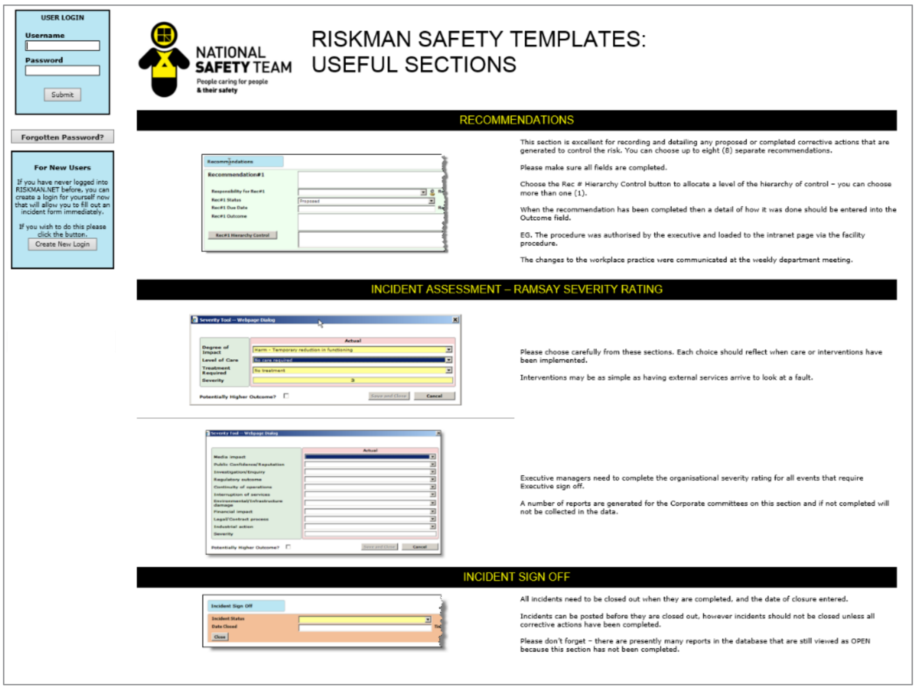
Your login page can be a valuable tool to communicate key messages to staff before they use the system. This guide will demonstrate how to modify the content of your login page, and also provide examples of the sorts of information you may wish to consider publishing on it.

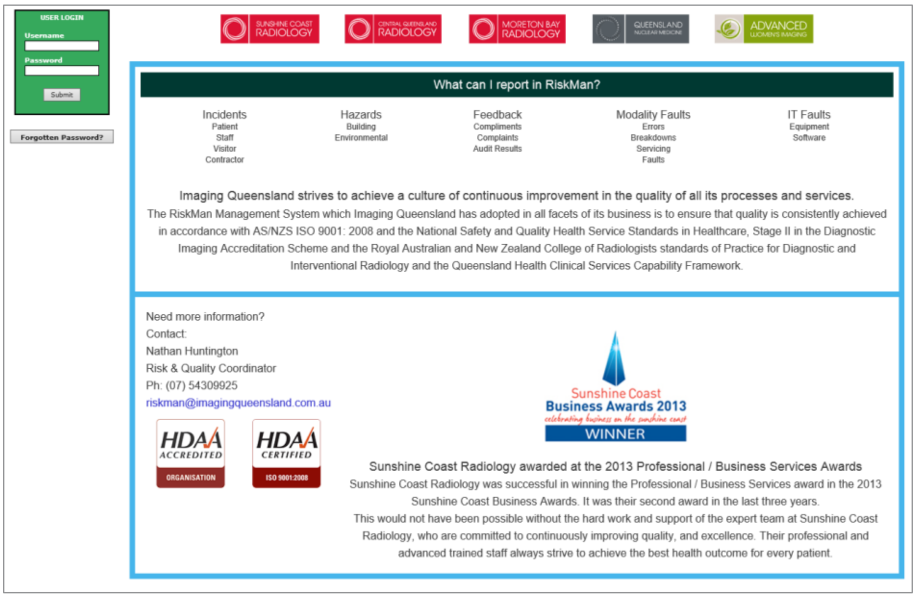
→ How to access the Login Page Editor

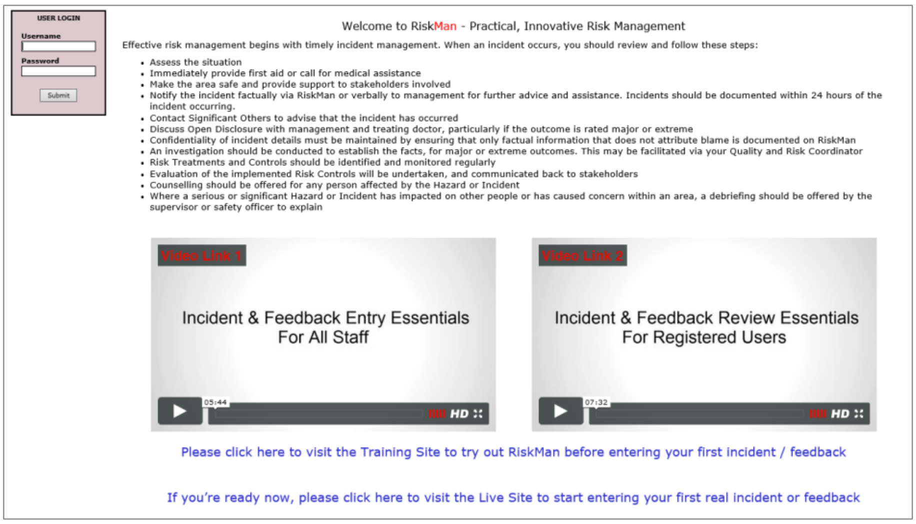
You can access the login page editor by navigating to *Administration > Configuration > RiskMan Text Editor*. Click the **Edit** button next to **Edit the login page text**.

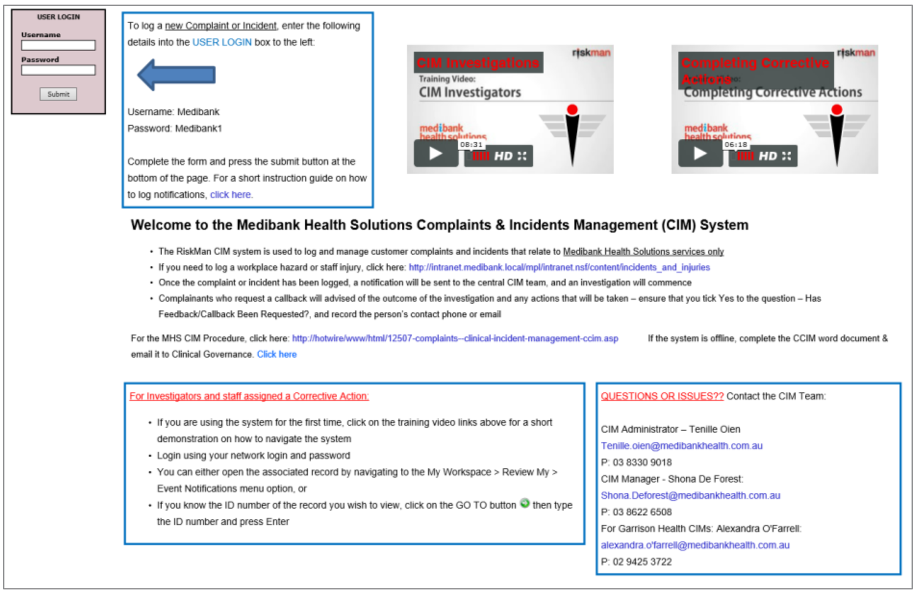
EXAMPLES

Here are some examples of different ways to approach what to put on your login page, and its design:






USER LOGIN
Username
Password
Submit
Welcome to RiskMan - Practical, Innovative Risk Management
Effective risk management begins with timely incident management. When an incident occurs, you should review and follow these steps:
Assess the situation
Immediately provide first aid or call for medical assistance
Make the area safe and provide support to stakeholders involved
Notify the incident factually via RiskMan or verbally to management for further advice and assistance. Incidents should be documented within 24 hours of the incident occurring.
Contact Significant Others to advise that the incident has occurred
Discuss Open Disclosure with management and treating doctor, particularly if the outcome is rated major or extreme
Confidentiality of incident details must be maintained by ensuring that only factual information that does not attribute blame is documented on RiskMan
An investigation should be conducted to establish the facts, for major or extreme outcomes. This may be facilitated via your Quality and Risk Coordinator
Risk Treatments and Controls should be identified and monitored regularly
Evaluation of the implemented Risk Controls will be undertaken, and communicated back to stakeholders
Counselling should be offered for any person affected by the Hazard or Incident
Where a serious or significant Hazard or Incident has impacted on other people or has caused concern within an area, a debriefing should be offered by the supervisor or safety officer to explain
Video Link 1
Incident & Feedback Entry Essentials For All Staff
05:44
HD
Video Link 2
Incident & Feedback Review Essentials For Registered Users
07:32
HD
Please click here to visit the Training Site to try out RiskMan before entering your first incident / feedback
If you're ready now, please click here to visit the Live Site to start entering your first real incident or feedback


USER LOGIN
Username
Password
Submit
To log a new Complaint or Incident, enter the following details into the USER LOGIN box to the left:
Username: Medibank
Password: Medibank1
Complete the form and press the submit button at the bottom of the page. For a short instruction guide on how to log notifications, click here.
CIM Investigations
Training Video:
CIM Investigators
riskman
medibank health solutions
08:31
HD
Completing Corrective Actions
Completing Corrective Actions
riskman
medibank health solutions
06:18
HD
Welcome to the Medibank Health Solutions Complaints & Incidents Management (CIM) System
The RiskMan CIM system is used to log and manage customer complaints and incidents that relate to Medibank Health Solutions services only
If you need to log a workplace hazard or staff injury, click here: http://intranet.medibank.local/mpl/intranet.nsf/content/incidents_and_injuries
Once the complaint or incident has been logged, a notification will be sent to the central CIM team, and an investigation will commence
Complainants who request a callback will advised of the outcome of the investigation and any actions that will be taken – ensure that you tick Yes to the question – Has Feedback/Callback Been Requested?, and record the person's contact phone or email
For the MHS CIM Procedure, click here: http://hotwire/www/html/12507-complaints--clinical-incident-management-ccim.asp
If the system is offline, complete the CCIM word document & email it to Clinical Governance. Click here
For Investigators and staff assigned a Corrective Action:
If you are using the system for the first time, click on the training video links above for a short demonstration on how to navigate the system
Login using your network login and password
You can either open the associated record by navigating to the My Workspace > Review My > Event Notifications menu option, or
If you know the ID number of the record you wish to view, click on the GO TO button then type the ID number and press Enter
QUESTIONS OR ISSUES?? Contact the CIM Team:
CIM Administrator – Tenille Oien
Tenille.oien@medibankhealth.com.au
P: 03 8330 9018
CIM Manager - Shona De Forest:
Shona.Deforest@medibankhealth.com.au
P: 03 8622 6508
For Garrison Health CIMs: Alexandra O'Farrell:
alexandra.o'farrell@medibankhealth.com.au
P: 02 9425 3722

DETAILED OVERVIEW

What can be shown on the login page?

The login page essentially functions in the same way as a web page. This means that, other than text, you can utilise the following:

- Links to things such as pages on your intranet, pages on external websites, and even files on your network
- Graphics and photographs
- Tables of information
- Embedded videos; e.g. Training videos, overview videos
- Contact details; e.g. a link to send an email directly to the system administrator

What makes a good login page?

The main principle to stick to when deciding what you add to your login page is *less is more*. If you fill your login page with too much information (often referred to as a "Wall of Text"), the user will likely not pay any attention to what is there. Generally, the information you provide on the login page should be:

a) Succinct
b) Useful to the user
c) Easy to read (visually-speaking)

The user will likely only glance at the login page before logging in to RiskMan. If the information you present is not **succinct**, they will probably consider it too time-consuming to read, and ignore it. If the information you present is not **useful to the user**, then there is no reason to have it on the login page. If the information is not **easy to read**, the user will not devote any time to trying to read it anyway!

Suggestions for what you could display on the login page

The following is a list of the different types of information that clients often include on the login page:

- The name of the organisation, the system, and the purpose of the system. Let the user know what RiskMan is used to capture and manage in your organisation.

- Contact details for who they can speak to if they are having difficulties. This could be you, your IT helpdesk, or a dedicated RiskMan administrator, depending on your organisation. It's a good idea to include both a phone number or extension number, and an email address.
- Links to FAQs, help guides, training materials or videos, or any other internally produced reference materials
- Simple definitions for the items recorded in your system. For example, you could provide simple definitions for what constitutes an incident, a risk, a complaint, etc.

Getting clever

Some clients have taken things a step further, and added some dynamic information to the page. Examples include:

- **System Changes**: A simple list of any modifications which have recently been made to your system, or perhaps a simple description of any new features available after a system upgrade.
- **Statistics**: Some clients opt to put high-level statistics (usually obtained via Indicators) on the login page, and update them on a regular basis; usually monthly. This can promote buy-in from users as they see the figures improve over time (hopefully!).
- **Themes**: Some clients have different monthly themes; for example, August might be WHS Correct Lifting Awareness month. Information can be included on safe lifting practices; details of refresher training sessions being conducted, and links to further resources.

Some examples of how the login page could be structured by using tables:

Your main content, including what can be recorded in RiskMan; who the user should contact if they need help, etc	Links to user guides and company policy documents relating to the information managed in RiskMan

Two column layout

<table>
<tr><td>Company name & logo</td><td rowspan="2">Links to user guides and company policy documents relating to the information managed in RiskMan</td></tr>
<tr><td>Your main content, including what can be recorded in RiskMan; who the user should contact if they need help, etc</td></tr>
</table>

Two column layout with company logo area

<table>
<tr><td>Company name & logo</td><td>Who the user should contact if they need help, etc</td></tr>
<tr><td>Your main content, including what can be recorded in RiskMan, company announcements, regular statistics</td><td>Links to user guides and company policy documents relating to the information managed in RiskMan</td></tr>
</table>

Two column layout with multiple table cells

USING THE LOGIN PAGE EDITOR

➔ How to access the Login Page Editor

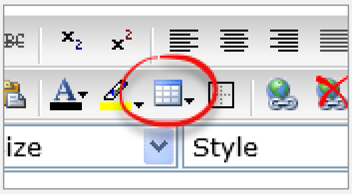
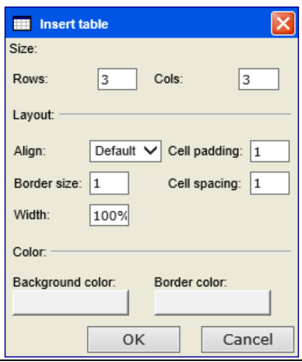
You can access the login page editor by navigating to *Administration* > *Configuration* > *RiskMan Text Editor*. Click the **Edit** button next to **Edit the login page text**.

The editor window

1. Formatting controls, similar to those found in Microsoft Word
2. Save button
3. Design / HTML tabs

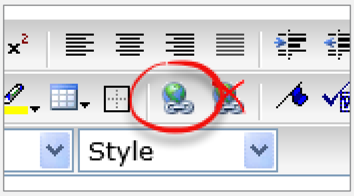
Special formatting controls

There are several functions available that warrant further explanation:

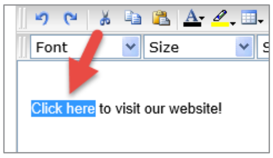
Table 	Displays all the functions for creating and modifying tables. When your cursor is <u>not</u> in an existing table, the only available option will be **Insert New Table**, which gives you the chance to determine the	

<table>
<tr><td></td><td>size and formatting options for a new table.

Cell padding is the amount of space, in pixels, from the border of the cell to the content inside it. Cell spacing is the amount of space, in pixels, between the borders of each cell. Width is the width of the table as a percentage of the available space on your page.</td></tr>
<tr><td>Insert Link

</td><td>Helps you insert a link to a file, intranet page, external web page, etc.

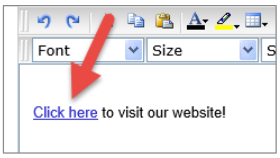
Select the text that you wish to make into a link:



Then click the Insert Link icon. The following window appears:

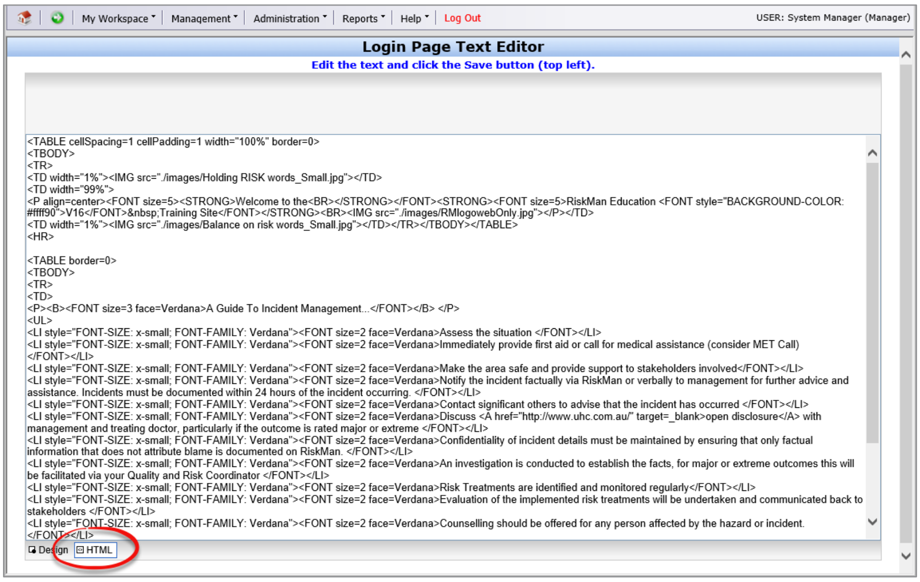
The Type drop down box contains the different types of links, eg. http/https (used for web pages), mailto (used for email addresses), and so on.

Enter the address in the URL field and press OK. Your link will be blue, and will have an underline when you hover your mouse cursor over the top of it:

</td></tr>
</table>

The HTML tab

If you want complete control over the design of your login page, you can click the **HTML ta**b and directly modify the HTML code. Please note that this would suit experienced users only.



ⓘ Note

*When you are modifying the HTML code, the Save button is not visible. When you finish modifying the code, ensure you switch back to the **Design** button and click the **Save** icon before leaving the editor page, otherwise you will lose your changes.*

ADMINISTRATION OF THE LOGIN PAGE EDITOR

There is only one permission needed for a user to be able to access the Login Page Editor:

General tab > **Administrative Permissions**

- Can Modify Global Settings

ADDITIONAL INFORMATION & TIPS

As the Login Page Editor is connected to a high-level user permission, we would recommend that only a select few administrative users should have the ability to use it.

Additionally, there is no change history for the Login Page Editor; if you delete all the content and save, we are unable to get it back for you.

Login Page Editor

RELATED TOPICS

Global Settings